



YMCA Awards

Level 3 Promoting wellness
through client motivation and
interaction

2018

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**Interacting with clients and other
professionals**

Learning outcomes

By the end of this session you will be able to:

- Identify when it is important to adapt communication style to assist in motivating a client to improve health and wellbeing
- Explain the importance of a professional relationship with the client
- Demonstrate different communication styles and techniques that can be used with a client
- Demonstrate use of communication techniques to motivate the client

Communication

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Verbal: Words, sounds, tone of voice

Non-verbal: Body position, posture, gestures, facial expressions

Communication

Communication styles will need to be adapted according to:

- Individual client preferences
- The client's stage of change
- The stage of empowerment to change
 - Dependant
 - Interdependent
 - Independent

Professional relationship

Creating a professional relationship with a client is important for:

- Building trust
- Enabling the client to have a positive experience
- Maintaining client/trainer boundaries
- Greater potential for client adherence

Motivational interviewing

Motivational interviewing is a conversation style can for facilitating behaviour change.

Techniques used are:

- Open-ended questions
- Affirmations
- Summaries
- Reflective statements

Questioning

- Open questions - require a full response, including some explanation or discussion
- Closed questions - require short one or two-word answers (e.g. yes, no', true, false)
- Nominal questions - have numbers as answers
- Factual questions - based on facts and have a right or wrong answer

Questioning

- Hypothetical question - a situation, statement or assumed fact is presented as part of the question to elicit an opinion-based response
- Probing question - used to enquire deeper and find out more
- Clarification question - a probing question used to clarify the understanding of points already made. The answer is likely to be short and factual. A clarification question is intended to be open
- Evocative questions - designed to evoke a feeling

Active listening

- Nodding the head
- Mirroring body language
- Having open and interested body language
- Affirmations
- Paraphrasing
- Reflective statements
- Using probing questions
- Encouraging statements
- Accurate summaries

