



Brief Negotiation Roadmap

OPEN THE ENCOUNTER

- ♦ Introduce yourself and your role
- ♦ Confirm the reason for the visit
- ♦ State the appointment length
- ♦ Ask Permission
- ♦ **Ask** Open-ended question
- ♦ **Listen** without judgment or interruption
- ♦ **Summarize** / reflect what the patient said
- ♦ Information exchange as appropriate

NEGOTIATE THE AGENDA

- ♦ **Offer options:** On this chart are a number of things that can affect _____.
- ♦ **Elicit patient choice:** Is there one area you would like to focus on today?
Is there something you'd like to add to the chart, or something else you'd rather talk about?
- ♦ Information exchange as appropriate

EXPLORE AMBIVALENCE

- ♦ What are some reasons you would want things to stay the same? *AND*
- ♦ What are some reasons for making a change?
- OR**
- ♦ What do you like about _____? *AND*
- ♦ What don't you like about _____?
- ♦ Summarize

ASSESS READINESS

- ♦ Ruler or Readiness Scale 0 - 10
- ♦ Straight Question: Why a 5?
- ♦ Backward Question: Why a 5 and not a 2?
- ♦ Forward Question: What would need to be different to move you from a 5 to a 7 or 8?
- ♦ Summarize

TAILOR THE TRANSITION

Not Ready 0 - 3

- ♦ **Raise Awareness**
- ♦ Elicit Change Talk
- ♦ Advise & Encourage
- ♦ What would need to happen for you to think about changing?
- ♦ How can I help?
- ♦ Would you be interested in knowing more about _____?
- ♦ What might need to be different for you to consider making a change in the future?
- ♦ Summarize as appropriate

Unsure 4 - 6

- ♦ **Evaluate Ambivalence**
- ♦ Elicit Change Talk
- ♦ Build Readiness
- ♦ Where does that leave you now?
- ♦ What do you see as your next steps?
- ♦ What are you thinking / feeling at this point?
- ♦ Where does _____ fit into your future?
- ♦ Summarize as appropriate

Ready 7 - 10

- ♦ **Strengthen Commitment**
- ♦ Elicit Change Talk
- ♦ Negotiate a Plan
- ♦ What are your main reasons for _____? / Why is this important to you?
- ♦ What are your ideas for _____? / How might you do it?
- ♦ How might your life be different when you make this change?
- ♦ What barriers might you encounter when making this change?
- ♦ Summarize as appropriate

CLOSE THE ENCOUNTER

- ♦ Show appreciation
- ♦ Affirm positive behaviors
- ♦ Respectfully acknowledge decisions
- ♦ **Offer Advice** if appropriate
- ♦ **Emphasize Choice**
- ♦ **Express Confidence**
- ♦ Arrange for follow up and link with available resources



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INFORMATION EXCHANGE

Empathic • Supportive of Self-Efficacy • Non-judgmental • Collaborative • Clear and Succinct

Providing Education

- Ask permission
- Assess current knowledge
- Avoid overwhelming patient with too much information
- Check in frequently for understanding
- Ask for return demonstration

Sharing Clinical Results

- Ask permission
- Check patient's understanding of the test
- Compare results to norms
- Ask for patient's interpretation

Sample: "Your tests results are _____.
The standard for this test is _____.
What do you make of this information?"

Offering Advice

Give advice only if:

- Patient asks
- You ask permission
- You are professionally bound

Sample Advice Statement:

As a health care provider, I strongly encourage you to quit smoking. From my perspective this is the single most important thing you can do for your health. Of course, deciding to quit is your choice. I am confident that should you decide to quit, you will find the method that works best for you.

CONFIDENCE STATEMENT

Genuine • Succinct • Realistic • Supportive of Self-Efficacy

Confidence statements are based on the knowledge that: 1) All people have the capacity to make health behavior change and 2) When they are truly ready to change, they will find a way.

Caution! Avoid the following:

- Promoting unachievable or unrealistic expectations
- Embedding a judgment, such as confidence that a client will make the 'right' choice
- Promoting the clinician's agenda without regard for the client's expressed goals
- Offering an expression that is not genuine

Sample Confidence Statements

- I am confident that should you decide to begin _____ on a regular basis, you will develop a plan that works for you.
- I feel certain that if you choose to _____ you will find a way to make it happen.
- From our conversation today, it is clear to me that if you decide to _____ you will be able to create an approach that is effective for you.
- I am confident that your _____ (enthusiasm, determination, success with other lifestyle changes....) will be of great value as you begin to work on this plan.
- I feel very positive that if you choose to _____, you will formulate a strategy that is practical for you.