

- **ENGAGE**
  - Build rapport by matching people body language, words and tone.
  - Actively listen.
  - Ask curious questions that keep your map out of their world.
- **GUIDE**
  - Guide out of stuck state, what could they have differently (X) and the importance of it
  - **“Regarding your health, what would you like to have happen?”**
  - **And is there anything else about that X? What kind of X is that X?**
  - **What is important to you about that X?”**
- **EVOKE & ENVISAGE**
  - What will it be like when they have it? Visualise this
  - **“What would happen if you did? What would happen if you didn’t?”**
  - **What wouldn’t happen if you did? What wouldn’t happen if you didn’t?”**
  - **Can you give me another example of this?”**
- **FOCUS FORWARDS**
  - Clarify purpose of stuck behaviours (Y) & explore behaviour specifics to remove obstacles
  - **“For what purpose are you doing Y?”**
  - **What does doing Y give you? What does Y stop you doing?**
  - **When / where / how / with who specifically do you Y?”**
  - Summarise goals here - collectively recall back & transition X towards the future
- **PLAN in STEPS**
  - Develop a change plan & self-owned strategies to make it happen (cf SMART)
  - Repeat a "next steps" question until broken into manageable chunks and first step of action:  
**“What needs to happen for that / X to happen? Right, in order to do that, what do you need to do? So what needs to happen for that to happen?”...**
  - Summarise agreed action, commit to first step & a time-bound follow up - shake on it.
- **CELEBRATE & BUILD**
  - Follow up and celebrate success! Congratulate every small step and shift away from the stuck state with positive affirmations. Learn from mistakes
  - Keep building on goals and actions and carry on the conversation ...
  - **“So knowing all that you know from the last time we met –what do you want to have happen now?”**

## OVERCOMING RESISTANCE

<i>I don't want</i>	What do you want?
<i>I must do / should do...</i>	According to whom? What would happen if you did? What would happen if you didn't?
<i>I can't ....</i>	According to whom? When can you? What can you do? What happens when you do? What happens when you don't?
<i>I never...</i>	Never?
<i>I always ...</i>	When Specifically?
<i>I've tried that before...</i>	So what did you learn?  And knowing what you learnt then, what needs to happen now?

*Produced from work by Dr Yasmin Razak, GP Educator and Jo Wilson, NLP Coach from Beyond Training Solutions, in association with Diabetes UK*