

# CLIENT CONSULTATIONS

Conducting client consultations to support positive behaviour change

# Barriers to behaviour change

Injury, illness or medical condition.

Time.

Motivation, energy.

Lack of confidence (self-conscious).

Can't afford gym membership.

No access to facilities or services.

Lack of enjoyment in exercise.

# Intrinsic and extrinsic barriers

## Intrinsic

- Something the person perceives as a barrier, for example, a belief or attitude.

## Extrinsic

- Something that constitutes an actual barrier, for example, an exercise contraindication.

# Communication skills – key elements for consultations

## Paraphrasing

Expressing the meaning of something using different words to achieve greater clarity.

## Mirroring

- Imitating the gestures, speech pattern or attitude of another.

## Open-ended questions

Questions that require more than just a 'yes' or 'no' answer.

## Closed questions

Questions that require only a 'yes' or 'no' answer.

# Motivational interviewing

## What is motivational interviewing (MI)?

Initially developed as a counselling method, it attempts to move a client away from a state of indecision or uncertainty (negative thoughts) towards making positive decisions and accomplishing established goals.

The key principles of MI are illustrated by the acronym **RULE**.

**R**

- Resist the need to fix someone's behaviour and dictate.

**U**

- Understand and explore the client's motivations (what he/she wants).

**L**

- Listen with empathy (acceptance of the client).

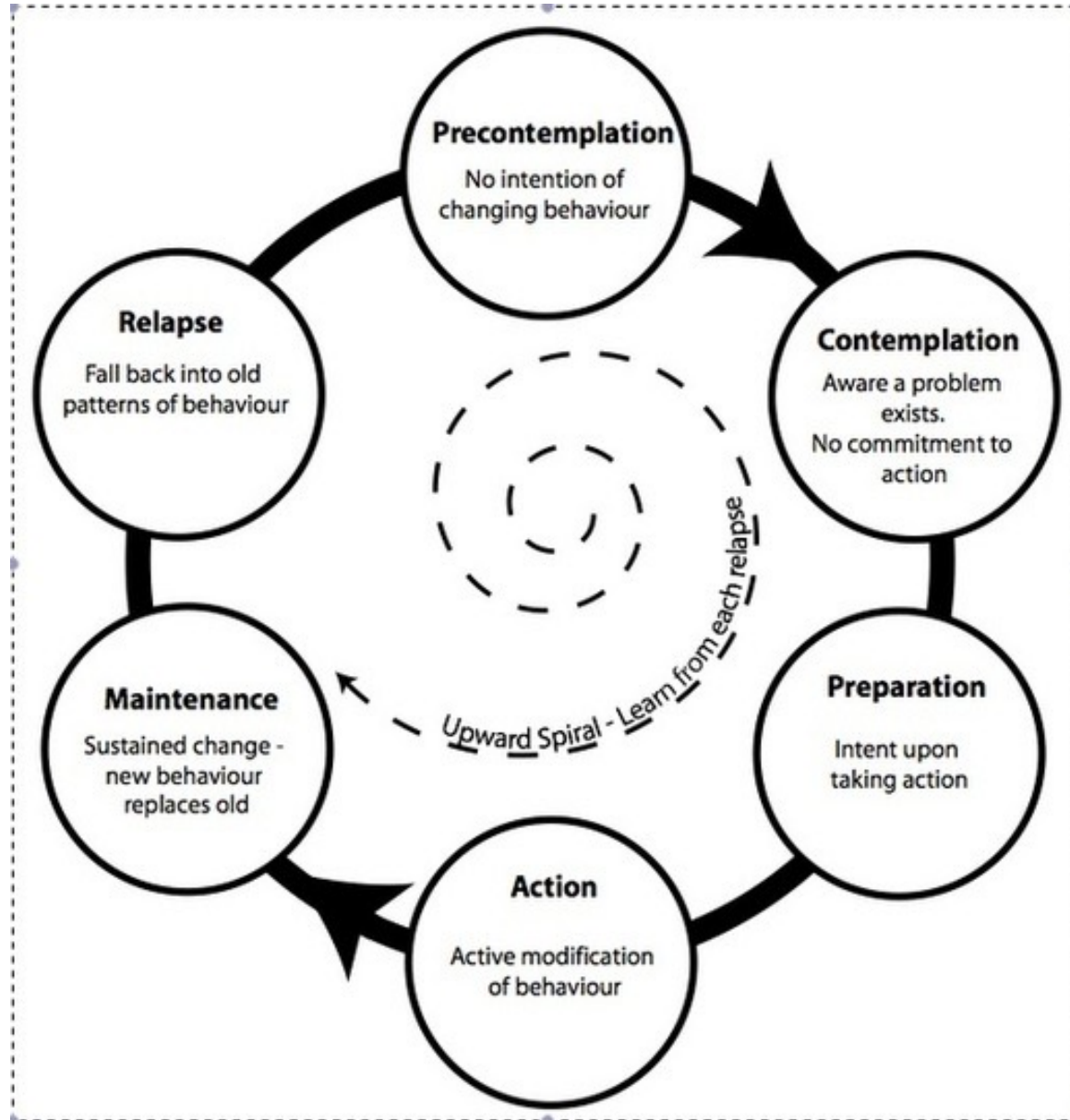
**E**

- Empower the client (encouraging hope and optimism).

# Trans-theoretical method

## What is the trans-theoretical model (TTM)?

The TTM model helps fitness professionals identify which psychological stage of readiness their client is at, which then provides the information needed to support the client through the stages.



# Rewards/incentives

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- Rewards and incentives are valuable methods of strengthening a client's motivation and commitment.
- **Rewards** are given following a period of success, for example, a free month's membership for consistently attending the gym for a sustained period of time.
- **Incentives** are offered to increase motivation and adherence at the very beginning, for example, a free drinks bottle and T-shirt when you join the gym.

# Cognitive reframing

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The process of changing negative experiences and thoughts into more positive ones through rational thinking, as opposed to irrational thinking.

There are examples in your manual.