

# Instructing exercise referral



**Unit:** Instructing exercise with referred patients

# TASK

*Name some of the different ways we can  
communicate with clients*

*AND*

*When we communicate with clients*

# Communication

## Verbal

- Voice tone
- Words and language
- Volume and pitch

## Other

- Letter
- Telephone
- Text
- Email

## Non- verbal

- Body language
- Posture
- Facial expressions
- Eye contact
- Eye movements
- Gestures
- Space/proximity
- Clothing
- Appearance

# When?

Throughout the referral process

- Pre-scheme – to book/confirm appointments
- Initial consultation
- Inductions
- Instructing sessions
- Reviewing sessions
- Post scheme – follow ups

# TASK

*Write down some examples of verbal and non-verbal communication that may infer the following feelings/emotions:*

- *Happy*
- *Sad*
- *Angry*
- *Scared*
- *Bored*

# Examples

- Happy – smile, positive words, open posture, energised
- Sad – frown, crying, closed posture
- Angry – tense body, snarling face, loud, shouting, poised to fight
- Scared – shaking, pupils dilated, run away or freeze
- Bored – yawning, slouched, glazed eyes, dull facial expression

# What body language would you expect to see?

- ‘I’m happy to be here’
- ‘Good to see you’
- ‘How can I help?’
- ‘You are doing great’
- ‘I feel really confident’
- ‘I am 100% ready to do that’

# What may they be saying?





## Key considerations

- Be aware of own verbal and non-verbal communication
- Be aware of clients' verbal and non-verbal communication
- Do the words match the body language?
- Body language often gives the real message

# CONSIDER ..

*So why is verbal and non-verbal communication important?*

# Importance of communication

Communication is the key to:

- Client engagement and co-operation
- Rapport and relationship
- Client understanding
- Client self-confidence and self-esteem
- Mutual respect
- Feeling safe in the exercise environment
- Motivation
- Goal setting
- Planning and adapting
- Enjoyment
- Adherence

# TASK

*How may you adapt communication to meet different needs?*

- *Deaf or partial hearing*
- *Visual impaired or blind*
  - *Other languages*
  - *Low confidence*

## Considerations:

- Interested voice tone and volume
- Non-complex language (jargon-free)
- Face the person (allows lip reading, when appropriate)
- Open posture
- Eye contact
- Balance the use of demonstrations and instructions
- Visual cues
- Concise instructions
- Positive, affirming language – praise
- Ask questions to check understanding
- Observe

## CONSIDER...

*How can you maintain client motivation when they are finding exercises difficult?*

# What are the advantages and disadvantages of the following approaches?

- Praise and encouragement
- Empathy
- Allow rest
- Modify and adapt
- Nurture, softer approach
- Ask if they need to rest
- Explore how they feel
- Dictate
- Push them to work harder or keep going
- Don't let them stop
- Ask for more
- Raise voice
- Drill sergeant

Would these styles always be appropriate?  
Which style would you use? And why?  
When may you adapt style?

# Considerations

- Is there potential for lapse or relapse?
- Is ambivalence present?
- Use motivational interview skills
- Open questions
- Affirmative statements, e.g. Accentuate the positive
- Reflective listening, e.g. Reflect back what they say
- Summarising
- Facilitate 'their' change talk (the reasons for doing something)



# TASK

*Look at the client dialogue on the next slide*

*What do you hear?*

*AND*

*How would you respond using motivational  
interview skills?*

## Client dialogue

*'I just don't feel like I am getting anywhere. I have been coming for four weeks and it doesn't feel any easier at all. I really have to push myself to come and it's getting harder to do this. I feel like giving up, I really do! I mean, this condition isn't going to get better, is it? I know that much!'*

## What do you hear?

- Lots of 'ready to give up talk' (sustain old behaviour talk)
- Barriers
- Hopelessness
- Struggle
- Difficulty
- Losing motivation

# Which skills would you use?

- Open questions
- Affirming statements
- Reflective listening
- Summarising
- Or give advice?



# Examples

## **Affirming statement:**

‘You have felt like giving up, but you’ve stayed with it, that takes determination’

## **Open question:**

‘What has made you keep going?’

## **Reflective guess:**

‘You would like it to feel easier and that you are getting somewhere’

## **Summary:**

‘Part of you feels like giving up because it’s feeling harder, but another part is pushing you. You would like it to feel easier and know you’re getting somewhere, so the part that is pushing you doesn’t have to work so hard’

# Helpful helping

- Client is always the expert on themselves (why they should or shouldn't)
  - What motivates them
  - What stops them
- Listen
- Facilitate their motivation talk
  - Why they could/should
- Exercise referral instructor is expert on designing exercise referral programmes (how to achieve goals)
  - Affirm positive actions
  - Show empathy for struggles
  - Stay non-judgemental
- If giving advice (how to)
  - Avoid telling them how they can, before they have explored why they should

# CONSIDER...

*Why is it important to correct technique?  
&  
How would you do this?*

# Corrections

## Why?

- Safe alignment
- Effective technique
- Prevent injury or harm
- Maximise benefits
- Develop positive habit, e.g. Perform correctly
- Mastery and competence

## How?

- Observe
- Give and reinforce teaching points
- Make eye contact
- Visual demonstrations
- Analogies, e.g. Like this..
- Manual correction (care)
- Sensitivity, e.g. Not embarrass