



Training Update

Solution Focused Approaches in Behaviour Change Conversations

May 2019

A Solution Focused approach assumes that the client has the knowledge of what would make their life better. The approach allows for future focused, strength based conversations to help individuals make changes which have a positive effect on their health and wellbeing.

Our Training

Our two day training is designed to allow participants to experience the approach in order to develop the confidence and practical skills to use in behaviour change conversations. We have been commissioned by Kent and Medway Public Health to deliver our 2 day course as part of a program of training for a make every contact count (MECC) approach. We are currently delivering this to multidisciplinary staff including social care, education, public health, acute hospitals, primary care, community and voluntary sector across Kent and Medway. We have also delivered this session to staff working within social prescribing and behavior change teams in South Tyneside and Newcastle.

Feedback

What attendees found most useful from the course

- Everything. Whole new mind set; completely different way of thinking but so useful in public health.
- Liked keeping on a positive direction with regard to conversations
- It will make my approach to 1:1 sessions with clients focus on the positives rather than the negatives. Hopefully this will impact on the preferred outcomes for the clients.
- Learning not to focus on problems
- Languages and dialogue- different focus, focusing on preferred future and best hope, not the problem
- All useful information. Skills rehearsal very helpful although I'm usually uncomfortable with this it was fine and very relevant.

How attendees intend to use the learning from the course

- In my one-to-one with young people
- To better support individuals I work with
- Through my 1:1 Visits and home visits to get better understanding of my clients
- Will be putting into practice with service users
- Turning negative/problems into a positive. Giving the client empowerment
- In my work as a smoking advisor and health checks as it will help find out more about why they can't do things.
- Will use during initial assessments and follow up appointments with clients
- Client and family discussions



What attendees have said about our training

- Thank you for thought provoking and powerful training that has empowered me to change my own life as well as feeling inspired to help others
- It was brilliant!
- Very relative to our service and will be very useful and actually invaluable to the clients that access our service
- Awesome, thank you! Really inspiring and useful in personal life as well as work"
- A fantastic thought provoking course. I will be putting into practice.
- The trainer kept me engaged throughout involving practical learning activities.

How I've used this in my role?

"I went with asking the Miracle Question with David this morning and him describing how he'd feel fitter and not grasping for breath from rushing about. It made him think that instead of just being a spectator and watching the football match on a Saturday that he could play in the game. Next Tuesday he is booked to play walking football at the Outer West Pool."

At previous clinic appointments with Mr A I had experienced a (repetitive) cycle of remain and change talk, always returning to remain. There was a negative tone to our conversations. Recently I used a solution focused approach. Using the 'miracle question' we explored how his current daily routine might be different. Mr A identified "I would have more energy to go out and not require a sleep in the afternoon". The positivity continued when using the scaling question where he placed himself at 2. We explored what made him "2 and not zero": "well I currently do some Thai-Chi, and take day trips out with my wife". Without prompting Mr A then started to talk about how he could improve his diet, exercise and general well-being through self-hypnotism, a technique that had previously helped him. He was enthusiastic when leaving the appointment and even spoke with the practice manager saying "I'm going to give this a go".



"I had seen a client today for my 2nd wellbeing star and we talked through the changes. My client was lowering the numbers as we discussed his situation and goals since he was last seen, near the end I asked him the miracle question of his preferred future and what would be different, this led to a more positive conversation which he talked about what he has now and done.

It helped the client think towards the preferred future and what would be different by bringing small changes to their awareness."

Mrs B had been a patient of mine for a few months. Previous appointments have been very teary as she used the appointment as a chance to talk freely to someone who would (willingly) listen to the chaotic stresses in her life. At our most recent appointment I used a solution focused approach to explore her latest attempt to stop smoking. We looked at the good things she is noticing : "I feel better", "how does that show up?", "I don't get so short of breath", "how are you instead" "I breathe more easily", "what else?", "the grandchildren no longer say 'stinky' when they come to my house", "what else?" "I have more money, that's a biggie" "what else?".... By the end of the appointment she talked enthusiastically and with confidence about continuing with her no smoking journey.