

Persuasion Exercise

Activity 4A

Focus: Explore differences between the medical approach and the patient centered approach to behavior change.

Directions:

- Patient: Role play a patient where behavior change is a goal (quitting smoking, losing weight, checking blood sugars, socializing more), you are ambivalent and somewhat resistant to change
- Care Manager: Use instructions below to respond to patient

Activity #A Care Manager:

1. Explain why the patient should make the change.
2. Give at least 3 specific benefits that would result from making the change.
3. Tell the client how to change.
4. Emphasize how important it is for the client to make the change.
5. Tell the client to make the change.

Persuasion Exercise

Activity 4B

Activity #B Care Manager:

1. Ask why would you want to make this change?
2. If you decide to make this change, how might you go about it, in order to succeed?
3. What are the three best reasons for you to do it?
4. On a scale of 0-10, how important is it for you to make this change?
5. The care manager gives a short summary of what he/she heard, then ask one more question:
“So what do you think you will do?”