

## **Building on Strengths, Delivering the Future: Supporting behavioural change in patients**

### **Background**

Within your pharmacy practice you will be faced with patients unsure about changing their behaviour. They may be facing choices about whether or not to stop smoking and if so, how; whether or not to take their medicines; and whether or not and how to best make lifestyle changes such as losing weight, taking more exercise or improving their diet. Motivational Interviewing is an evidence-based and proven approach to behaviour change counselling which is being increasingly applied within healthcare settings to help patients make important changes in aspects of their lifestyle.

Hampshire and IOW LPC has identified Motivational Interviewing as a key skill for practising pharmacists engaged in delivery of patient services where behavioural change is required: Medicine Use Review, Smoking Cessation, Sexual Health, Weight Management, etc. And with pharmacy services increasingly measured on outcomes achieved for patients such as smoking quit rates, we believe now is the time to invest in developing key competence in this growing healthcare area.

### **Outcomes**

- Understand the principles and underpinning concepts of Motivational Interviewing
- Develop skills and confidence in using several simple tools and strategies – decisional balance, assessing and improving readiness and confidence, noticing change talk, building commitment, negotiating and agreeing behaviour change plans, rolling with resistance, developing empathy and rapport, and preventing relapse.
- Learn how and when to use the approach in your daily settings
- Learn how to fuse or blend motivational interviewing with other styles and approaches

### **Content**

The workshop will include:

- Origins of and evidence for Motivational Interviewing
- Core Concepts: Readiness, Resistance, Ambivalence, Discrepancy and Confidence
- Using your OARS: Open Questions, Affirmations, Reflective Listening and Summaries
- Tools and Strategies: Setting the Scene, Agreeing the Agenda, Typical Day, Good Things / Less Good Things, Importance and Confidence Rulers, Two Possible Futures, Exploring Option and Agreeing a Plan.
- Rolling with Resistance and Recognising and Eliciting Change Talk
- Applying the approach for everyone's benefit in your daily work settings