

Client-Centered Counseling: Interview Overview

1. **Set an agenda (see [here](#)) and get agreement.** FYI, [Diabetes Safety Checklist is here](#).
 - a. “I’d like to set an agenda for today. There are some safety questions I’d like to ask. I’d also like to discuss ...(insert clinician’s other agenda items) if you are agreeable. What items would you like to put on the agenda?”
 - b. “I’d like to set an agenda for today. This is your first appointment so I’d like to ask some questions to get to know you and your health needs better. I’d also like to know what topic is important to you, so we can put that on the agenda. Together we’ll come up with a plan for how to address your needs, for example more appointments, classes or other resources. How does this sound? What topics would you like to put on the agenda?”
2. **Assess and determine glycemic targets, control and priorities.**
3. **Negotiate and triage priorities on the agenda. Decide on topic to address first. Reassure client their agenda items are important.**
 - a. “You’ve said that discussing (client topic) is your priority today. However, I see that your (clinician triage topic) is extremely high and I’m concerned for you. How would you feel if we discussed this first?”
 - b. “If time runs out, don’t worry. I’ll either give you some information on (client topic) with a handout, online education website, class or I’ll refer you to an appropriate resource. Of course, we can also book another appointment soon just to discuss your topic. “
4. **Identify specific behavior change (lifestyle or med).**
5. **Assess conviction/confidence for behavior change**
 Assess conviction first. If low, e.g. ≤ 7 out of 10 choose a strategy to increase conviction and assess again later. If high, assess confidence. See [here](#) for more info & examples.

<p>Assess conviction</p> <ul style="list-style-type: none"> • How do you feel about ...(behavior)? • On a scale of 0 to 10, how important is...(behavior)? • If you decided to ... (behavior) how might that benefit you? 	<p>If low conviction try:</p> <ol style="list-style-type: none"> 1. Ask if wants more information 2. Link behavior to what’s important to them or to solving one of their problems. 3. Elicit change talk (focus on the positive) 4. Strengthen relationship 	<p>Examples:</p> <ol style="list-style-type: none"> 1. “Would you be willing to hear more information on ...? I want to be sure you have all the information you need to make an informed decision. I’ll respect your decision.” 2. Would you like more information on how ... (behavior change) could help with ... (what’s important to them or what’s bothering them?) 3. “What made you say 5 instead of 1?” Or “I heard you say ___(something good) about ...(behavior change). Could you tell me more about what made you say that?” 4. Explore with more open-ended inquiry, reflection, empathy to build trust. (\uparrow trust = \uparrow desire to act)
<p>Assess confidence</p> <ul style="list-style-type: none"> • “How confident are you that you could (behavior)?” • “On a scale of 0 to 10, how confident are you that you could...?” 	<p>If low confidence try:</p> <ol style="list-style-type: none"> 1. Identify barriers 2. Problem-solve barriers 3. Focus on prior success 4. Add social supports 	<p>Examples:</p> <ol style="list-style-type: none"> 1. “What would get in the way of...(behavior)?” 2. “How could you work around that problem?” 3. “What has worked in the past?” 4. “How would you feel about a friend or family member helping, and what would that help look like?”

6. **Tailor a SMART goal based on their stage of change. See [here](#).**
 - a. Goal to “think about”
 - b. Goal to “prepare”
 - c. Goal to “act” in small steps or to enhance action
 - d. Goal to “maintain”
 - e. Goal to make relapse plan
7. **Arrange follow-up. See [here](#).**