Client-Centered Counseling: Interview Overview

1. Set an agenda and get agreement.
   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 get you some information on (client topic) either 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). Assess conviction/confidence and determine strategy to advise and assist.

5. Tailor a SMART goal based on their stage of change
   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

6. Arrange follow-up