



## Health Coaching Skills Consolidation Workshop Written Case Study Instructions

### General Instructions

*You are required to prepare one case study in relation to a client/volunteer low in readiness to change and a second case study in relation to a client/volunteer high in readiness to change.*

*Please do not include anything in this case study that will identify your client/volunteer.*

*The purpose of the case studies is to demonstrate your competency with using health coaching tools and techniques as well as your ability to self-reflect regarding your performance (both positives and negatives).*

*Each question requires a maximum of 50-100 words.*

### Readiness to Change Assessment and Agenda Setting

1. What were the client's referral issues?
2. Relevant medical history (briefly, what are the medical or health issues for this client)?
3. What were the major issues from the client's perspective?
4. What were the client's perceived barriers to health behaviour change?
5. What General Goals did the client consider working on?
6. What agenda setting technique did you use?
7. What general goal did the client choose to work on and why?
8. What were client's readiness, importance and confidence in working on this General Goal?

(Insert scales with R, I, C marked in using numbers or crosses. If scales not used, provided descriptions of R, I, C used by the client.)

9. What were the client's intrinsic motivators?
10. What were the client's stated benefits of making changes (positive change talk) in this General Goal area?

11. Did you explain and normalise the behaviour change process to your client? Yes / No (circle)

(If yes, how did the client respond?)

12. Did you lead the client through the decision worksheet (either verbally or in written form)?

Yes / No (circle)

**If Yes:**

a. What decision did the client work on? (Attach worksheet)

b. What were the main issues stopping the client from deciding to change?

c. If they decided to work on the general goal after all, what changed their mind?

d. What was the outcome of the decision worksheet? (tick)

client decided to not to make the change

client decided to make the change

client needed more information to make the decision

client remained ambivalent

e. What was the client's readiness to work on this general goal after working through the decision worksheet?

(Insert readiness line)

### Goal Setting and Action Planning

13. What were the client's Specific Options generated using the GROW conversation format?

(Draw client's Goal Hierarchies diagram)

14. Which Specific Option did the client choose to work on?

15. What was the client's SMART goal?

16. What was the client's action plan?

(Attach the Healthy Goals Action Plan if used)

17. What was the client's rated Importance in achieving this specific goal?

18. What was the client's rated Confidence in achieving this specific goal, given the written action plan?

19. Did you ask the client what would make them more confident in achieving the goal? Yes / No

(You may include several ratings and discuss why these ratings changed, the missing action plan steps etc.)

20. Did you include a back up (contingency) plan in case the plan didn't go smoothly?

21. Did you discuss relapse prevention when action planning? Yes / No

(What was the relapse prevention strategy?)

22. Did you discuss referral to another practitioner or service?

(If yes, briefly describe)

23. What health education did you incorporate in the consultation?

#### Barriers to Change

24. What were the client's perceived barriers to achieving the Specific Goal?

(Describe and categorise these according to the BEST model.)

25. How were the client's barriers to change addressed in the action plan?

26. If you identified ANTS as barriers, did you help the client to generate PETS? Yes / No

(If yes, attach the Change Your Mind worksheet)

#### Follow up

27. What monitoring or tracking techniques did you build into the client's action plan?

28. What support mechanisms were included in the client's action plan?

29. Were you able to see the client for one or more follow up sessions? If so, how many and what were the time frames? How did you review the client's progress? Did you discover and/or address any further barriers to change?

30. How did the client progress over time?

#### Your experience overall

31. Do you think that your client found the health coaching interview a valuable experience? Please comment.

32. Did you find the health coaching interview a rewarding experience? Please comment.

33. What areas do you feel that you could improve your performance in?

34. What is your action plan for achieving this?

35. What do you feel that you did well in the interview? Please share your successes with us!

36. Is there any further support that you would like to receive to assist your skills development?