
IMPORTANCE AND CONFIDENCE

When you think about it, our change conversations with patients are usually about things they feel are important to change, but that they also feel will be difficult for them to change.

If we can assist them to draw on their resources, skills and abilities to increase their confidence, we might be helpful in supporting them to make a change.

Using these scaling questions, we can assist patients to articulate their reasons for making changes, and why it is important, as well as promote their confidence to make changes. These questions help to develop discrepancy between maintaining the status quo, and making changes. They help to draw on the patient's values, and to identify what they need to make changes.



On a scale from 0-10, where 0 is not at all important, and 10 is very important, how important is it to you to...?
What makes you a and not a (lower #)?
What would it take to increase the importance to a (higher #)?
Summarise



On a scale from 0-10, where 0 is not at all confident, and 10 is very confident, how confident are you that you can...?
What makes you a and not a (lower #)?
What would it take to lift your confidence to a (higher #)?
Summarise

Reflective exercise:

Answer the questions for yourself about a health change you have been thinking about making.

- How do the questions help you in thinking about the behaviour you want to change?
- What do you notice about the language you hear in your own responses?

Now, consider the direction of the questions being asked. What would happen if you asked yourself the questions in the other direction, eg:

"What makes you a 6 in confidence and not an 8?"

Paying attention to your own answer to this question, you will note that asking in this direction elicits deficits, failures and reasons it is difficult to change.

Asking the questions in the order presented in the text boxes elicits change talk – because you are asking people to tell you what promotes the importance of the change, or their confidence (see information sheet *Tuning in to Change Talk*). Keep this in mind for scaling questions, as they can be very useful at tapping into what's important and what helps to promote change.
