Inviting Change into The Room
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Learning Objectives:
1. Recognize three styles of listening and responding.
2. Compare outcomes from the different communication styles.
3. Identify ways people speak about change.
4. Practice listening for change in conversations.

Styles of Listening/Responding: (1 & 2)

**Directive**: Prescriptive in nature and critical during circumstances in which a client needs treatment provided to them.

**Following**: Passive in nature (listening more than talking.) Common as a person-centered style to build relationships or support patients when processing concerns.

**Guiding**: A strategic conversation where the professional partners with the patient to discuss benefits and barriers to change. Uses many common person-centered skills but operates with the intension of reflecting change talk to increase motivation.

Key Concepts for Empathic & Active Listening: (3 & 4)

**Change Talk**: Statements by the patient in the direction of change in present or future tense.

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![Cartoon images illustrating change talk concepts]