

Appendix H

Core Principles:

1. Expressing empathy by using reflective listening to convey understanding of the other person's point of view.
2. Develop discrepancy between the other person's values and the current behavior.
3. Sidestep resistance by responding with empathy and understanding rather than confrontation – affirm the other person's freedom of choice.
4. Support self-efficacy toward change by building the person's confidence.

A woman comes in with a lung infection and is examined and given antibiotics. The nurse wonders about her habit of tobacco use and about the possibility of other drug use as well. She is in her 40's and single, most often unemployed, and lives with friends that have similar habits. She has family in the area that has often expressed concern but feel trapped because each time they bring the concern up it results in a conflict.

One of your peers has been showing up to work late regularly which has been causing some difficulty during shift change. She has 2 children that she brings to day-care each morning. She has reliable transportation, and her husband works a similar shift. Off-going staff have asked her to get to be more timely, but they have had little success. These conversation would often result in an argument.