

Phases of a health dialogue

1. Building trust

- Listen and give space to talk
- Avoid arguing and being judgmental
- Show interest through gestures and facial expressions

2. Exploring motivation

- Assess the situation, e.g. by making use of health screenings and/or by letting the visitor tell you freely
- Provide a suitable amount of information to inspire motivation
- Support the visitor in moving through the stages of change

3. Supporting agency through an action plan

- Support the visitor's expertise about their situation
- Give responsibility and emphasise autonomy
- Strengthen the visitor's ability to take action to promote their health
- Focus on successes, do not allow failures to discourage the visitor
- Refer and guide to services, as needed

4. Final message

- Tell the visitor about the positive aspects and possibilities that you see in the visitor and/or their situation
- Tell the visitor why you believe they are capable of change



**Motivational
health dialogue**

Health dialogue

A health dialogue is an interventional and motivational approach used at the Health Points.

Goals

1. To help the visitor find and strengthen their motivation to make health-promoting changes
2. To support the visitor in finding their own agency
3. To identify any needs for health or social services.

Principles

1. Showing firm empathy
2. Identifying the visitor's goals and values
3. Strengthening the visitor's capacity for change by highlighting their strengths and successes
4. Identifying the stage of change and avoiding giving unnecessary advice, i.e. listening more than talking.



Methods

1. Open-ended questions

- Make the visitor's thoughts visible
- Describe, tell, how, in what way...
- Avoid giving direct instructions

2. Empowerment

- Support the visitor's decisions
- Show your belief in the visitor's capacity for change
- Avoid making decisions for the visitor

3. Reflective listening

- Repeat the visitor's thoughts and ask further questions
- Check that you understand and make summaries
- Point out identified conflicts: can the visitor achieve their goal?
- Avoid making your own interpretations