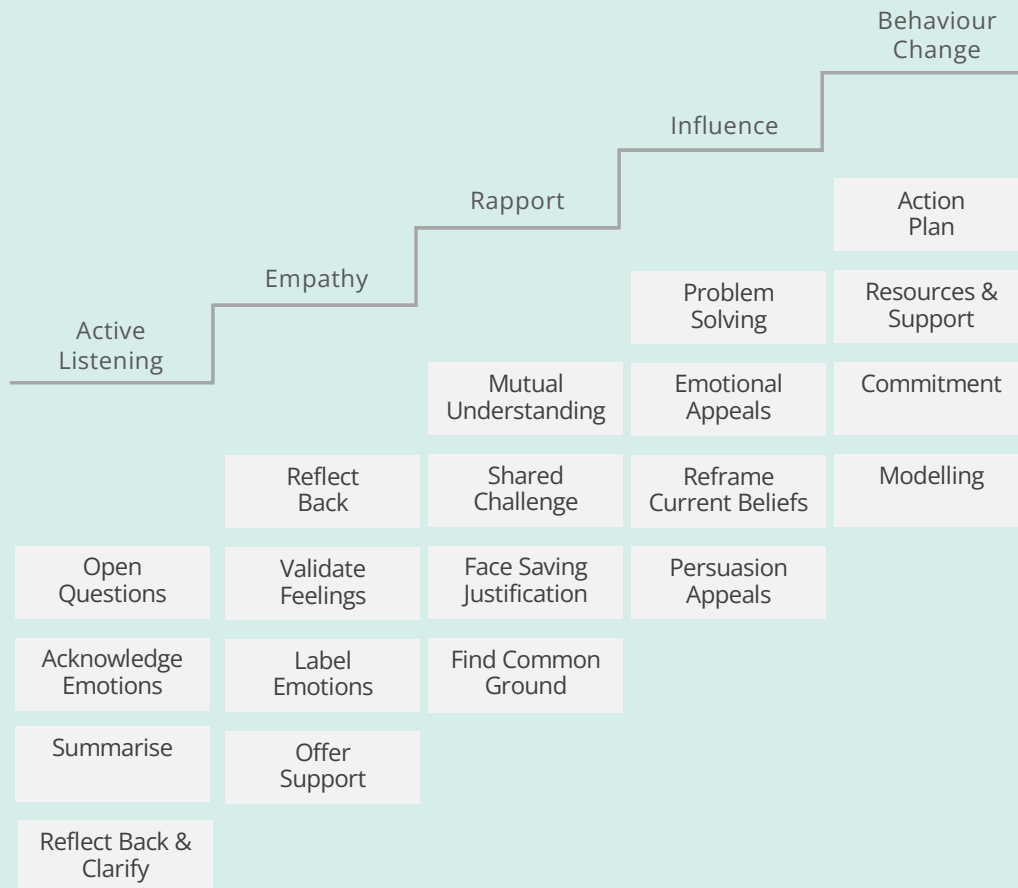


# Behavioural Change Stairway Model



**Checklist** to know when to move on to the next stage.

### Checklist: Active Listening

- The client actively participates in the conversation (e.g., sharing thoughts, and asking questions).
- The coach has accurately paraphrased or summarised the key points made by the client.
- The client confirms or corrects these reflections, indicating understanding.
- The client shows signs of comfort and engagement (e.g., nodding, and maintaining eye contact).
- The client freely expresses thoughts and emotions, indicating trust in the coach's attentiveness.

### Checklist: Empathy

- The client has indicated that they feel understood (e.g., "Yes, that's it" or "That's exactly how I feel").
- The client shows signs of emotional engagement (e.g., shows comfort in sharing emotions).
- The client displays trust (e.g., by sharing more personal information, and seeking advice).
- The client responds positively to empathetic statements (e.g., agreement, further elaboration on points).
- The client appears relaxed and at ease (e.g., natural body language, and maintaining eye contact).

### Checklist: Rapport

- The client actively participates in the conversation and even asks questions indicating interest and engagement.
- Personal or sensitive information and vulnerabilities are shared showing clear signs of trust.
- Signs of empathy and understanding are present showing signs of an emotional connection.
- Key points are understood and acknowledged by both parties leading to mutual understanding.
- Openness to discuss new ideas and moving forward is evident.

### Checklist: Influence

- The client shows openness to new perspectives or suggestions.
- The client acknowledges insights or understanding gained during the conversation.
- The client verbally agrees with or shows support for some of the ideas or strategies discussed.
- The client expresses willingness to consider or discuss changes in their behaviour or approach.
- The conversation includes a discussion of potential actions or next steps.

### Checklist: Behaviour Change

- The client has made specific commitments to change (e.g., defined actions or goals).
- A clear action plan or steps for change have been developed and agreed upon.
- The client understands the impact and benefits of the proposed changes.
- Necessary resources and support for making the change have been identified and discussed.
- A plan for follow-up or review of progress is in place.