

Rolling with Resistance R	<ul style="list-style-type: none"> • Working with resistance rather than opposing it • Balancing the perspective 	<ul style="list-style-type: none"> • Okay, so, you are not up for trying to quit smoking with the patch. What other options have you heard of?
Express Empathy E	<ul style="list-style-type: none"> • Identify & understand reasons for resistance without judging • Creates trust & shows you are on the "patient's side" 	<ul style="list-style-type: none"> • You are frustrated because you've tried to quit smoking before without success. • You feel _____ because _____
Avoid Arguing A	<ul style="list-style-type: none"> • Avoid adding additional resistance for the patient • Feelings are not arguments • Confirmed, not argue 	<ul style="list-style-type: none"> • If a patient says they don't want to quit smoking now. Fair enough, you do not want to quit now? Would you be willing to talk about your goals for the future?
Develop Discrepancy D	<ul style="list-style-type: none"> • Strategy to create dissonance • Motivate change by creating a discrepancy between present behavior & personal goals / values 	<ul style="list-style-type: none"> • You want to see your children grow up, but you recognize that smoking can have numerous serious health consequences.
Support Self-efficacy S	<ul style="list-style-type: none"> • Point out the positives • Praise the patient for what they are doing so 	<ul style="list-style-type: none"> • For a patient who's tried to quit in the past. You've tried before. That's