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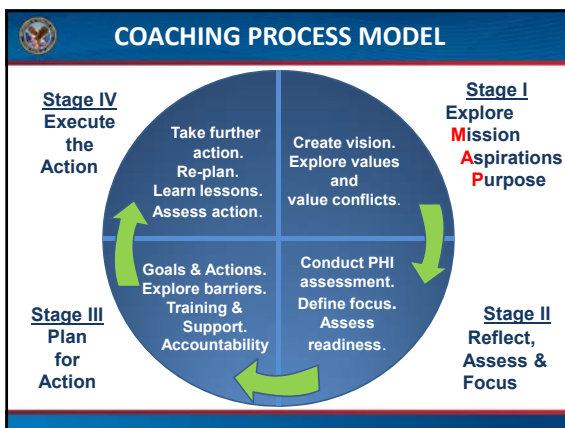
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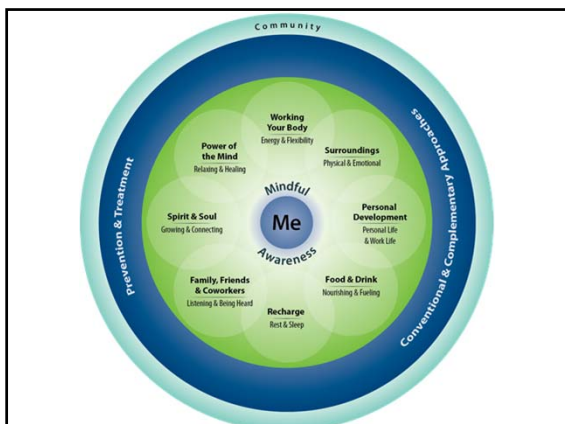
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VA  U.S. Department of Veterans Affairs  
Department of Health Affairs  
Office of Patient Care and Cultural Transformation

Whole Health Life 

Whole Health Coaching

# Barriers, Challenges, and Contingency Plans

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 Barriers, Challenges, Contingency Plans 

“Change is not made without inconvenience – even from worse to better.”

*Richard Hooker, 1554-1600*

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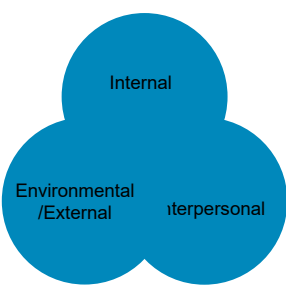
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 Barriers to Change and Challenges 



Internal

Environmental /External

Interpersonal

From: Zimmerman, GM (2007). Addressing barriers to health promotion in underserved women, family & community health. 2012.153450

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**Internal Challenges/Barriers** Whole Health Life

Limiting thoughts and beliefs

- Gremlins
- Inner Critic
- Negative Self-talk
- Limiting perspective
- Value conflicts



**What might you hear someone say?**

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**Internal Challenges/Barriers** Whole Health Life

Lack of skills and knowledge

- Unsure how to change behavior
- Lack of Resources
- Do not understand the benefit, long-term consequences

**What might you hear someone say?**

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**Internal Challenges/Barriers** Whole Health Life

Value conflicts and competing priorities

- Time, money and other resources
- Ideal vs. Operational values



**What might you hear someone say?**

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 **Interpersonal Challenges/Barriers** Whole Health Life 

Roles and relationships that may impede making a change

- Change may affect family/friends
- Lack of support
- Peer pressure
- Care-taking responsibilities

**What might you hear someone say?**

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 **External Challenges/Barriers** Whole Health Life 

Obstacles perceived as outside the individual's control

- Work demands/schedules
- Weather
- Canceled classes
- Access to resources (e.g., affordable healthy food, gym)
- Illness/injury

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 **Working with Barriers** Whole Health Life 

Explore competing values/priorities

- What values will you honor when you make this change?
- What else may compete for your time/energy/attention?
- How important are these competing priorities compared to the change you want?

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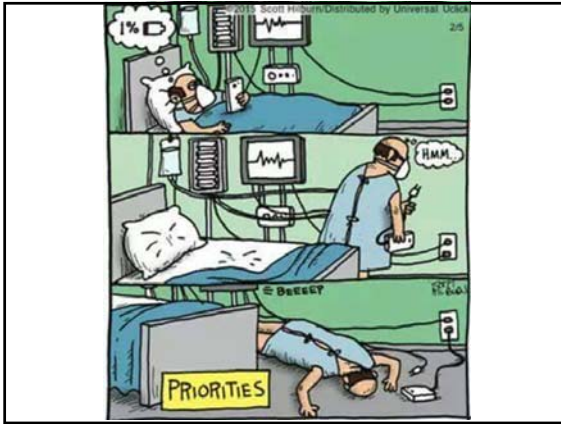
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**Working with Barriers** Whole Health Life

When life gets in the way. . .

- Make a back-up plan
- Ideally, have Plan A, B, and/or C
- At a minimum, have one back-up plan

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**Working with Barriers** Whole Health Life

Brainstorm contingency plans/options

- What ideas do you have about making this change? (What else?)
- What do you plan to do when confronting this barrier/challenge?
- Would you be willing to brainstorm some ideas?

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 **Brainstorming** 

1. Invitation
2. Explain how it works
3. Each shares an idea. No judgment zone!
4. Do it fast. Do not analyze!
5. Consider the list. What is most appealing, doable?

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 **Working with Barriers** 

If needed, offer resources

- What information or resources do you need?
- Where could you go to get them? (What else?)
- Would you like me to offer some information or resources? (Elicit, Provide, Elicit)

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 **Elicit—Provide—Elicit** 

|         |   |
|---------|---|
| Elicit  | <ul style="list-style-type: none"><li>• “What do you know about...”</li><li>• Reflect what they know!</li></ul>                                   |
| Provide | <ul style="list-style-type: none"><li>• “May I share what I know?”</li><li>• Offer information in small doses</li></ul>                           |
| Elicit  | <ul style="list-style-type: none"><li>• “What are you taking away?”</li><li>• “How does that sound? Compared to what you already knew?”</li></ul> |

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VA U.S. Department of Veterans Affairs Department of Health & Human Services Office of Patient-Centered Care and Cultural Transformation Whole Health Life

## Whole Health Coaching Process: Stage IV

### Assessing Action

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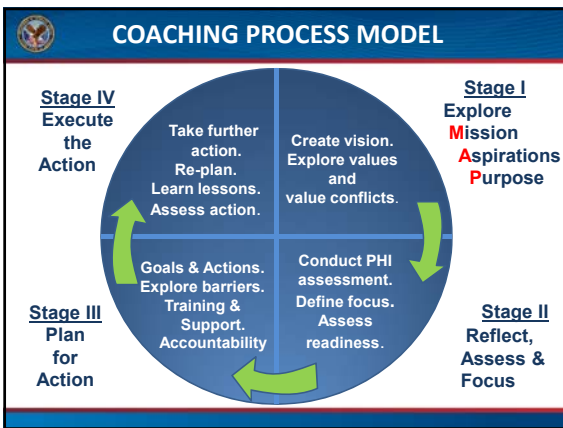
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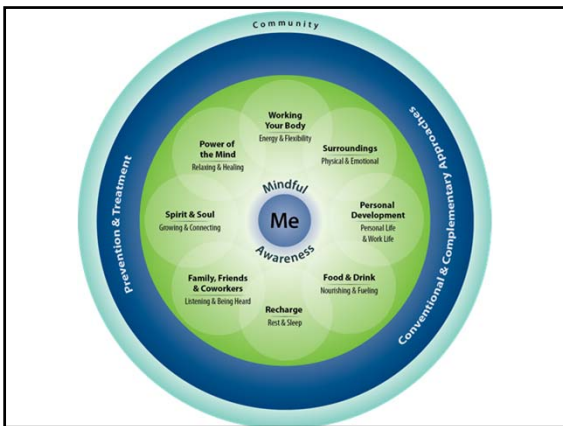
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 **Stage IV – Execute the Action** 

**Phase 1** - Have client self-assess how they have progressed since last session

- Fully took action
- Partially took action
- No action taken

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 **Stage IV – Execute the Action** 

**Phase 2** - Assist client in assessing what they learned about themselves and situation. These 'learnings' may include:

- Challenges/barriers encountered
- Contingency plans
- Strengths and successes
- Personal Insights

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 **Stage IV – Execute the Action** 

**Phase 3** - Assist the client in modifying or adding to their plan . . .

- Continue with the same plan
- Add additional action steps
- Modify existing action steps
- Revisit earlier stages: values, area of focus, or goal

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 **Stage IV – Execute the Action** 

**Phase 4 - Take Further Action**

- Continue with coaching process
- Explore or refer to other services

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 **Reminders for Stage IV** 

- Solicit affirmations from Partner for what they have accomplished
- Recognize Strengths
- Reconnect to Mission, Aspiration or Purpose (MAP)

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 **Stage IV Demo** 

- Focus area?
- Learnings? How'd it go?
- Focus for today...same area of circle, or new focus? Connection to MAP?
- Goal/Action Step for week.
- Takeaway?

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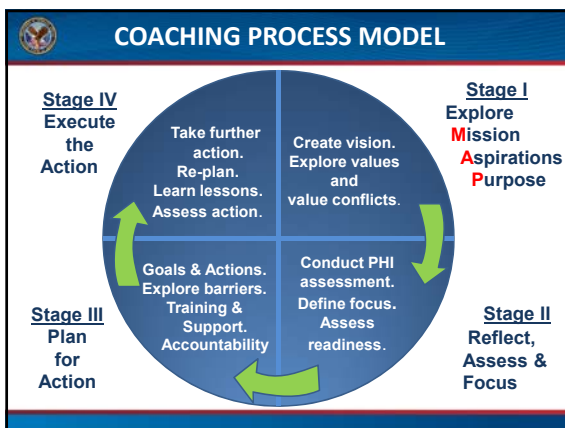
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VA U.S. Department of Veterans Affairs Department of Health Services Office of Primary Care and Cultural Transformation Whole Health Life

## Barriers / Challenges

### Strategies

1. Identify & Name
2. Back-up Plans
3. Explore competing values
4. Brainstorm
5. Offer Resources, Information (EPE)

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 **Barriers / Challenges** 

**Strategies**

6. EXPLORE PERSPECTIVES



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 **Perspectives** 

- A Strategy, NOT a Stage
- Often used in Stages III or IV
- With Barriers & Limiting Beliefs
- Multiple Perspectives
- Light & Creative
- Ends with Choice & Action

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 **Perspectives** 



... A view, outlook, or lens through which we see ourselves, a particular situation, or our world.

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**Perspectives** Whole Health Life

Most of our perspectives are conditioned by our experiences, environment, culture etc.



National Veterans Wheelchair Games 2016

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**Perspectives** Whole Health Life



It's a Fan!  
It's a Wall!  
It's a Rope!  
It's a Tree!  
It's a Snake!  
It's a Tree!

Often become our reality, our story, our truth about what is possible, or not.

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**Perspectives** Whole Health Life

Can motivate and empower



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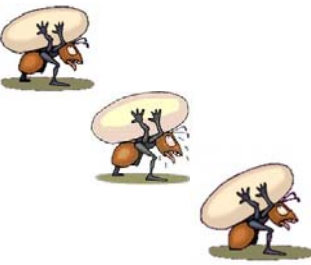
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Whole Health Life

### Perspectives



Or . . . they can weigh us down and keep us from moving forward.

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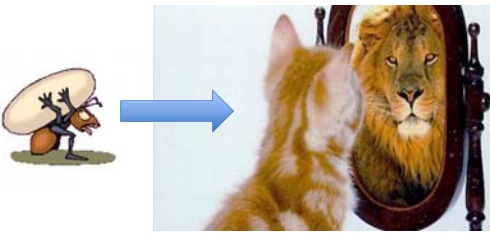
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Whole Health Life

### Perspectives



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Whole Health Life

### VIDEO

Dewitt Jones on Creativity  
[https://youtu.be/tqF\\_D5GkrAo](https://youtu.be/tqF_D5GkrAo)

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 **Perspectives – How do we do it?** 

1. Explore [ Limiting / New ] Perspective
2. Explore Emotion
3. Explore Resulting Behavior

*\* Repeat first three steps with new question*

4. Choice
5. Action

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 **Perspectives – How do we do it?** 

1. Explore [ **Limiting** / New ] Perspectives
2. Explore Emotion
3. Explore Resulting Behavior

*\* Repeat first three steps with new question*

4. Choice
5. Action

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 **Perspectives – How do we do it?** 

*Listen* for “**limiting beliefs**” that prevent our Partner from moving toward their desired goal or aspiration

- *Working The Body* – Walk in the mornings for 30 minutes, three days a week.
- Partner: “I’m struggling. It’s not going very well. I’m not being successful.”

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 **1. Explore "Limiting" Perspective** 



- Coach: "Tell me more about the struggle and what's not going well."
- Partner: "I wanted to walk more, but walking in my neighborhood is too dangerous, and getting to another area for walks is too complicated."
- Coach: "Tell me more about too dangerous or complicated."

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 **2. Explore Emotions** 



- Coach: "You really don't see many options for walking right now. How does this feel as you think about your desire to walk more?"
- Partner: "Deflating. Disappointing."
- Coach: "Tell me more..."

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 **3. Explore Resulting Behavior** 



- Coach: "What is possible from this 'too dangerous/complicated' perspective?"
- Partner: "Not much."
- Coach: "Anything else you'd like to say about this perspective?"

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 **Perspective #1: Barrier, Limiting, Stuck** 



1. Perspective (Belief):  
**“Too dangerous & complicated”**
2. Emotions: **“Deflating & disappointing”**
3. Resulting Behavior (What’s Possible?):  
**“Probably won’t walk”**

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 **Pause / Breathe / Reflect** 



**Think of an area in your life where you are not moving forward as you would like. Is there a limiting belief keeping you from moving forward?**

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 **Perspective #1: Barrier, Limiting, Stuck** 

**Handout**  
**Perspectives Worksheet**

1. Perspective (Belief): ?
2. Emotions: ?
3. Resulting Behavior (What’s Possible): ?

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Whole Health Life

Pause / Breathe / Reflect



Are there other ways of seeing this situation? Other Possibilities?

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Whole Health Life

Perspectives – How do we do it?

1. Explore [ Limiting / New ] Perspective
2. Explore Emotion
3. Explore Resulting Behavior

*\* Repeat first three steps with new question*

4. Choice
5. Action

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Whole Health Life

Perspectives – How do we do it?

1. Explore [ Limiting / **New** ] Perspective
2. Explore Emotion
3. Explore Resulting Behavior



*\* Repeat first three steps with new question*

4. Choice
5. Action

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 **Perspective #2** 

**“How might someone else see it?”**

1. Perspective (Belief):
2. Emotions:
3. Resulting Behavior (What’s Possible):

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 **Perspective #2: Someone else?** 

**Handout**  
**Perspectives Worksheet**

1. Perspective (Belief): ?
2. Emotions: ?
3. Resulting Behavior (What’s Possible): ?

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 **Perspectives – How do we do it?** 

1. Explore [ Limiting / **New** ] Perspective
2. Explore Emotion
3. Explore Resulting Behavior

*\* Repeat first three steps with new question*

4. Choice
5. Action

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 **Perspective #3** 

**“How might a child see it?”**

1. Perspective (Belief):
2. Emotions:
3. Resulting Behavior (What’s Possible):

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 **Perspectives – How do we do it?** 

1. Explore [ Limiting / **New** ] Perspective
2. Explore Emotion
3. Explore Resulting Behavior

*\* Repeat first three steps with new question*

4. Choice
5. Action



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 **Perspective #4** 

**“How might your older/wiser self see it?”**

1. Perspective (Belief):
2. Emotions:
3. Resulting Behavior (What’s Possible):

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**Perspectives** 

**Possible Questions:** 

- How might someone else see it?
- What might you tell someone else?
- How might your older/wiser-self view it?
- What might a child say?
- What might be a complete opposite belief?

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**Perspectives** 

|  |  |
|--|--|
| <b>1<sup>st</sup> Perspective</b><br>- Emotions<br>- Behaviors | <b>2<sup>nd</sup> Perspective</b><br>- Emotions<br>- Behaviors |
| <b>Focus/Goal</b>  |  |
| <b>3<sup>rd</sup> Perspective</b><br>- Emotions<br>- Behaviors | <b>4<sup>th</sup> Perspective</b><br>- Emotions<br>- Behaviors |

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**Perspectives – How do we do it?** 

1. Explore [ **Limiting** / **New** ] Perspectives 
2. Explore Emotion
3. Explore Resulting Behavior 

*\* Repeat first three steps with new question*

4. Choice
5. Action

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 **Perspectives** 

**4. Choice:**

Which perspective or combination of perspectives will serve you best as you move toward your goal?

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 **Perspectives** 

**5. Action:**

What is one step you can take this week?

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 **VIDEO** 

**Snack Attack!**

[https://youtu.be/38y\\_1EWIE9I](https://youtu.be/38y_1EWIE9I)

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 **VIDEO** 

**Cleveland Clinic—Patients:  
Afraid & Vulnerable**

<https://youtu.be/1e1JxPCDme4>

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