



Module 8 Rolling with Resistance

Observation Activity:

Rolling with Resistance

Instructions: Observe a certification and any resistance behaviors.

Verbal behaviors	Non-verbal behaviors
<ul style="list-style-type: none">◆ Arguing◆ Interrupting◆ Negating◆ Sighing◆ Ignoring◆ Leaving◆ Others?	<ul style="list-style-type: none">◆ Avoiding eye contact◆ Body posture◆ Others?

- ◆ What do you think was behind the resistance? Circle as appropriate.
 - ◇ The certifier uses a judgmental or confrontational approach
 - ◇ Misinterpreted the participant's readiness to change
 - ◇ The certifier doesn't pay attention to the participant's feelings and thoughts
 - ◇ Telling a participant they need to change
 - ◇ Telling a participant what to do
 - ◇ Acting like 'the expert'
 - ◇ Appearing cold or distant – lacking empathy
- ◆ How did the certifier roll with resistance?
- ◆ How would you have rolled with the resistance?