



Client Centered Goal Setting

Presented by:

Karen Deehy, MS, RD

Bernadette Landers, MPA, RD, IBCLC

Altarum



The Plan

- ▲ **Topic area:** Goal-setting
- ▲ **Survey:** Best practices, tips, strategies

MY GOALS

1.

2.

3.



A green ceramic mug filled with dark coffee sits on a white paper napkin. The napkin has a handwritten quote in black ink. To the left of the napkin, a silver pen with a black grip is partially visible. The entire scene is set on a dark wooden surface.

A GOAL
WITHOUT
A PLAN
IS JUST
A WISH

Barriers

The image features a background of dark grey, rectangular bricks or tiles arranged in a grid pattern. The bricks are laid in a standard running bond pattern, with each brick offset from the ones above and below it. The color is a muted, dark grey-blue. The word "Barriers" is written in a clean, white, sans-serif font, centered horizontally and positioned in the upper-middle section of the image.

Common Challenges for Goal Setting

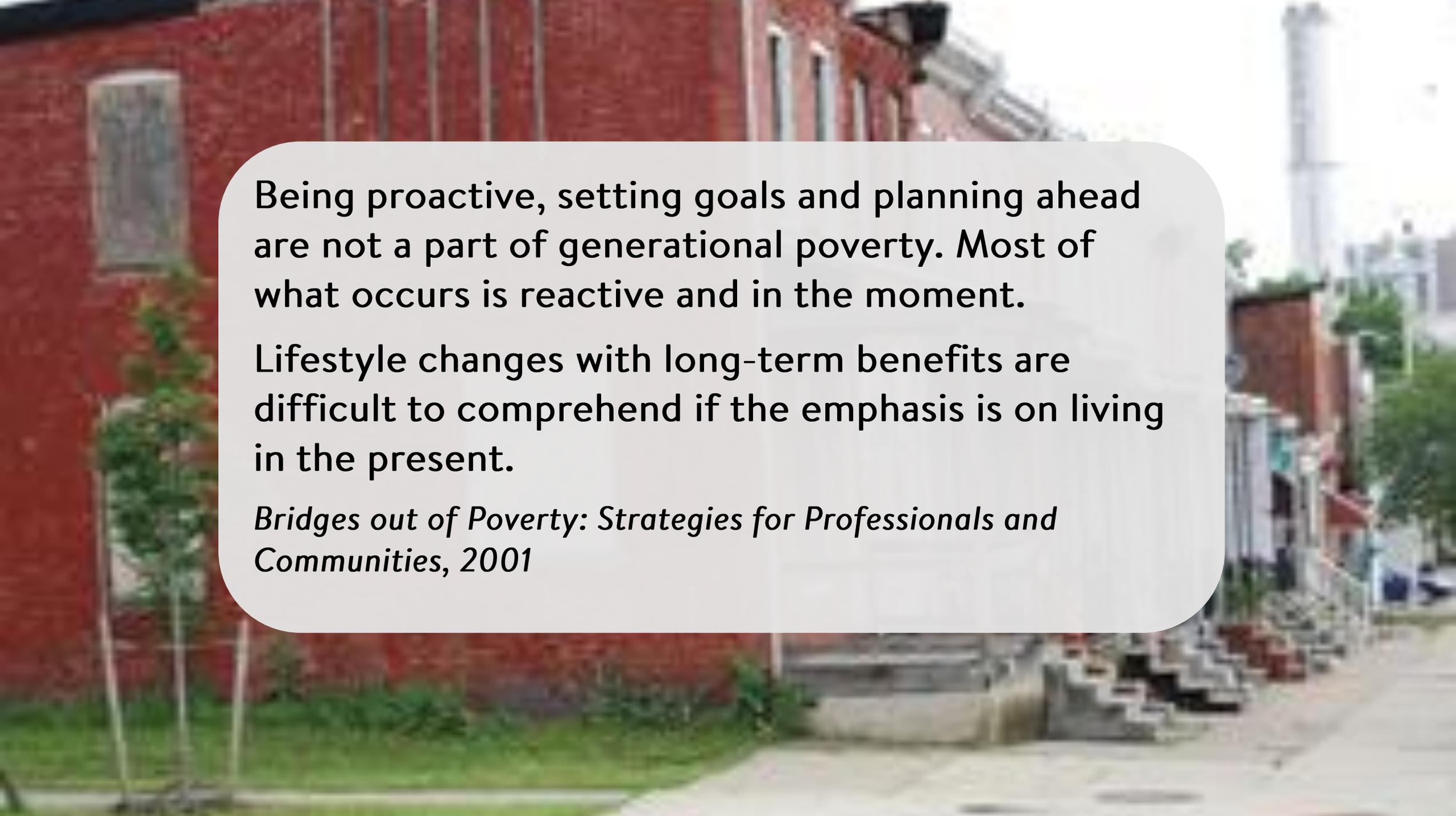


- ▲ Clients not wanting to or unable to define a goal they personally have or would want to work on.
- ▲ Clients with 'no issues' and providing anticipatory guidance while also being client centered and letting them actually create the goal.
- ▲ [The] biggest challenge is when a client has all the right answers and is eating perfectly, active, etc. and can't think of a goal.
- ▲ Lack of time during the appointment.
- ▲ Lack of interest or motivation on the client's part.

Change is Hard



- Habits
- Environment
- Triggers
- Challenges



Being proactive, setting goals and planning ahead are not a part of generational poverty. Most of what occurs is reactive and in the moment.

Lifestyle changes with long-term benefits are difficult to comprehend if the emphasis is on living in the present.

Bridges out of Poverty: Strategies for Professionals and Communities, 2001

Why clients May Not Share Motivations



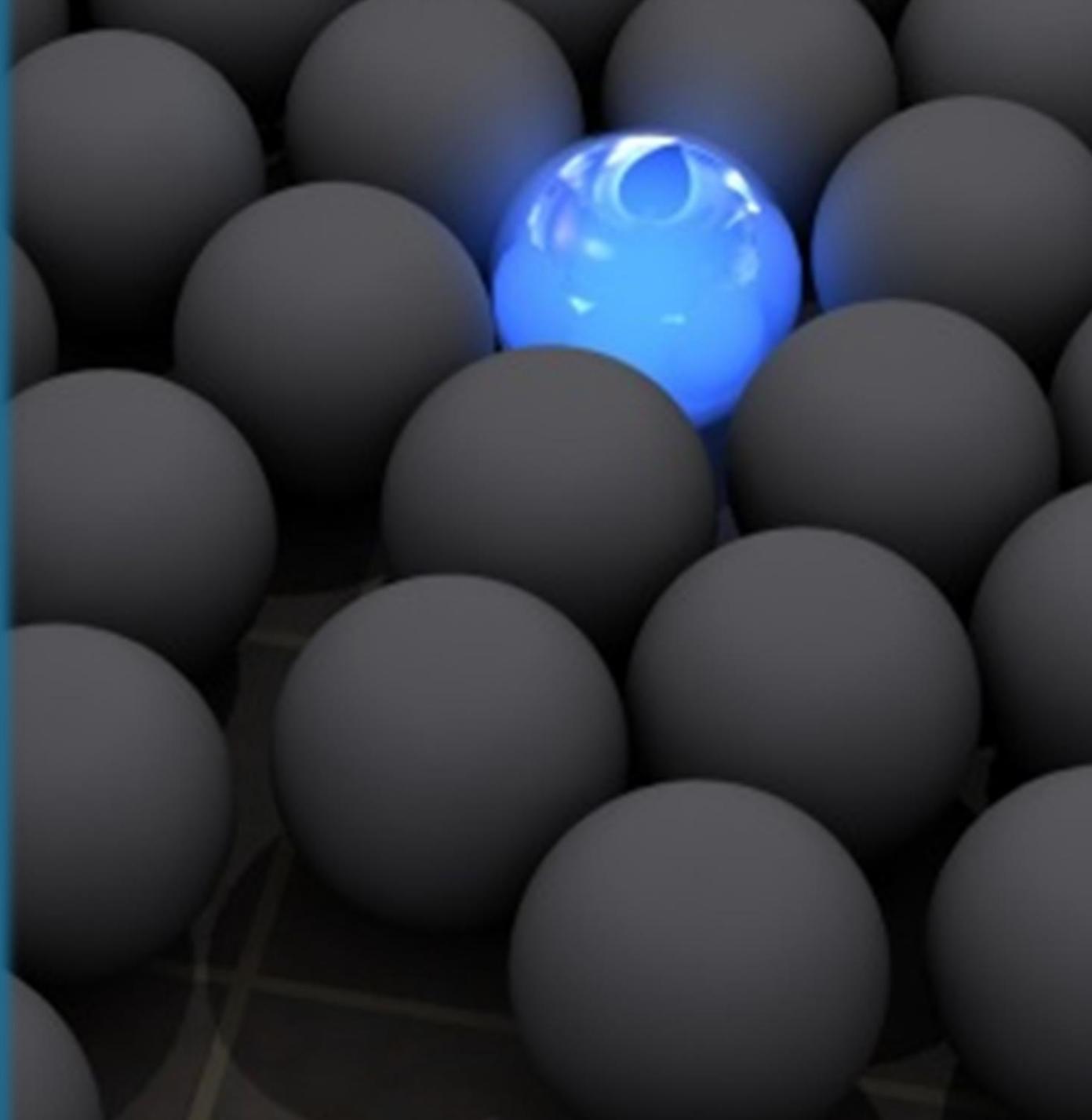
- **Self-judgement**
- **Shame/guilt**
- **Lack of confidence**
- **Fear of being judged**

ATTITUDE
IS
EVERYTHING





Identifying Areas for Goal Setting



Questions to Evoke Motivation



Questions to Evoke Areas for Goal Setting



- ▲ If you could snap your fingers and change anything about what you/your child eat, what would it be?
- ▲ What changes would you like to see in your diet?
- ▲ Are there any parts of Jimmy's diet where you wish he would eat more of something or less of something? What has worked so far?
- ▲ Can you tell me something you are working on or would like to work on? What are some challenges you are having?



Motivation?

Knowledge Gap?

Poll Question: Digging for More



“She’s still on the bottle. She doesn’t want to let it go.”

Use Assessment Information to Guide the Goal



- ▲ Review of info/data, info obtained by client during assessment and asking client what areas they have concerns or needs, goals, etc.
- ▲ The risk codes sometimes give you a jumping off point. Also, at the beginning of the session, I always ask if there are any questions or concerns that the client wants to make sure we address that day.
- ▲ Hearing key change words.
- ▲ ...Asking the client what her concerns are, discuss her concerns and some of the nutrition risks to see what her response is. I observe her body language, too.
- ▲ From what we have been discussing, it sounds like you would like to work on....

“Everything is Fine”



Asking about Values, Motivators



- ▲ What is most important to you in relation to your child's nutritional outcome or growth or eating habits.
- ▲ What are you proud of when it comes to you/your family's eating?
- ▲ What's important to you at this time for your pregnancy/your child?



- ▲ If there were one thing about your families overall eating habits you wish were different, what would it be?
- ▲ Nothing, everything is going well. He's a good eater.
- ▲ Good, I'm glad to hear it. How did you get him to be a good eater?
- ▲ With a schedule. I give meals and snacks close to the same time everyday and don't sweat it if he doesn't eat much.
- ▲ Consistency is important to you.
- ▲ Yeah, it keeps me sane. And kids need routine.



From Motivation to Goal Setting

“I want to do everything I can to have a healthy baby.”

“I want to eat better.”

“I want her to be healthy.”

“I need to lose weight.”

Strategies to Support Behavior Change



- ▲ Connecting to importance
- ▲ Setting the stage – explaining our process
- ▲ Refining goals
- ▲ Asking for ideas
- ▲ Sharing ideas and resources

Ask for Importance

“You mentioned you would like to get your child back on a vitamin? What are some of the reasons why that is that important to you?”

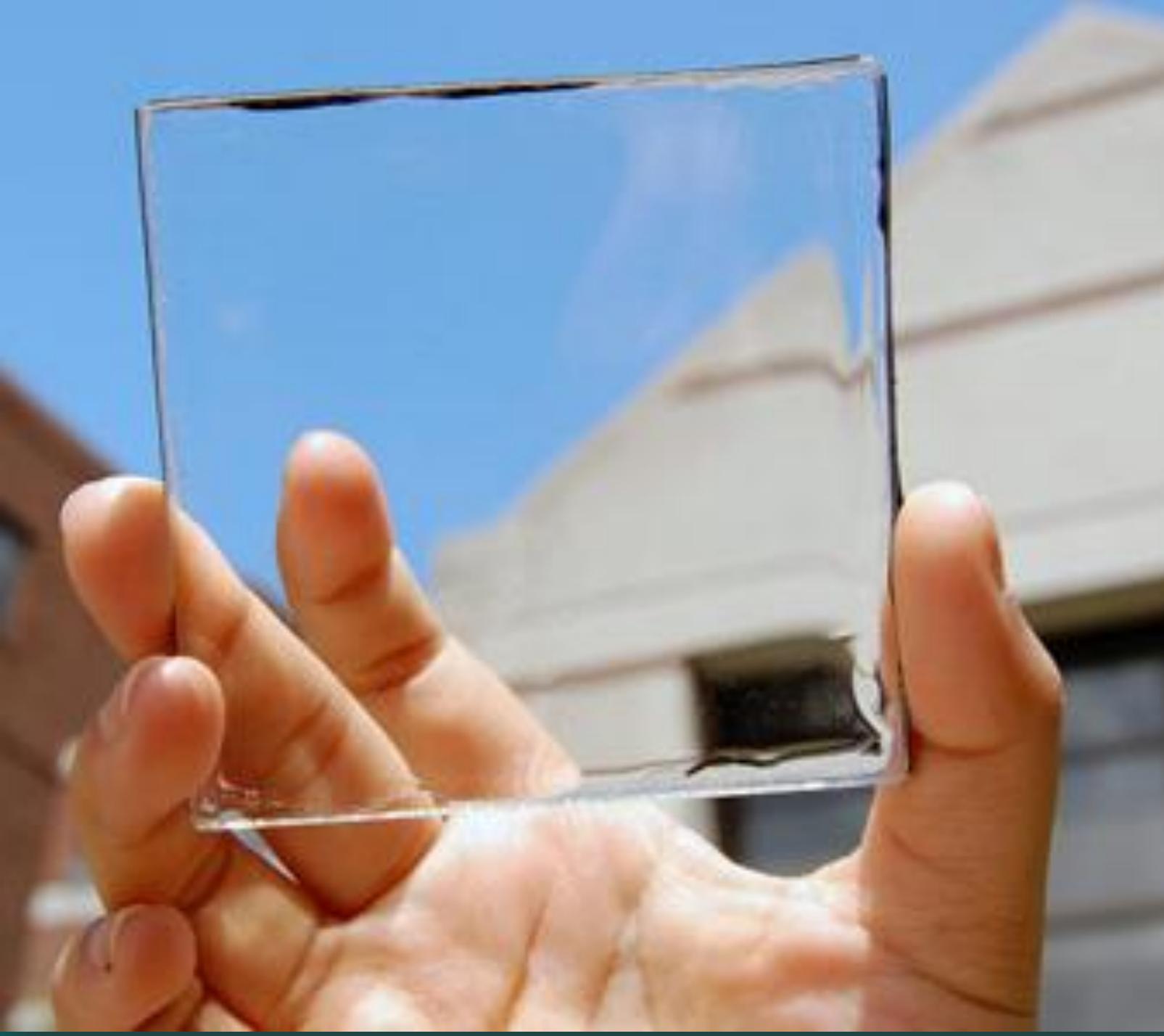


Building Motivation...Reflecting



Reflecting Motivation

- “My biggest issue is me not getting out there and doing it with them [physical activity]”
- “You want to role model those positive behaviors for them.”
- “You want to make a change there – be a little more active with them.”
- “Having you out there would motivate them and you’d be getting exercise also.”
- “Activity is important, not just for them but for you too.”



Explaining Our Process

Asking for Their Ideas

You know your child better than anyone. Where do you think is a good place to start?

What do you think would be some first steps to make that happen?

What do you think would help you accomplish that? What would make sense for your family?



Let It Be Their Idea

WIC Staff: How much juice does she drink?

Client: She loves it. She would drink it all day. I know it's healthy, but I don't want her to drink too much. I try to limit her to about 3 glasses a day.

WIC Staff: Yes, juice is healthy but WIC only recommends about 4 ounces of juice per day.



Alternatives: Elicit and Add



- You're limiting how much sugar and extra calories she gets from the juice.
- Limiting that juice is a great idea. You're watching out for her health and protecting her teeth.
- You're striving for that balance. Not too much. I've heard different little strategies that parents have for limiting that juice.

Forming Goals: Small and Achievable



- ▲ I encourage my clients to breakdown the goals into bite size changes.
- ▲ Making them small and set by the client.
- ▲ Small steps to a bigger goal.
- ▲ Ask what has helped and worked before especially with older children and assure they've done it before and can do it again. Also assure we are human and we make mistakes but there's always another day.
- ▲ Validate small changes that have impacted positive health outcomes.

Refining Goals



- ▲ Making them very small, only tackling 1 or 2 at a time, and making sure they are measurable so it is easier to see success and progress.
- ▲ Making sure they are realistic for the client and their lifestyle.
- ▲ Keeping goal very basic, however the more specific the better. A lot of time "getting more fruits and vegetables" is harder to achieve than setting a goal to "add fruit to lunch 5 days weekly"
- ▲ Being specific ...Discuss ways to make goals happen; such as meal prepping for ease during busy days, etc.



- ▲ You said earlier you feel better when you get more exercise and walking sounds good. How might you go about that?
- ▲ I did well before when my Sis went with me. It made it fun and I couldn't let her down once it was planned.
- ▲ Makes sense. So how do you get that going again?
- ▲ You know what, I'm going to text her when we are done here and see when we can start going again. Hopefully tomorrow night will work. Once we go for the first one, I know I can get her to agree to a few times a week.



No Goal Needed?

Other types of goals:

- ✓ Thinking/exploring
- ✓ Experimenting
- ✓ Sustaining current behavior



Sharing Information

Signs that information may
not be needed:

“I know it’s not good but...”

“I know I should but...”

“I know she’s too old for a
bottle.”

“I know what I need to do, I
just don’t do it.”

Brainstorming Potential Challenges





SOLUTIONS THAT MATTER. HEALTH CARE THAT WORKS.

Questions & Discussion



A young girl with dark, curly hair is smiling warmly at the camera. She is holding a large, vibrant sunflower in front of her face. The background is a solid, bright yellow. The text "Thank You" is overlaid on the sunflower's dark center.

**Thank
You**