Exploring Ambivalence Strategies

- Ask Permission
- Ask "disarming open-ended question
  - "What are some of the advantages for keeping things the way they are?"
- Ask "reverse" open-ended question
  - "On the otherhand, what are some of the reasons for making a change?"
- Summarize both sides of the ambivalence
  - Start with reasons for NOT changing, followed by reasons for changing.
- Ask – "Did I get it all?"
- Ask about next step – "What's the next step, if any"
- Show appreciation and Voice confidence:
  - "Thank you for your willingness to talk with me about _____. I'm confident when/ if you decide to make a firm decision to make a change in this part of your life that you'll find a way to do it."