I know I am doing this right when...

- I listen more than I talk.
- I keep myself sensitive and open to the individual I am working with and the issues they are experiencing, whatever they may be.
- I invite them to talk about and explore their own ideas for change.
- I encourage them to talk about their reasons for not changing.
- I ask permission to give my feedback.
- I reassure them that ambivalence to change is absolutely normal.
- I help them to identify successes and challenges from their past and relate them to their present change actions.
- I seek to understand the person I am working with.
- I summarize for them what I am hearing.
- I value their opinions more than my own.
- I remind myself that they are capable of making their own choices.