

Managing resistance

Occasionally, behaviour change conversations may be **challenging**. You may sense **resistance** during your discussions with parents. It is important to be able to identify signs of resistance so that you can **resolve** the situation early in the conversation.

You can use effective methods to avoid a **constructive** discussion becoming **negative** or **argumentative**.

Resistance can be a “roadblock” on the journey to making a behaviour change, but you can use your skills to **overcome** it.

What causes resistance?

There may be an underlying reason or cause that is making the parent become resistant during your conversation:

- Different agendas of both the parent and the practitioner
- Different aspirations
- Incorrect assessment of readiness to change
- Fear of change
- Reaction to the perceived loss of choice

Recognising resistance

There are some signs that you can look out for during your conversation that may suggest a parent is demonstrating resistance:

- Arguing
- Blaming
- Interrupting
- Hostility
- Unwillingness
- Ignoring
- Disagreeing
- Excusing
- Reluctance
- Pessimism

Rolling with Resistance

Rolling with Resistance is a method you can use when a parent is resisting behaviour change during your conversation.

This method **opposes** a counter argument or an overly passionate response from the practitioner.

Rolling with Resistance encourages the idea that resistance is a **normal process of behaviour change**. Rather than fighting it, the practitioner rolls with it – “shift the approach” (Miller & Rollnick, 2002).

<p><u>Having Behaviour Change</u> <u>Conversations with</u> <u>Parents of young children</u></p> <p>A mini guide to managing resistance</p> <p>Changing behaviour is not easy! But through effective communication, you can help parents to improve their children's oral health</p>	<p><u>The righting reflex</u></p> <p>It's natural for dental health care providers to want to help people to improve their child's oral health – this is often described as <i>The Righting Reflex</i>.</p> <p><i>We can't always make everything right! Sometimes we need to resist our own righting reflex and try to understand the parent's concerns to help them find a solution that is suitable for them.</i></p> <p><i>Rolling with resistance is a key principle of Motivational Interviewing, you can find more information in this book; Rollnick & Miller, 2008, Motivational Interviewing in Health Care, London Guildford Press</i></p>	<p>3 REFRAMING:</p> <p>Offer a new piece of advice on the subject of your conversation and deliver it differently. A different perspective may change their way of thinking.</p> <p>4 RESPECTING AUTONOMY:</p> <p>Remind the parent that they do have their own personal choice and control.</p> <p>5 LEAVE IT:</p> <p>...but don't completely abandon it, they may just not be quite ready that day!</p>	<p><u>5 Methods to help you "Roll with Resistance"</u></p> <p><i>Keep it simple, be non-resistant and don't make it an issue.</i></p> <p>1 REFLECTION:</p> <p>A small reflection that demonstrates you have listened to the parent and have understood their concern or problem.</p> <p>2 SHIFT THE FOCUS:</p> <p>Redirect the conversation away from the issue that is causing the parents concern and approach an issue that might be more achievable.</p>
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