

🗣️= the counselor says

RECORD= what to record on to the data sheet

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PA updated 02/16/01

SCRIPT FOR EFL COUNSELING CALL: (Physical Activity)

Introduction:

🗣️ *Good evening/afternoon/morning. My name is (counselor's name). I would like to speak with (formal participant's name) please.*

🗣️ *I am calling from the Healthy Body, Healthy Spirit Program at the School of Public Health at Emory University. You may remember us if you recently attended the health fair at your Church.*

(IF YES: Continue with the rest of the interview)

(IF NO: Set up a time for a follow-up phone call)

If this is the FIRST/THIRD call: Check the data sheets for call number/type of last call.

🗣️ *ONLY FOR FIRST CALL: If you remember, you signed up for our program through your Church. As a part of the program, we will be calling you two (for pilot)/four times over the next year, to talk about your fruit and vegetable intake, as well as your physical activity.*

🗣️ *Today, we would like to give you a choice between which topic you would like to talk about: You have a choice between discussing your fruit/vegetable intake or your physical activity.*

(IF they choose physical activity, proceed.) **RECORD**

(IF they choose fruits/vegetables, proceed to other script.)

🗣️ *Now, I would like to talk to you about the Healthy Body, Healthy Spirit materials that we gave you at the health fair and about physical activity. We can talk even if you have not had a chance to look at the*

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materials or haven't made any changes in your exercise. It should take about 20-30 minutes. Is this a good time to talk? Also, I would like to let you know that this call is being monitored for quality control purposes.

****TURN ON TAPE RECORDER**

If this is the SECOND/FOURTH call, (this will be pre-checked on the data sheet).

*****IF the person was not reached for the first call, meaning that they were tried 10 times, even though it is the second call, give them a choice of what they would like to talk about and proceed accordingly.*****

🗣️ *Last time we spoke to you, we discussed your fruit and vegetable intake. This time we would like to speak to you about the about the Healthy Body, Healthy Spirit materials and about physical activity. We can talk even if you have not had a chance to look at the materials or haven't made any changes in your activity. It should take about 20-30 minutes. Is this a good time to talk? Also, I would like to let you know that this call is being monitored for quality control purposes.*

****TURN ON TAPE RECORDER**

(IF YES: Continue with rest of the interview)

(IF NO: Set up a time for a follow-up phone call)

Press Record and Play Buttons on the Recorder.

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II. Review materials (video and cookbook).

The record sheet will indicate their use of the materials from the first phone call, if this is not the first call.

IF THIS IS FIRST CALL FOR P/A:

FIND OUT IF WHETHER OR NOT THEY HAVE RECEIVED THE MATERIALS:

☎*Recently, you should've received a copy of the Healthy Body, Healthy Spirit exercise video, the exercise guide, and a pedometer, a refrigerator magnet, a shopping list, and a card telling you about this phone call (remember they may have received this at the health fair or in the mail). Is this correct? During this call, we will be talking about the materials in the bag, so, it may be helpful to have the bag nearby. If you could get it fairly quickly, I can wait. Thank you.*

IF YES: Continue with the call.

IF NO: Say, "that's fine," and continue with the interview. Or stop the interview and obtain address of participant to send them the materials.

SHEET DISTRIBUTED SEPARATELY: SOLUTIONS TO BARRIERS & BENEFITS FOR VIDEO/GUIDE: You will need this for barriers/benefits presented by participant for the present sections. Keep it to the side, so you can have them when you need them.

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VIDEO

CUE THEM TO WATCH THE VIDEO: *I'd like to talk with you about the Healthy Body, Healthy Spirit video.*

About how much of the video have you had a chance to watch? All, Most, A little, or None of it? **RECORD**

IF MOST/ALL OF IT: *Would you tell me one of the scene(s) that you liked or one thing that you learned from the video?* **RECORD** Use reflective listening and paraphrase the sections they liked.

If client does not recall a scene from the video:
(Reflect) *It seems like you watched the video, but didn't have the chance to watch as closely...maybe you can benefit from watching it again.*

Great, We're glad that you enjoyed the video and hope that you will have a chance to watch/use it again and again, as we hoped that it would be a fun and educational video.

GO TO EXERCISE GUIDE SECTION

IF NONE/A LITTLE: *It seems like you may not have been able to watch the entire video yet. Tell me a little bit about that. Use reflective listening and paraphrase. If barriers are presented, remember them for later in the script.*

What would it take to get you to watch the video?

If it is okay with you, I would like to spend some time discussing some of the benefits of watching the video.

IF YES: *This video is about 20 minutes to watch and is something that your whole family can watch together.*

The video presents some interesting and helpful ways to make it easier to fit physical activity into your daily routine. Use reflective listening and paraphrase.

IF NO: *Okay, we hope that you'll be able to watch it sometime in the near future.*

GO TO EXERCISE GUIDE SECTION: Next page

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EXERCISE GUIDE

CUE THEM TO READ THROUGH THE GUIDE (NOTE: the guide is lengthy):

🗣️ Have you had a chance to try any of the activities in the *Healthy Body, Healthy Spirit* exercise guide? **RECORD**

IF THEY HAVE TRIED ANY OF THE ACTIVITIES IN THE GUIDE: 🗣️ *That's great! What, if anything, stood out for you in the guide? (on the data sheet, you record this where it asks, "which section did you read")*

RECORD Reflect

IF nothing stood out: 🗣️ *We are glad that you took the time to read through the guide, and hope that you will continue to find the guide helpful. Move to pedometer use.*

IF something stood out: 🗣️ *Were you able to do the self-assessment of your current activity level? RECORD Reflect*

IF NO: 🗣️ *We are glad that you took the time to read through the guide, and hope that you will continue to find the guide helpful. Move to pedometer use.*

IF YES: 🗣️ *What is your current activity level? RECORD GO TO PEDOMETER USE*

IF THEY HAVE NOT TRIED THE ACTIVITIES IN THE GUIDE:

🗣️ *What would it take to get you to use the guide?*

🗣️ *Tell me a little bit about not being able to try the activity(s). (Avoid redundancy: The participant may tell you this, when they answer the question)*

Use reflective listening and paraphrase.

If barriers are presented, look at table 1 and remember them for later in the script.

🗣️ *If it is okay with you, I would like to spend some time discussing some of the benefits of the exercise guide. (If permission is granted, continue).*

IF YES: 🗣️ *The guide is full of activities and information on healthy ways to incorporate physical activity into your daily routine. The guide provides some information on cholesterol, blood pressure and other*

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	<p><i>things that are involved with physical activity. Most people find it informative. Use reflective listening and paraphrasing.</i></p> <p>IF NO: Okay, we hope that you'll be able to watch it sometime in the near future.</p> <p><u>GO TO PEDOMETER USE</u></p>
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PEDOMETER

If it is okay with you, I would like to see if you have had a chance to use the pedometer.

Have you used the pedometer? (This is a Yes or No question). RECORD


<p>IF YES, THEY HAVE TRIED USING THE PEDOMETER:</p> <p> <i>How many days a week have you been able to try out/use the pedometer? RECORD (4-7 days is on the next page)</i></p> <p>IF 1-3 days: <i>Sounds like you have gotten the chance to try it out? RECORD</i></p> <p> <i>If it is okay with you, I would like for you to tell me a little bit about how you feel about using the pedometer? RECORD</i></p>	<p>IF NO, THEY HAVE <u>NOT</u> TRIED USING THE PEDOMETER:</p> <p> <i>It seems like you may not have been able to use the pedometer yet. Tell me a little bit about that? RECORD</i></p> <p>Reflect and paraphrase. <i>If it is okay with you, I would like to spend some time discussing some of the benefits of using the pedometer.</i></p> <p>IF NO: <i>Okay, we hope that you'll be able to use the pedometer sometime in the near future.</i></p>
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 Tell me roughly about how many steps are you getting a day?


Only when they have the exercise guide, ask: 
Have you had chance to look at your step goals?


IF YES: Tell me about some of your goals? **RECORD**
Paraphrase and reflect.


IF NO: What would it take to get you to set these goals? **RECORD**


 We hope that you will continue to find the pedometer helpful.

IF 4-7 days:  That's great! If it is okay with you, I would like for you to tell me a little bit about how you feel about using the pedometer. **RECORD**

 Tell me roughly about how many steps are you getting a day? **RECORD**

Only when they have the exercise guide, ask: 
Have you had chance to look at your step goals? Tell me what these are? **RECORD** Paraphrase and reflect this part, and continue:

 We hope that you will continue to find the pedometer helpful.

IF YES: continue  What would it take for you to use the pedometer? The pedometer is used to measure the amount of steps you are taking throughout the day. Most people find that it is a good way to measure your physical activity. **Reflect and paraphrase.**


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PHYSICAL ACTIVITY/INTENSITY ASSESSMENT

 *If it is okay with you, I would like to talk with you about your physical activity. If permission is granted, continue.*

 *Over the two weeks, on how many days do you get at least 30 minutes of PA? RECORD*

 *Over the past two weeks, would you say that your level of physical activity has increased, decreased or stayed the same? RECORD*

 **If there is a question, say:** *As you may recall from the video, physical activity is measured by how many days of the week, you exercise for at least 30 minutes (**this includes walking).*

 *Now, I would like to ask you about the intensity of your workout. I would like for you to rate your current intensity on a scale of 0 to 10, 0 being mild intensity (no increase in heart rate, no sweating), 5 being moderate intensity (moderate breathing, little sweating, a little increase in heart rate), 10 being intense intensity (heavy breathing, a lot of sweating, and big increase in heart rate). RECORD Use reflective listening and paraphrasing.*

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IF INTAKE INCREASED OR STAYED THE SAME AT THE RECOMMENDED LEVEL (For people who have reported exercising more than 5 days per week for at least 30 minutes):

IF THEY MENTIONED THAT THEIR PHYSICAL ACTIVITY INCREASED:

You mentioned that your physical activity has increased. That's great!

RECORD Amount of Increase

It's great that you are physical____(insert number of days from previous pg.) per week. We can either talk about maintaining your current level of physical activity, or if you would like, we can talk about increasing your intensity. Which one would you prefer? **RECORD**

GO TO MAINTENANCE OR INCREASING INTENSITY COLUMN ON NEXT PAGE

IF THEY MENTIONED THAT THEIR PHYSICAL ACTIVITY HAS DECREASED AND/OR IS NOT AT RECOMMENDED LEVEL (For people who have reported exercising 4 or less days per week and for those who reported 5 days/30 minutes, but they decreased in activity):

So, currently your physical activity is currently at ____ (number of days). If it is okay with you, I would like to talk more about this.

IF NO: *It seems like you don't want to talk about this right now, can you tell me a little bit about this?* **Use reflective listening and paraphrase.**

IF YES: *If it is okay with you, I would like to ask you a couple of questions about motivation/interest.*

CONTINUE TO THE RIGHT COLUMN ON NEXT PAGE

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<p>Maintaining Level: 🗣️ It sounds like you have made efforts to maintain your physical activity. What do you feel are some of the things that have contributed to your improved physical activity? RECORD</p>	<p>Increasing Intensity: 🗣️ <i>It sounds like you have made some efforts to increase your physical activity, on the other hand you are interested in increasing intensity to get more from your workout. Reflect and paraphrase.</i></p>	<p>INTEREST/MOTIVATION INTERVAL:</p> <p>🗣️ <i>On a scale from 0-10, how interested/motivated are you to increase your activity, 0-being not at all motivated, and 10-being extremely motivated? RECORD</i></p> <p>🗣️ <i>On a scale from 0-10, how confident are you that you can increase your activity, with 0-being not at all confident, and 10-being extremely confident? RECORD</i></p> <p>*Confidence is one's ability to follow through w/ physical activity in any situation.</p> <p><u>LOWER:</u></p> <p>IF response is 2-10: 🗣️ <i>Your motivation was a ___(#). Tell me why you chose a ___(#) instead of a 0 or a 1? RECORD</i></p> <p>IF response is 0-1: 🗣️ <i>Your motivation was a ___(#). Tell me why you chose a 0 or 1? RECORD</i></p> <p>CONTINUE TO RIGHT COLUMN ON NEXT PAGE</p>
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FOR BOTH MAINTAINING/INCREASING INTENSITY: DISCUSS THIS INFORMATION ABOUT THE ADDITIONAL HEALTH BENEFITS.

🗣️ *If it is okay with you, I would like to offer you some additional information about increasing your intensity.*

If permission is granted, continue. 🗣️ *It sounds like you have decided to increase your intensity of physical activity for ___(state the participant's reasons for maintaining/increasing).*

🗣️ *You can receive additional health benefits from increasing the amount of days you are physically active, the amount of time you exercise, or your intensity of your workout. The video and the exercise guide also offer some information about maintaining the intensity of your workout.*

🗣️ *Is there anything we can do to help you maintain the intensity of your workout from___(number of days).*

Use reflective listening and paraphrase.

HIGHER:

IF response is 0-4: 🗣️ *What would it take to get your motivational level up to a 7 or an 8?* **RECORD**

IF response is a 5-9: 🗣️ *What would it take to get your motivational level to a 9 or 10?* **RECORD**

IF response is a 10: Skip to confidence level.

***This is geared towards assessing the participant's barriers to physical activity, and what they are willing to do to increase their activity.**

***Use reflective listening and paraphrasing. Reinforce the participant's efforts.**

🗣️ *If it is okay with you, I would like to tell you more about some solutions that have worked for other people.*

CONFIDENCE INTERVAL:

LOWER:

IF response is 2-10: 🗣️ *Your confidence was a ___(#). Tell me why you chose a ___(#) instead of a 0 or a 1?*

RECORD

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IF response is 0-1: 🗣️ *Your confidence was a ___(#).
Tell me why you chose a 0 or a 1?* **RECORD**

HIGHER:

IF response is 0-4: 🗣️ *What would it take to get your
confidence level up to a 7 or an 8?* **RECORD**

IF response is a 5-9: 🗣️ *What would it take to get
your confidence level to a 9 or a 10?* **RECORD**

IF response is a 10: Reinforce confidence.

***This is geared towards assessing the participant's
barriers to exercise/physical activity, and what they
are willing to do to increase their activity.**

***Use reflective listening and paraphrasing. Reinforce
the participant's efforts.**

🗣️ *If it is okay with you, I would like to tell you more
about some solutions that have worked for other people.
Many of these solutions are in your exercise guide.*

**COUNSELORS: You will have this obstacles/barriers
sheet that is from the guide.**

**IF PARTICIPANT reports intake a level of exercise
that is 4 days or less, but reports motivation/**

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	<p>confidence are high and does not report any barriers, say: 🗣️<i>You said that your motivation/ confidence for increasing your exercise are high, and you have not really mentioned any barriers to increasing your activity. On the other hand, your current exercise level is below the recommended number. What do you make of this?</i> RECORD their response.</p> <p>Use reflective listening and paraphrase to summarize the barriers and the participant's reasons for and against increasing their exercise.</p>
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VALUES CLARIFICATIONvery important to MI part of project!**

LIST of VALUES

Good parent	Attractive
Good spouse/partner	Disciplined
Good cmt. member	Responsible
Strong	In control
On top of things	Respected at Work
Competent	Athletic
Spiritual	Not Hypocritical
Respected at Home	Energetic
Good Christian	Considerate
Successful	Youthful
Popular	Independent
Other _____	

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VALUES CLARIFICATION CONTINUED...

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IF THIS IS THE FIRST CALL: 🗣️ *For the next part, I would like to ask you to take out your Values Clarification Card from your bag. This is a laminated card that you received at the Exit booth of the Health Fair and/or through the mail. I would also like you to just take a moment to think about the things in your life that are important to you.*

🗣️ *Looking at the list in front of you, these are a few traits/values/characteristics that may or may not be important to some people. I would like you to pick 3 or 4 of these traits/values/characteristics that are most important to you. Please feel free to add to this list, if any, other traits that are important to you and may not be on our list.*

If the list does not seem to work with the participant: 🗣️ *Think about the things in your life that are important to you. How, if at all, would increasing your physical activity affect the things that are important to you. Proceed to ask the other questions in relation to what they have said here. Remember to paraphrase and reflect.*

🗣️ *Tell me why these values are important to you?* **RECORD**

🗣️ *How, if at all, is your physical activity (in general) related to these values?*

FOR ALL OTHER CALLS: 🗣️ *For the next part, I would like to refer to some of the values, traits and characteristics that you indicated in the first call were important to you. (Look for values on the data sheet).*

🗣️ *Last time, you mentioned that _____(repeat the values from the first call) were some of the values that are important to you. Although you mentioned these values, I would like to read the list again or if you still have the card you can have a look at the list. I was wondering where you are today (in terms of the values).*

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🗣️ *In looking at these values, how, if at all, is your physical activity (in general) related to these values? Use reflective listening and paraphrase*

ALTERNATIVES: *This section is a series of prompts that the counselor may mention to help the participant see the connection between health and their core values. Some participants may already make these connections. If they do not answer these questions in their narrative, please stimulate connections by asking these questions.*

🗣️ *I'm curious (name of participant), what connection, if any, do you see between your current physical activity level and your ability to live out your core values and goals? Use reflective listening and paraphrase.*

🗣️ *How, if at all, would losing your health affect these goals? OR If your health were to decline. USE reflective listening and paraphrase.*

🗣️ *How, if at all, would increasing your physical activity affect your ability to live out your core values and goals? RECORD. USE reflective listening and paraphrase. Highlight the changing behavior and relate them to the values cited. Continue to the next page.*

This is if they haven't mentioned their health: (you are helping to connect dots): 🗣️ *How, if at all, is your health related to your ability to live out your core values or goals? RECORD*

Continue on to the Clarify Contract

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CLARIFY CONTRACT AND GLOBAL SUMMARY:

****SUMMARIZE** what they have agreed to do and incorporate their suggestions.

Paraphrase and contract with the participant the specific things they agreed to do. Use reflective listening.

🗣️ *If it is okay with you, I would like to take a moment to go over what we have discussed in our call today. If permission is granted, continue.*

****Summarize** the participant's negative reasons for changing their level of physical activity, and then follow with a summary of the positive reasons for change. Also mention the core values for change. 🗣️ *Throughout our conversation, you have mentioned several reasons (state the reasons) why changing your activity may not be the best things right now. Problem solve right here.*

🗣️ *On the other hand, you have mentioned several reasons (state the reasons) why it is important to change (try to integrate core values and related information).*

🗣️ *It sounds like you have some positive and negative reasons to change. On one hand you are facing _____, on the other hand, you are looking to improve your diet. Would you like to add or subtract to what I have just said? Reflect and Paraphrase if they add/subtract something.*

🗣️ *I am wondering: Where does that leave us? OR Where would you like to go from here? RECORD*

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CONCLUSION:

IF THIS IS THE FIRST/SECOND/THIRD CALL:

Thank the participant for their time and let the participant know that they will be receiving another call in 1 to 2 months. Let them know that the next call they receive will be about fruits/vegetables.

IF THIRD CALL: Also let the participant know that only one call is remaining.

🗣️ *Thank you very much _____ (formal name of participant), for all your time and effort today. Just to let you know, you will be receiving another phone call in 1 to 2 months.*

🗣️ *Since you chose to speak about your physical activity, your next call will be about fruits and vegetables. Thank you again for your time today, and we look forward to speaking with you soon! Have a good evening/day/afternoon/morning! Good-bye!*

IF THIS IS THE FOURTH/FINAL CALL:

Thank the participant for their time and patience throughout the four phone calls.

REINFORCE THEIR EFFORTS AND PARAPHRASE THEIR PROGRESS.

Let them know that you appreciate their willingness to participate in the Healthy Body, Healthy Spirit/Eat for Life Program.

🗣️ *Thank you very much _____ (formal name of participant) for all your time and effort today. On behalf of Emory University, we really appreciate your participation in the Healthy Body, Healthy Spirit/Eat for Life Program. We hope that you have found it useful in changing your health behaviors. Thank you again for all your efforts, and we wish you well for your future. Have a wonderful evening/day/afternoon/morning! Good-bye!*



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