

## Stages of Change: Empower Employment Choices for ACT Clients

Chris Sullivan, BS  
Vocational Counselor  
The Reading Hospital and Medical Center ACT Program

Anthony Deleon, BS  
Vocational Counselor  
Berks Counseling Center, Transitional Age ACT Program

## Introduction

## Disclosure

Mr. Sullivan and Mr. Deleon state that they do not have any relevant financial relationships with any corporate organizations to disclose regarding today's presentation. Neither the course director nor members of the planning committee have any relevant financial relationships with any corporate organizations to disclose regarding today's presentation.

## Goals of Presentation

- Introduce a Basic Understanding of Stages of Change Theory
- Offer Application of Stages of Change Theory in Moving ACT Clients and employers to further stages of change
- Accessing the hidden job market
- Experiencing job development at it's best
- Getting beyond traditional job development
- Helping employers move from one stage of change to the next

## Stages of Change

### History of Stages of Change

How do people change (their behavior) on their own without the benefit of psychotherapy?

(Prochaska et. al, Changing for Good, 21)

## Development of The Stages of Change Model

1971, James Prochaska and Associates at University of Rhode Island investigate a *wide variety of psychological theories* and found common elements regarding changes in human behavior.

1977, James Prochaska and Associates research and publish Stages of Change study on smoking cessation

### Development of The Stages of Change Model

1980's Stages of Change theory further developed and applied to other human behaviors

1985 to 1994 Stages of Change studied and formally researched on wide variety of behaviors

1994, Publication of paperback book, "Changing for Good" to widespread audience

2000's wider variety of behaviors researched with applications from Stages of Change perspective  
(Wikipedia)

### Stages of Change

Sophisticated and Comprehensive Framework for  
Understanding The Change Process

Integrative Model of Intentional Behavior Change  
Describes How People Modify Problem Behavior  
Focuses On The Decision Making Process  
Change Is A Natural Process  
Change Is Incremental  
Clients Perspective  
Provides a Way of Assessing Client  
Not Treatment

Prochaska & DiClemente, 1982

### Stages of Change

- Precontemplation
- Contemplation
- Preparation
- Action
- Maintenance
- Relapse

### Spiral Model of Change



### Precontemplation

Not ready to address change: "I don't have a problem"

- No Awareness of Need to Change
- Misestimate Pros and Cons of Change
- Friends and Family "Don't Understand" Them
- Present as "Forced" into Treatment
- Resistant To Recognizing Problems

The person has no intention to change within the next six months.

### Precontemplation

"It Isn't That They Can't  
See the Solution...  
It Is That They Can't See  
The Problem"



G.K. Chesterton

## Contemplation

Not ready to address change

- Awareness But No Commitment
- Pros and Cons of Change About Equal
- Frequently Get "Stuck" in Ambivalence
- Ambivalence Can "Cripple" Movement

## Contemplation

"Let's go. Yes, Let's Go."  
(They do not move.)

Samuel Beckett  
"Waiting for Godot"



Prochaska, et. al, Changing for Good, 110

## Preparation

Have Made Some Change;  
Intends Change in Very Near Future

- Have Or Actively Make a Plan
- Score High for Contemplation and Action
- Ready To Be Recruited To Action
- "If I Act, Will I Fail?"
- Typically Last About a Month

## Preparation

"Those Who Fail To Prepare,  
Prepare to Fail."

Benjamin Franklin



## Action

Actively Making Changes

- Walking The Talk
- Others (and person changing) can "see the change".
- Not All Movement Counts As Action
- Change Must Meet Criteria
- Relapse Risk Is High
- One Day to Six Month Span

"Anyone Can Talk About Changing, I'm Doing  
Something About It"

## Action

"I'm a woman of very few words,  
but lots of action."

Mae West



## Maintenance

- Continue action on change
- Continue to work out daily at the gym, stop smoking, etc.
- The person works to consolidate the successful change and to prevent relapse

The person can maintain change indefinitely.

## Maintenance

"Success is not final,  
Failure is not fatal,  
It is the courage to continue that counts."

Winston Churchill



## Relapse

- A Normal part of the change process
- Often happens
- Stages of Change are not static
- People often move from one stage of change to another
- Not necessary to start at earliest stages of change

## Relapse

"Growth is an erratic forward movement:  
two steps forward, one step back.  
Remember that and be very gentle with yourself."

Julia Cameron



## What behavior would you like to change?

## Applications of Change Model

Smoking cessation	Organizational change
Exercise	Use of sunscreens
Low fat diet	Medical compliance
Alcohol & Drug abuse	Mammography screening
Weight control	Stress management

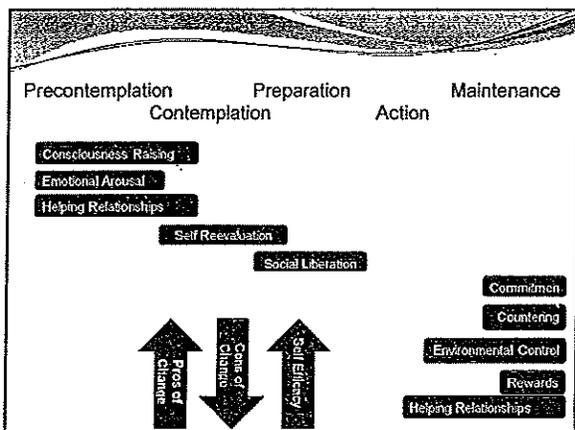
### First Step - Identify

What Stage of Change Are you In?

- Precontemplation – not interested, no problem
- Contemplation – “I’ll think about it, not ready yet”
- Preparation – talk to others, do some research
- Action – “I am changing my behavior; I see it.”
- Maintenance – “I already made the change and I want to keep it going.
- Relapse – “I’m going backwards a little bit but I’ll get back on track.”

### Processes of Change

The “How” of Moving to the Next Stage



### Processes of Change

#### Employment Search Example

#### Precontemplation and Contemplation

- Consciousness Raising – any activity or knowledge about yourself, nature of problem or how others have solved problem.  
“I saw what my friend did to get a job.”
- Emotional Arousal – powerful emotional event that can trigger desire to change.  
“My brother called me a “bum” and told me to find a job.”
- Helping Relationships – a friend or counselor who can encourage but not “push” or “nag” into change.  
“My friend is a good listener; I can talk to her about my job concerns.”

### Processes of Change

#### Contemplation and Preparation

- Self-Reevaluation – a thoughtful and “hard look” at yourself and your present situation; weigh pros and cons of action, examine current routine, etc.  
“I am bored during the day and I need more money to get the things I want.”
- Social Liberation – more information and support for change issue  
Job club, Career Link, Employment Support Group

### Processes of Change

#### Action

- Commitment – Only I can decide to make the change and I am “going public” with change  
“I’ve decided to find a job and I will start looking for a job tomorrow.”
- Countering – Doing a healthy activity to counteract a negative one.  
“I am setting my alarm clock and I will get up at 8am, shower, change clothes and begin my job search.”
- Environmental Control – set aside one area, remove all distractions or barriers to change.  
“I will keep a pen and pad of paper near the phone for when employers call me back for interviews. I will look through the classified ads away from the TV.”

### Processes of Change

#### Maintenance and Relapse

- Rewards – self-praise or presents; reward yourself not only for successes, but for *efforts* concerning change.

"I spoke with three employers this week; I will call a friend to meet for lunch."

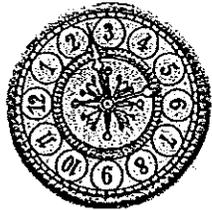
- Helping Relationships – still very important, support from friends, family, others while looking for and keeping job.

"I'm not alone, many others are looking for work."

Prochaska et. al, Changing for Good, 88-219

### Stages of Change

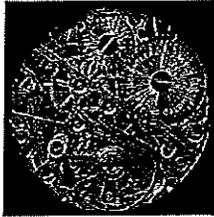
#### "The What and When" of Change



Prochaska & DiClemente, 1982; Prochaska, Velicer, DiClemente, & Fava, 1989

### Processes of Change

#### The "How" of Change



Prochaska & DiClemente, 1982; Prochaska, Velicer, DiClemente, & Fava, 1989

### Spirit of Stages of Change

Not

- Collaboration
- Evocation
- Autonomy
- Confrontation
- Education
- Authority

## Because of Resistance

### Resistance



"There are some people who, if they don't already know, you can't tell'em."

Yogi Berra

### Stages of Change

- *What not to do with clients*
- *If you want to gather honey don't kick over the bee hive*

### The Things That Don't Motivate Clients

- *Giving advice*
- *Using logic to persuade*
- *You need benefits first wait until you have SSI and then worry about the job later*
- *Lets get you stable on medication first and then we'll start looking for a job*
- *Don't argue or discourage*

### Stages of Change With Clients

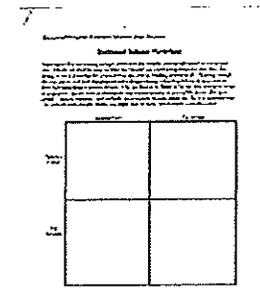
*Things you should do*

*Be more interested in other people than in yourself*

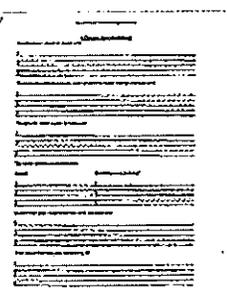
### Motivational Tools That Work for Clients

- *Decisional balance worksheet*
- *Change plan worksheet*
- *Personal values card sort*
- *S.C.O.T*

Motivational Tool #1



Motivational Tool #2



Motivational Tool #3

PERSONAL VALUES Card Deck The Personal Values Deck is a tool for identifying and clarifying your values.	IMPORTANT TO ME
VERY IMPORTANT TO ME	NOT IMPORTANT TO ME
ACCEPTANCE	ACCURACY
ACHIEVEMENT	ADVENTURE
ATTRACTIVENESS	AUTHORITY

Motivational Tool #4

S.C.O.T. – Strengths, Challenges, Opportunities & Threats

Strengths	Challenges
Opportunities	Threats

Measuring Success  
(case study1)

- John Smith

Measuring Success  
(Case Study 2)

- Harriet

5 Questions to Move You  
From the Status Quo

- What's the cost of not making a change?
- If not now, when?
- Who are the biggest critics in the way?
- In 3 months to 6 months, what would you wish you had done?
- What's the worst thing that can happen?

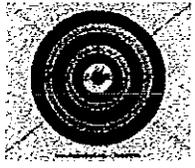
Stages of Change Working With  
Employers

- *Developing Partnerships with Employers*



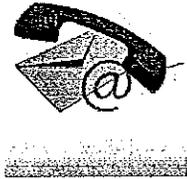
### Stages of Change Working With Employers

- *Targeting New Employers*

A black and white icon of a target with concentric circles and a central bullseye, symbolizing focus and targeting.

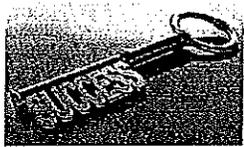
### Stages of Change Working With Employers

- *Initiating Contact with Employers*

A black and white icon showing a telephone handset next to an envelope with an '@' symbol, representing communication and contact.

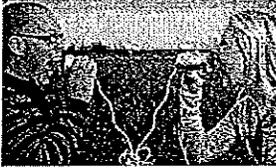
### Stages of Change Working With Employers

- *Understanding Employers needs*

A black and white icon of a key with the word 'KEYS' embossed on it, symbolizing solutions and understanding needs.

### Stages of Change Working With Employers

- *Communicating with employers*

A black and white icon depicting several people in a meeting or discussion, representing communication.

### Some Guidelines

- Know your stuff

### Some Guidelines

- Have relevant information

### Some Guidelines

- Tell them what your going to cover

### Some Guidelines

- State your interest up front

### Some Guidelines

- Think Big

### Some Guidelines

- Focus on the benefits rather than the features of your program and services

### Stages of Change Working With Employers

- *Resolving Employers Concerns*



### Stages of Change Working With Employers

- *Providing Quality Service to Employers*



