

## **MOTIVATING CHANGE:**

### **Tips to help your clients get engaged and stay on track with the BounceBack<sup>®</sup> program**

We know that clients or patients who enroll in BounceBack see real improvements in their depression and anxiety symptoms and improve their quality of life. The greater the engagement, the greater the benefits. Certainly, skill-building exercises using cognitive behavioural therapy (CBT), delivered over the phone, may not be for everyone. But for those who try it and stick with it, it can be life changing.

#### **BounceBack will help your clients:**

- 1** Understand why they feel the way they do (e.g., how their mood and thinking affects how they feel)
- 2** Learn valuable life skills, including how to become more assertive, how to add more activity in their daily lives, how to solve problems, and how to build or rebuild relationships with the people close to them
- 3** Overcome things that are affecting their quality of life, such as sleep problems, or fears or avoidance of things that scare them
- 4** Take charge of their lives by making small, positive changes

Before you make a referral, make sure that your clients understand what BounceBack is and what it takes to complete the program to ensure it's the right fit. First off, BounceBack is not a counselling program. Coaches are not counsellors or therapists. Instead, think of them as you would a personal trainer at the gym. Someone who's there to motivate and support your clients as they work through a series of skill-building workbooks. BounceBack allows your clients an opportunity to have regular one-on-one contact with a trained coach, whose non-judgemental support allows them to work on improving their skills and regaining their mental health over time.

(see over)

## How you can help your clients get the most out of BounceBack:

We know that the more encouragement our clients receive from their primary care providers, the more likely it is that they'll stick with the BounceBack program. Here are five tips you can use to set your clients up for success and improve the likelihood that the clients you refer to our program — enter and benefit — from BounceBack.

### 1 Check in with them about their progress in the program.

Follow up with your clients about how it is going in the program, what skills they've learned and what changes they are making in their life. The more members of their health care team that discuss these changes with participants, the greater their motivation to succeed.

### 2 Help your clients take ownership over their treatment in BounceBack.

Encourage them to do the homework in advance, be ready to review the work with their coach, actively participate in coaching calls, ask questions and collaborate with their coaches to make sure their treatment fits their life.

### 3 Help clients understand why they want to make the change.

Help your clients determine what their goals are and what they would like to achieve, or alternatively, what would happen if they didn't make a change they are trying to accomplish? Are they looking to build better relationships? Become more assertive so that they don't feel as if they're being taken advantage of? Regardless of what it is, they should have some clear goals in mind that they can work towards.

### 4 Encourage clients to make their mental health a priority.

Remind your clients that it is important to prioritize improving their mental health just like they would their physical health. They should make a real effort to attend all of their coaching appointments or provide their coach with at least 24 hours' notice if they need to cancel.

### 5 Cheerlead and celebrate their successes.

Help your clients reward themselves for small, positive changes. Help them focus on improvements they've made and track their own progress/goals. Encourage them to pat themselves on the back or treat themselves to something they enjoy, like a latté or time to connect with a friend, to reinforce their progress as they move through the program.