

APTA  
Private Practice  
Advancing the profession  
improving the patient experience

# Difficult Conversation

## Home Exercise Program

May 1, 2025

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### Desired Outcomes

- Understanding of a few difficult conversation best practices
- Appreciation for pro tips from each other
- Ability to share at least one tip with a trusted teammate who you want to mentor in navigating difficult conversations

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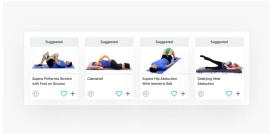
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### HEP Hygiene

- Simple (i.e., patients are more likely to remember and adhere to them),
- Meaningful for the patient (i.e., they know why you picked those specific exercises),
- Flexible (i.e., they change as the patient's condition changes)
- Easily completed within the patient's day (i.e., think 15 minutes or less)



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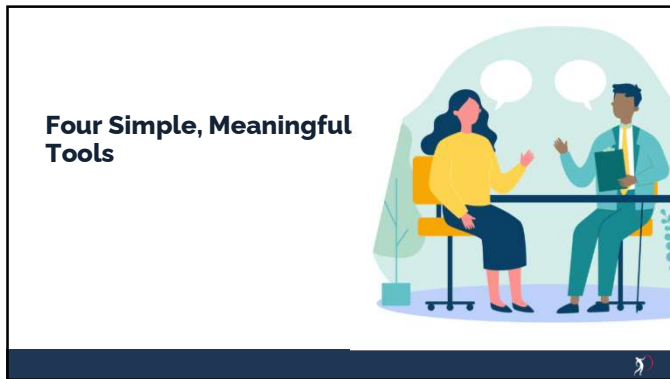
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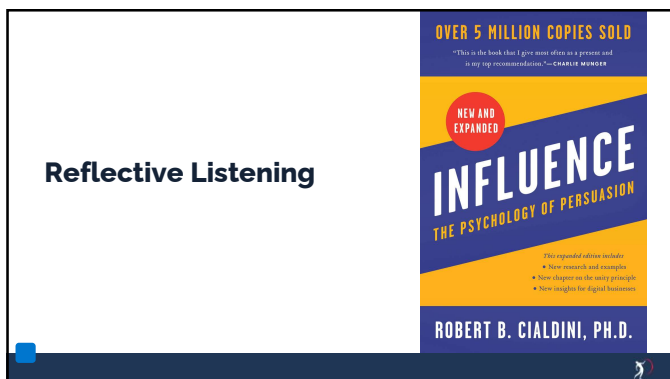
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## Reflective Listening



**OARS**  
Key Skills in Motivational Interviewing

- O** OPEN QUESTIONS  
To explore concerns, promote elaboration, and understand the client's perspective.
- A** AFFIRMATIONS  
To support strengths, convey respect.
- R** REFLECTIVE LISTENING  
To explore deeper convey understanding, reflect content, affect, change talk.
- S** SUMMARIZE  
To organize discussion, clarify motivation, provide context, focus the session and highlight change talk.

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## Reflective Listening

- It sounds like...
- So you...
- You're feeling...
- You're wondering if...
- Because you...

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## What do you do when...

...you're in a situation with someone and they do/say something that rubs you the wrong way. It's not a huge thing. But it bothers you, and if it continues, it will escalate.

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# Pinch "Conversation"

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## When a Pinch might be called for...

- The relationship is important / one you need to maintain
- You feel nagged or bugged by something but it's not a HUGE issue
- It's not a chronic issue that you have already addressed many times
- You know that if you don't say something now it could turn into something bigger down the road

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I see... (facts, data; so "clean" you get the head nod)

I want... (to understand your experience/what's happening for you around this; OR, what you honestly, earnestly want in the situation)

I feel... (concerned, confused, frustrated...how YOU feel, based what you're seeing; one word)

Because I'm wondering/thinking/assuming... (the story in your head about what might be going on behind what you're seeing; remember to treat it as a tentative hypothesis)

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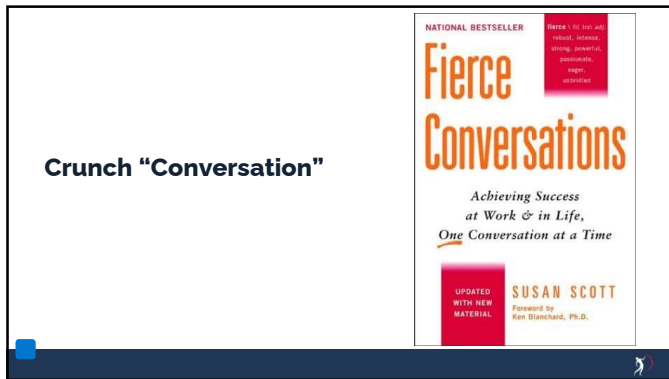
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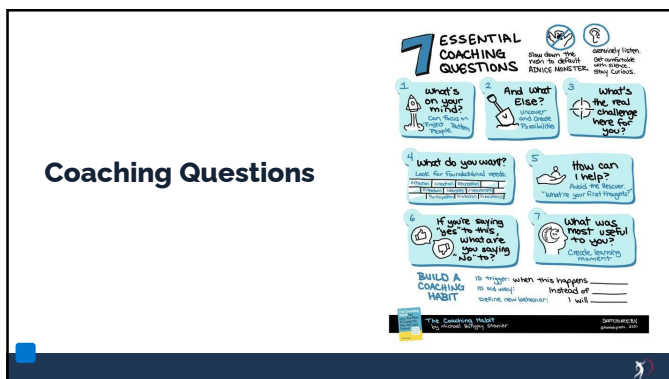
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## Coaching Questions/Statements

- Help me understand...
- Tell me more from your perspective
- What's all of this got you thinking?
- What's your next step?
  - What is the first small step? What's an even smaller step you can take?
  - What's a big, hairy idea you have that could help?
- How can I help right now?

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## Questions/Reflections





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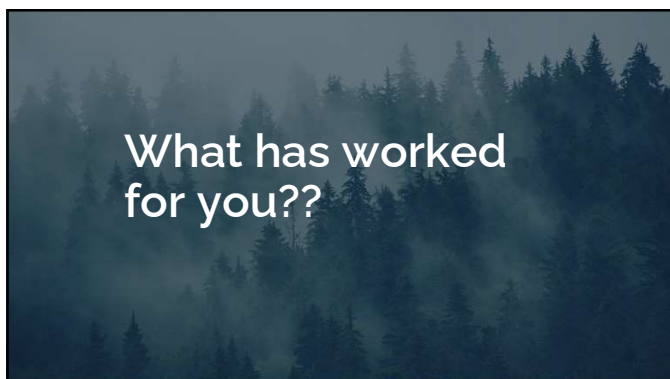
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## What has worked for you??

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