



# Let the participant wrap it up by telling you what she plans to do.

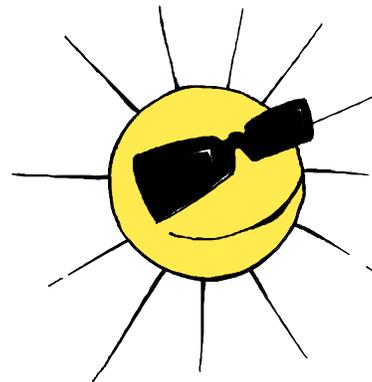
**I**t's always a good idea to let the participant tell you what she has gotten out of talking with you. A simple request from you is all it takes. "Okay, I think we're about finished here, but before you go, can you tell me what you're going to do the next time Kevin refuses to eat?"

This is delivered with a warm smile, of course, which tells the participant she's safe; you're not going to jump on her if she can't sum it up. If you've had a positive session, she should be at least relatively comfortable.

Getting this kind of feed-

back accomplishes a few things:

**1. Telling you what she's going to do gives her a chance to put it all together.** She might not yet have put the pieces of your



conversation together for herself. As she talks, she develops a picture in her mind of what she's going to do.

This is a lot more effective than if she just passively hears things as you sum them up.

It's kind of like when you're a passenger in

somebody's car, driving some place new. Could you drive there by your-self the next week? Maybe not. But if you were the driver, you would process all the information about the route differently. You'd make the decisions and turns. As a result, you'd have a better chance remembering how to get there again.

**2. She gets to process whatever went on one more time, setting down a deeper path in her brain.**

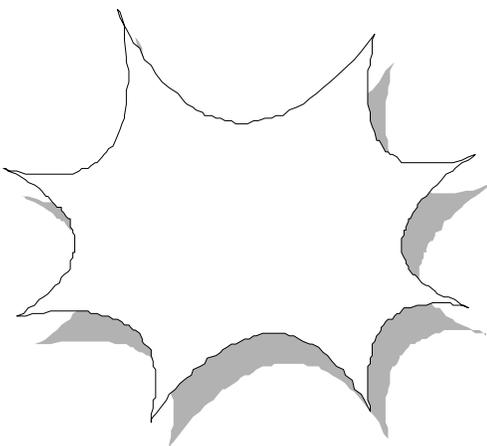
If we process something several times, the likelihood that we'll remember it is enhanced.

Also, you may have talked about a number of points

in your session. This way you can see what points made the biggest impression and you can remind her of anything important she doesn't mention.

**3. You don't want anybody to leave with the wrong message.** Despite your best efforts, sometimes people only pick up on what they choose to hear or sometimes they think you're saying something that you're not.

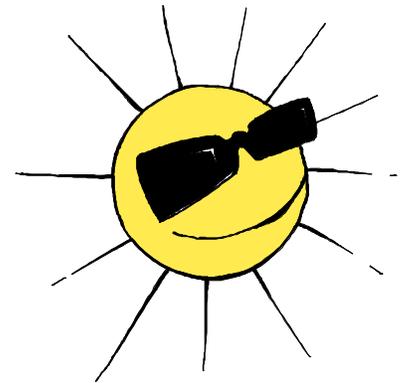
For instance, you never want anybody to leave your clinic thinking that they have to go home and put pressure on their child to eat more or better. This only makes nutrition problems worse.



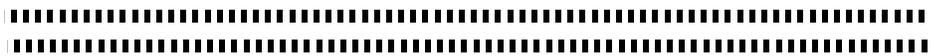
**Get in the habit of letting the participant sum things up.**



**4. Have you been communicating on the same wave-length?** By checking with the participant to see what messages she's leaving with, you'll find out! If she has been nervous during your session, meanings may have been distorted. If there is a language barrier, you can see if you two have really communicated.



**5. This is a chance for the participant to set a goal.** If she hasn't yet really come up with a small, achievable goal from your session, this is a chance to encourage her to formulate one.

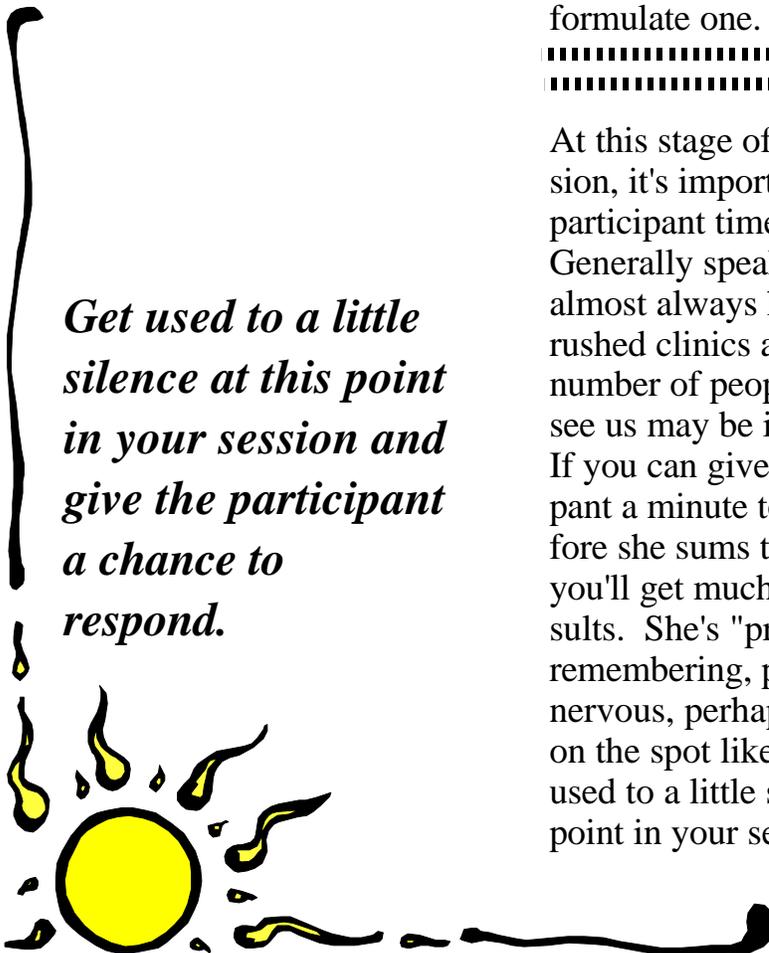


At this stage of your session, it's important to give the participant time to respond. Generally speaking, we almost always have busy, rushed clinics and the number of people waiting to see us may be intimidating. If you can give the participant a minute to think before she sums things up, you'll get much better results. She's "processing" and remembering, plus she's nervous, perhaps, to be put on the spot like this. Get used to a little silence at this point in your session

and give the participant a chance to respond. Then when she does, give her feedback that she's done a good job! This sends her off into her busy life with not just a plan, but a feeling that she was able to come through for you by being able to tell you what she is going to do.

Do you have time to write down what she says she'll do? If she sees it written down, she has a chance to learn it visually, as well as having it to refer to later.

*Get used to a little silence at this point in your session and give the participant a chance to respond.*



# ACTIVITIES to do before Discussion

## Let the participant wrap it up by telling you what she plans to do

The focus of these Activities is to help you become used to letting the *participant* sum things up at the end of your session, if you don't do that already. First you have to get used to asking the participant to do it. Then you have to provide feedback and gracefully add any important things she may have left out. It's a good way to end a session but it takes a little practice to make it a part of your routine.

1. ***Put this sign up over your desk or on your appointment calendar:***

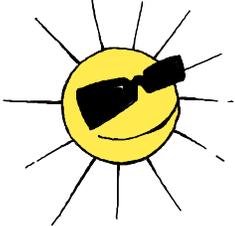
**Ask the participant to wrap it up!**

2. ***Are you comfortable asking the participant to sum things up?*** For one week, try it. Give people a chance to do it. Encourage them. Start them off. See what the response is and figure out the most effective way for you to get them to do it. Share what has worked for you.
3. ***What do the responses tell you about your sessions?*** Are people picking up on what you think are the main points or goals that you two discussed? What do people remember? Can you tell if people are using this time to struggle with what went on and put it together for themselves? Can most people do it?
4. ***Don't forget to give people a lot of positive feedback when they can tell you what they plan to do!*** It's the first step in actually doing it! Make them feel good about it.
5. ***How about if, while they struggle to sum it up, you pull out a note pad of nice-looking paper and write down notes for them of what they're saying?*** Then they leave with something to put on the refrigerator to remind them of what they decided to do. (Post-it notes or pamphlets could work, too.)
6. ***Give yourself a little reward for a job well-done each time you go through this routine successfully!*** (Review Unit 2 for ideas.)

Thinking about and doing these activities will prepare you for the discussion. Complete the Activity Worksheet as you practice these activities.

**Activity Worksheet**  
**Bright Ideas - Unit 10**

Name \_\_\_\_\_  
Date \_\_\_\_\_



**Let the participant "wrap it up" by telling you what she plans to do**

**Explain what has made it easier for you to ask clients to sum things up and to tell you what they are planning to do:**

**How do clients respond when you asked them to "wrap it up" or tell you what they are going to do?**

**Write three examples of positive feedback you give clients when they remember what they are going to try during the next 1-3 months:**

- 1.
- 2.
- 3.

**Give one example of a really successful session with the client "wrapping it up," you giving positive feedback, you writing the goal for the client, and then you rewarding yourself!**