

Ready, Willing and Able

One DVD

Pip Mason and Chris Butler

Churchill Livingstone, 2010

Available at www.pipmason.com

£46.20 (GBP)

Review by Moria Golan, PhD¹

As an MI trainer, academic lecturer and researcher, I always look for new ways to demonstrate learned material. In my favorite course, "Therapeutic Communication," I train clinical dietitians in the theory and practice of counseling skills, sharing the challenges I face when treating patients with weight-related problems (mainly eating disorders) in a community-based setting. I also train professional groups from different disciplines (mainly MD's and RD's) to integrate various strategies in their every-day work in the prevention and management of various health issues.

The biggest challenge I face when using videos in my training is to ensure that the scripts, dialogue, and atmosphere are authentic and representative of real life to a multicultural audience whose mother tongue is not English.

The purpose of this DVD is to illustrate patient-centred approaches to health through a video scenario and accompanied workbook. The style of the structured consultation demonstrated is explored in *Health Behavior Change: A Practitioner's Guide* by Pip Mason, a nurse, and Chris Butler, a primary care physician (Churchill Livingstone: London, 2010), who are both based in the UK.

The First DVD includes instructions on how to use the pack, a workbook, course handouts, and discussion sheets for all six scenarios illustrated in the second DVD.

The second DVD portrays six unscripted scenarios (10-18 minutes), all in health care settings. Each scenario is accompanied with clips of specific strategies demonstrated in those scenarios: establishing rapport, agenda setting, exploring importance and confidence, rolling with resistance, exchanging information as well as feedback and comments from patients and health practitioners. Pip Mason and Chris Butler play the health practitioners, and professional actors play the patients. They discuss the management of poorly controlled asthma, depression, constipation, unprotected sexual activity, heavy alcohol intake and an overweight child. Steve Rollnick served as the pack's consultant.

This pack is a helpful tool for those who wish to develop their own skills in conducting behavior change consultations as well as for those who teach counseling skills and wish to illustrate the learning material, spirit, skills, and practices with various scenarios. The five-page handout can be distributed for background reading.

The DVD is of high technical quality. The combination of scenarios and discussion sheets, which offer questions that can be used for

subsequent group discussion, provides a unique learning experience. For lecturers it is a very convenient tool whereby the clips eliminate the need to go back to the video and look for specific strategies. The illustrated scenarios sound authentic and are not too dramatic, in contrast to other videos I have used in my teaching, which received complaints as seeming too artificial and unrealistic to mirror the clinic's true reality.

However, I feel that the resource could have been further improved if the producers had used a more authentic setting to picture it—a real community outpatient clinic room, for example. It also lacks the practices and strategies tags (open question, simple reflection, etc.) which often help the audience to focus on the practices presented rather than follow the script per se.

This pack teaches the art of counseling skills, providing the opportunity to study with master teachers. It includes authentic role playing, illustrating a structured and easy-to-follow counseling style. Of special merit is the accompanying material with background information and discussion sheets. This pack might be a helpful learning tool for health practitioners to refresh and continue their learning after attending a training workshop. It can also be used by lecturers and trainers from different cultures to be shown as part of a course, accompanied by explanation and discussion.

¹Shahaf, eating disorders community-based facility, Hebrew University of Jerusalem and Tel Hai Academic College, Israel. Email: moriag@netvision.net.il



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