

Sustain Talk and Change Talk

Feel the difference from both chairs

Time	Group	You need
About 20 minutes	Threes	Change Talk Tracker

Roles

- Speaker** Talks about something they could change, want to change or need to change, and haven't started yet.
- Listener** Uses OARS with empathy. In round 1, follows the sustain talk. In round 2, follows the change talk.
- Observer** Marks the types of change talk and sustain talk on the Change Talk Tracker.

Round 1: Follow the sustain talk

The listener helps the speaker feel heard while staying mostly with the reasons things are hard or staying the same.

Round 2: Follow the change talk

Same speaker, same topic. This time the listener reflects and asks about the reasons, hopes and ideas for change.

Talk it over

- What was it like to be the speaker? The listener?
- What types of change talk did you notice? Sustain talk?
- When might following sustain talk be useful? When might it not be?

The observer's Change Talk Tracker is on the next page.

Change Talk Tracker

Change goal

Type of change talk	Change	Sustain	Notes
Desire to change			
Ability to change			
Reasons for change			
Need for change			
Commitment to change			
Activation			
Taking steps			