

MAKING EVERY CONTACT COUNT (MECC)

Ideas to structure your conversations:

Ask

How do you feel about...? What are the local opportunities to.....?
I'd be interested to hear more about.... What's motivating you to...?
How long have you been feeling...? How confident do you feel about...?
What are your thoughts on...?

Assess

Have you got a couple of seconds for me to share...?
It sounds like now isn't a good time, if you want to know more about....., do just ask

Advise

Were you aware that...? It's good to know that....
What do you know about...? I was surprised to find out....

Assist

I know other people have found [name of service] really useful
How would you feel about getting some support to ... (reduce drinking, change some eating habits, feel better in yourself (use their language to reflect back)?
We've got some information about would you like it to take away?
Would you like to see the Better Health App? it lets you ...see when you've walked for 10 continuous brisk minutes ...track your alcohol intake etc

Add lifestyle behaviour message:

- Quitting smoking is the best thing you can do for your health
- Just 10 mins brisk walk counts as physical activity
- Over a third of our food each day should be fruit and vegetables
- We should have several alcohol-free days a week
- Connecting with people can make us feel better

