

How to build a therapeutic alliance





Learning goals

1. Introduction to the Whole Person Framework
2. A therapeutic alliance is where you and the client like and trust each other and agree on shared goals and strategies
3. How to use OARS skills to build a therapeutic alliance



Introduction to the Whole Person Framework

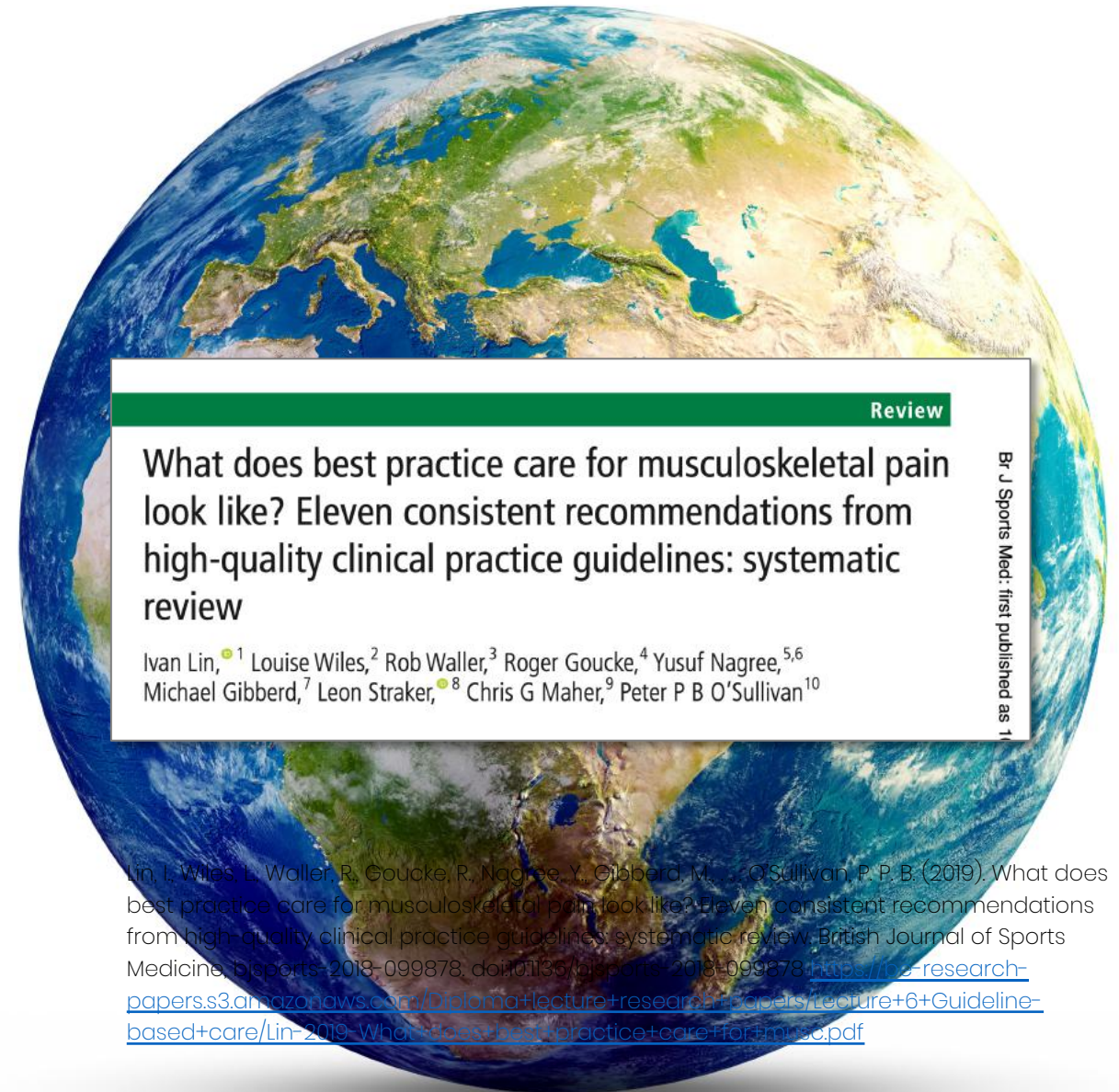


Researchers reviewed rehab guidelines from around the world

And found **consistent
recommendations regardless of
body part**

Lin, I., Wiles, L., Waller, R., Goucke, R., Nagree, Y., Gibberd, M., . . . O'Sullivan, P. P. B. (2019). What does best practice care for musculoskeletal pain look like? Eleven consistent recommendations from high-quality clinical practice guidelines: systematic review. British Journal of Sports Medicine, bjsports-2018-099878. doi:10.1136/bjsports-2018-099878 <https://be-research-papers.s3.amazonaws.com/Diploma+lecture+research+papers/Lecture+6+Guideline-based+care/Lin-2019-What+does+best+practice+care+for+musc.pdf>

1. Give patient-centred care
2. Screen for red flags
3. Agree on outcome measures
4. Explain condition & management
5. Give a physical examination
6. Address physical activity
7. Assess psychosocial factors
8. Use imaging only if red flags, or if it will change treatment
9. Use manual therapy only as an adjunct to active treatments
10. Offer non-surgical care first
11. Facilitate early return to work



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Whole Person Framework

- 1. Build a therapeutic alliance**
- 2. Build physical strength**
- 3. Build psychological resilience**

Literally thousands of research papers
condensed into 3 simple points



Whole Person Framework

- 1. Build a therapeutic alliance**
- 2. Build physical strength**
- 3. Build psychological resilience**

**A simple, flexible
evidence-based
guideline for
rehabilitating ANY
musculoskeletal
pain condition**

Whole Person Framework

- 1. Build a therapeutic alliance**
- 2. Build physical strength**
- 3. Build psychological resilience**



Self-test

- What are the 3 parts of the Whole Person Framework?
- What is the whole person framework based on?
- What is the Whole Person Framework useful for?



A therapeutic alliance is where you and the client like and trust each other and agree on shared goals and strategies

Box 2 Consistent recommendations across musculoskeletal (MSK) pain conditions

1. Care should be patient centred. This includes care that responds to the individual context of the patient, employs effective communication and uses shared decision-making processes.



Building a therapeutic alliance does all this

All major guidelines recommend person-centred care

Lin, I., Wiles, L., Waller, R., Goucke, R., Nagree, Y., Gibberd, M., . . . O'Sullivan, P. P. B. (2019). What does best practice care for musculoskeletal pain look like? Eleven consistent recommendations from high-quality clinical practice guidelines: systematic review. British Journal of Sports Medicine, bjsports-2018-099878. doi:10.1136/bjsports-2018-099878 <https://be-research-papers.s3.amazonaws.com/Diploma+lecture+research+papers/Lecture+11+Behaviour+change/Lin-2019-What+does+best+practice+care+for+musc.pdf>



Therapeutic alliance is where you & the client

- Trust & like each other
- Agree on goals & strategies

Kinney, M., Seider, J., Beaty, A. F., Coughlin, K., Dyal, M., & Clewley, D. (2018). The impact of therapeutic alliance in physical therapy for chronic musculoskeletal pain: a systematic review of the literature. *Physiotherapy theory and practice*, 36(8), 886-898. <https://be-research-papers.s3.amazonaws.com/Diploma+lecture+research+papers/Lecture+11+Behaviour+change/Kinney-2020-The+impact+of+therapeutic+alliance.pdf>



Stronger
therapeutic
alliance
= better
outcomes

Kinney, M., Seider, J., Beaty, A. F., Coughlin, K., Dyal, M., & Clewley, D. (2018). The impact of therapeutic alliance in physical therapy for chronic musculoskeletal pain: a systematic review of the literature. *Physiotherapy theory and practice*, 36(8), 886-898. <https://be-research-papers.s3.amazonaws.com/Diploma+lecture+research+papers/Lecture+11+Behaviour+change/Kinney-2020-The+impact+of+therapeutic+alliance.pdf>



Overwhelming
evidence that
therapeutic
alliance is just as
deep online as
in-person

Simpson, S. G., & Reid, C. L (2014). Therapeutic alliance in videoconferencing psychotherapy: A review. Australian Journal of Rural Health, 22(6), 280-299. <https://be-research-papers.s3.amazonaws.com/Diploma+lecture+research+papers/Lecture+II+Behaviour+change/Simpson-2014-Therapeutic+alliance+in+videoconf.pdf>





Self-test

- What is a therapeutic alliance?
- True/False: All major guidelines recommend person-centered care
- True/False: Stronger therapeutic alliance predicts better outcomes
- True/False: You can't build an effective therapeutic alliance online



How to use OARS skills to build a therapeutic alliance



Therapeutic alliance comes from

1. Asking questions
2. Listening
3. Showing sensitivity to their emotional concerns

Pinto, R. Z., Ferreira, M. L., Oliveira, V. C., Franco, M. R., Adams, R., Maher, C. G., & Ferreira, P. H. (2012). Patient-centred communication is associated with positive therapeutic alliance: a systematic review. *Journal of physiotherapy*, 58(2), 77-87. <https://be-research-papers.s3.amazonaws.com/Diploma+lecture+research+papers/Lecture+11+Behaviour+change/Pinto-2012-Patient-centred+communication+is+as.pdf>



To build a therapeutic alliance use **OARS**

- Open questions
- Affirmations
- Reflections
- Summaries



Open questions

A question that **can't** be answered with a one-word answer

- Tell me your story
- What prompted you to make the appointment with me?
- What is the one thing you'd get back to doing if you didn't have this injury?



Closed questions

A question that **can** be answered with a one-word answer

- Do you have an injury?
- What is your pain level out of 10?
- Is it important to you to get back to running?



Closed questions

Direct the client to talk about what's important to the **practitioner**



Open questions

Invite the client to talk about what's important to **them**



Self-test

- What is an open question?
- What are the benefits of open questions?
- Give two examples of an open question to elicit your client's goal from Pilates
- Is this an open question?



Affirmations

Build the client up by drawing attention to their successes, skills & efficacy

Bachmann, C., Oesch, P., & Bachmann, S. (2018). Recommendations for improving adherence to home-based exercise: a systematic review. *Physikalische Medizin, Rehabilitationsmedizin, Kurortmedizin*, 28(01), 20-31. <https://be-research-papers.s3.amazonaws.com/Diploma+lecture+research+papers/Lecture+11+Behaviour+change/Bachmann-2018-Recommendations+for+improving+ad.pdf>



- “That took a lot of courage”
- “When you make up your mind to do a thing, you do it”
- Highlight previous “sticking with it” behaviour in any domain
- “You really persevered through thick and thin in raising your children, I bet you’ll bring that same perseverance to your recovery”



Self-test

- What is an affirmation?
- What kinds of behaviors can you highlight in an affirmation?
- True/False: To become a Pilates instructor, you've worked hard and persevered through setbacks, and you can apply that same work ethic and perseverance to become even more skilled
- Give an example of an affirmation in a Pilates setting



Reflections

NOT just repeating what
the client said



Reflection means

Understanding
what the client
thinks & feels &
saying it back to
them



Reflections include both

- What they said
- What they are experiencing but have not yet said

Miller, W. R., & Moyers, T. B. (2006). Eight stages in learning motivational interviewing. *Journal of Teaching in the Addictions*, 5(1), 3-17. <https://behavioralresearchpapers.s3.amazonaws.com/Diploma+lecture+research+papers/Lecture+II+Behaviour+change/Miller-2006-Eight+stages+in+learning+motivatio.pdf>

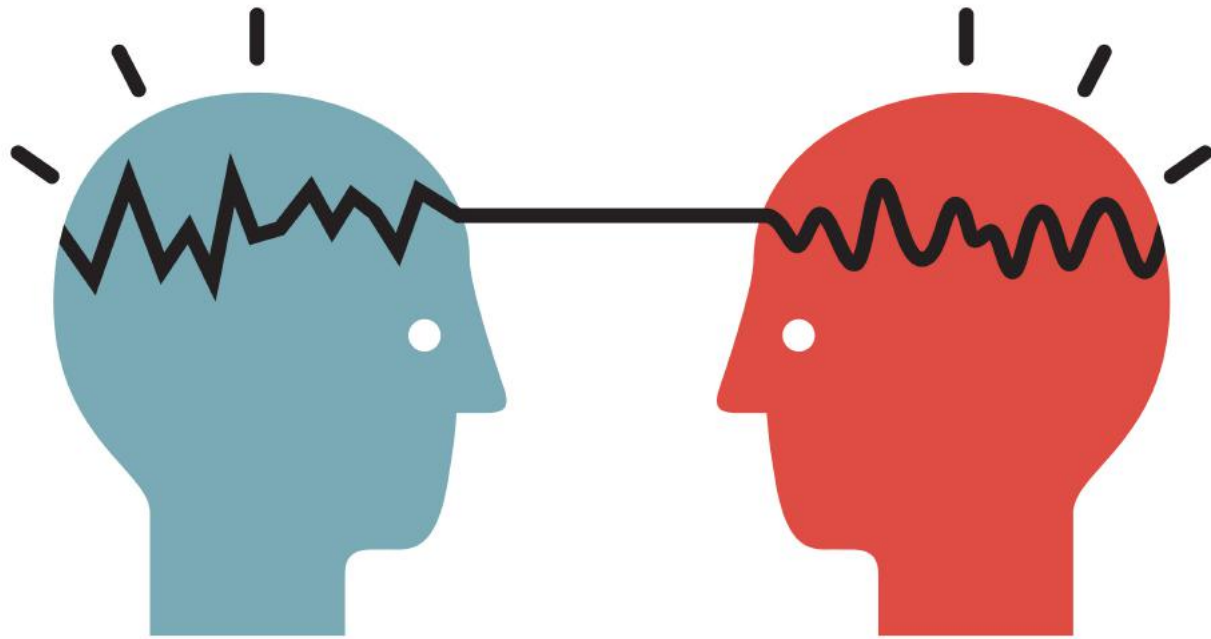


To be good at reflections

Listen to

understand...

then share your
understanding



Reflections

Tell the client your understanding of their experience

Miller, W. R., & Moyers, T. B. (2006). Eight stages in learning motivational interviewing. *Journal of Teaching in the Addictions*, 5(1), 3-17. <https://behavioralresearchpapers.s3.amazonaws.com/Diploma+lecture+research+papers/Lecture+11+Behaviour+change/Miller-2006-Eight+stages+in+learning+motivatio.pdf>



Reflections are "you" statements

Miller, W. R., & Moyers, T. B. (2006). Eight stages in learning motivational interviewing. *Journal of Teaching in the Addictions*, 5(1), 3-17. [https://be-research-papers.s3.amazonaws.com/Diploma+lecture+research+papers/Lecture+11+Behaviour+change/Miller-2006-Eight+stages+in+learning+motivatio.pdf](https://papers.s3.amazonaws.com/Diploma+lecture+research+papers/Lecture+11+Behaviour+change/Miller-2006-Eight+stages+in+learning+motivatio.pdf)



- “You’re worried about work”
- “This is really causing a problem for you”
- “You’ve tried everything you can think of and you’re at your wits end”
- “You’re worried about your posture”
- “It’s important that you find a solution to this”



Reflections show that you:

- Care
- Understand

Miller, W. R., & Moyers, T. B. (2006). Eight stages in learning motivational interviewing. *Journal of Teaching in the Addictions*, 5(1), 3-17. <https://behavioralresearchpapers.s3.amazonaws.com/Diploma+lecture+research+papers/Lecture+11+Behaviour+change/Miller-2006-Eight+stages+in+learning+motivatio.pdf>



It doesn't matter
if you get it wrong

The client will just correct you and
you still get full points for caring



Self-test

- What is a reflection?
- What purpose(s) do reflections serve?
- True/false: A reflection is repeating what the client said
- What happens if you get it wrong?



Summaries

Long reflections of more than one client statement

Miller, W. R., & Moyers, T. B. (2006). Eight stages in learning motivational interviewing. Journal of Teaching in the Addictions, 5(1), 3-17. [https://be-research-papers.s3.amazonaws.com/Diploma+lecture+research+papers/Lecture+11+Behaviour+change/Miller-2006-Eight+stages+in+learning+motivatio.pdf](https://papers.s3.amazonaws.com/Diploma+lecture+research+papers/Lecture+11+Behaviour+change/Miller-2006-Eight+stages+in+learning+motivatio.pdf)



Summarise

- Character strengths
- Resources
- Motivations

Miller, W. R., & Moyers, T. B. (2006). Eight stages in learning motivational interviewing. *Journal of Teaching in the Addictions*, 5(1), 3-17. <https://behavioralresearchpapers.s3.amazonaws.com/Diploma+lecture+research+papers/Lecture+1+B+behaviour+change/Miller-2006-Eight+stages+in+learning+motivatio.pdf>



“Your back pain is really impacting your life, you’re strongly motivated to do something about it since Friday when you realized it was affecting your emotional connection with your daughter.”

“You’ve demonstrated incredible resilience and the ability to work through problems with your work, and now you’re ready to apply those strengths to your recovery so you can look after your kids properly and not be so grumpy all the time.”



Self-test

- What is a summary?
- What purpose(s) do summaries serve?
- What do you summarize?



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1. Introduction to the Whole Person Framework
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Self-test

- What is the Whole Person Framework and what is it useful for?
- What is a therapeutic alliance and why build one?
- What does it mean to use OARS skills to build a therapeutic alliance?

Questions?

