Behaviour Change Development Framework (BCDF)

Behaviour Change Competencies

and

Knowledge Base

January 2021

Behaviour Change Competencies and Knowledge Base

Behaviour Change Development Framework
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The following tables outline the Behaviour Change Competencies at each level of the Behaviour Change Development Framework, with their accompanying knowledge requirements in the Knowledge Base. The completed package will also include identification of the Behaviour Change Skills required at each level. Educational resources including more detailed description of the elements of the knowledge base and signposting to courses covering the required material, will also be provided. The same will be developed for the skills component. Underpinning all will be a statement of the professional and ethical expectations of behaviour change practitioners.

Behaviour Change Level 1

Competencies and sub-competencies

BC1 1. Recognise and act upon opportunities to support behaviour change in service users, as they arise in your routine work.
Be able to:
a) recognise the opportunity to have a conversation with a service user and choose to take the opportunity
b) ensure confidential conversations take place in private, quiet and comfortable places
c) initiate a discussion about health behaviours
d) identify what is important to the individual
e) use a range of communication skills and language appropriate for an individual's needs and understanding

BC1 2. Use appropriate methods to open a conversation about behaviour change and elicit a response.
Be able to:
a) use open ended questions to engage with the service user
b) check if there is something an individual wants to discuss
c) enable a service user to engage and explore a range of options including taking no action

BC1 3. Depending on the response, use appropriate techniques to motivate and encourage engagement with behaviour change.
Be able to:
a) ask open questions to explore and understand the individual's situation and what matters to them
b) provide general information about the behaviour and behaviour change in a manner that can be easily understood
c) reassure and encourage the individual to believe in themselves and the possibilities of improvement

d) let the individual know you understand how they are feeling by being empathetic

e) reflect on what they have said using their words

f) summarise what they have said during the conversation

BC1 4. Provide further information to support behaviour change.

Be able to:

a) Provide relevant and accurate information or advice in a manner that enables a service user to choose whether or not to take it

b) Support a service user to make a decision and plan together the way forward

c) Provide information and signpost to additional resources or support relevant to the health behaviour

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Knowledge Base

BC1 K1. Basic knowledge of physical and mental health risks in adults, and of behavioural risk factors for diet, activity, alcohol and smoking

BC1 K2. Knowledge of basic communication skills and their benefits, including use of open-discovery questions, affirmation, reflection and summaries

BC1 K3. Knowledge and understanding of the social determinants of health and how they influence health behaviours

BC1 K4. Know how to look for credible and up to date information about local, regional and national services and support available

Behaviour Change Competencies and Knowledge Base

Behaviour Change Level 2

Competencies and sub-competencies

BC2 1. Use appropriate methods to explore service user motivation to change behaviour.

Be able to:

a) form a collaborative relationship where the service user and professional work as a team, engaging in and exploring a potential way forward

b) undertake a generic assessment, based on behaviour change theory, of the individual's personal situation and what matters to them, including suitability for behaviour change or referral

c) help the service user identify and select relevant health behaviour issues for change

BC2 2. Select appropriate behaviour change techniques for the service user and the issue.

Be able to:

a) take a problem-solving approach to identifying possible solutions

b) select and skilfully apply the most appropriate behaviour change intervention techniques:
   i. identify the social, environmental and emotional causes of behaviour and its consequences
   ii. support decision-making by generating alternative courses of action and weighing them up
   iii. elicit self-motivating statements and evaluation of behaviour to reduce resistance to change
   iv. support attitude change and encourage a different perspective on behaviour by reframing
   v. provide opportunities for social comparison

c) help service user to identify individual, social, environmental and professional barriers and facilitators that might affect intervention implementation

d) work professionally and ethically with groups of service users, engaging individuals and encouraging discussion

BC2 3. Develop and agree a plan of action for behaviour change in collaboration with the service user.

Be able to:

a) manage expectations, including the frequency and duration of the intervention and what is expected from the individual

b) agree goals for the intervention and ensure they are realistic, attainable, timely and measurable

c) agree a contract of behaviour change with the individual

d) structure the consultations and adhere to an agreed agenda

e) identify and/or provide sources of social support

f) work in a coordinated way with service user's family, carers and advocates, and other professionals

g) support individual to develop plans to overcome barriers to behaviour change

BC2 4. Review progress with service user.

Be able to:

a) provide feedback using agreed measures and self-monitoring to review progress on behaviour change, and adapt the goal where appropriate

b) review how individual has coped with risky situations and barriers

BC2 5. Agree end point or closure of support with service user.

Be able to:

a) end the intervention in a planned manner and help service user identify any concerns they may have about the closure of support

b) plan for maintenance of behaviour change including identification of other resources that might provide maintenance support

c) self-reflect on what worked well or could have been improved, and identify key learning points

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Knowledge Base

BC2 K1. Knowledge of physical and mental health behaviour and risk factors and in-depth or detailed knowledge of one or more health risks, relevant to service user needs.

BC2 K2. Knowledge and understanding of the social determinants of health and how they influence health behaviour

BC2 K3. Knowledge of group dynamics and how to facilitate working with groups

BC2 K4. Know about current models of behaviour change theory and how to influence behaviour change

BC2 K5. Know about behaviour change techniques, and understand the application of selected specific behaviour change techniques including: problem-solving approaches, decision-making, social support and comparison, action planning and goal setting, outcome measures and self-monitoring

BC2 K6. Knowledge of communication methods for structuring a behaviour change conversation including: agenda setting, managing discord, resolving ambivalence, reframing and building self-efficacy

BC2 K7. Knowledge of models of reflective practice and their use

Behaviour Change Competencies and Knowledge Base

Behaviour Change Level 3

Competencies and sub-competencies

BC3 1. Provide extended support for behaviour change and long-term maintenance.

Be able to:

a) adapt interventions in response to service user feedback

b) help service users use self-monitoring procedures that are relevant and meaningful to them to guide behaviour change interventions and to monitor outcome

c) plan for maintenance of behaviour change after the end of the intervention

d) help service users identify other resources to help them maintain their behaviour change

BC3 2. Provide support for behaviour change to those at particular high risk of ill-health, complex needs or multiple morbidities.

Be able to:

a) understand behaviour change taxonomies and implement behaviour change theories and models in a flexible manner

b) select and skilfully apply the most appropriate behaviour change intervention techniques matched to the complex needs of the service user (including but not limited to):

    i.   Behavioural practice/rehearsal: prompt practice or rehearsal a behaviour in order to increase habit and skill

    ii.   Conserving mental resources: advise on ways of minimising demands on mental resources to facilitate behaviour change.

    iii.   Problem solving: analyse, or prompt the person to analyse, factors influencing the behaviour and generate or select strategies that include overcoming barriers and/or increasing facilitators.

    iv.   Action planning: Prompt detailed planning of performance of the behaviour

    v.   Reduce negative emotions: Advise on ways of reducing negative emotions to facilitate performance of the behaviour

BC3 3. Provide support for behaviour change to those with mental or physical vulnerabilities.

Be able to:

a) select and skilfully apply the most appropriate behaviour change intervention techniques matched to the capacities of the service user

b) structure consultations and maintain appropriate pacing in response to service user need

c) work collaboratively with service users to manage service user behaviours that are potentially counter-productive

Behaviour Change Competencies and Knowledge Base

Knowledge Base

BC3 K1. Know how to structure and pace a consultation while being mindful of and empathetic to the mental and physical vulnerabilities the service user may have.

BC3 K2. Knowledge of living with complex long-term conditions and multiple morbidities, and the barriers and enablers for services users to self-manage their conditions.

BC3 K3. Knowledge of self-management tools to explore the impact of the service user's health issues, symptoms and behaviours, for example: formulation, persistent pain cycle and symptom diaries

BC3 K4. Knowledge of the Behaviour Change Techniques Taxonomy and understand how to select and apply the most appropriate behaviour change techniques to support the service user to manage their condition and symptoms. Including (but not limited to): behavioural practice/rehearsal; conserving mental resources; problem solving; action planning and reduce negative emotions.