

# When

# I want to

# So I can

Between  
Sessions

Clients first  
complete activities  
as planned

Give positive  
feedback  
immediately

Encourage them to  
continue this activity

Between  
Sessions

Clients don't  
complete activities  
as planned

Nudge / remind  
them

Build on or progress  
from this next  
session

Get their feedback  
on what's not  
working

Change the activity if  
needed

Instead of waiting till  
the next session to  
troubleshoot

During  
session

Reviewing activities  
with clients

Show clients that  
they have made  
progress

Motivate and  
encourage them to  
continue

Discuss positives

Figure out what's  
working and how to  
do more of that

Celebrate and  
reinforce positives

Discuss negatives /  
non-compliance

Troubleshoot,  
practice techniques  
to handle issue

Identify and work on  
underlying issues