



A role-play customer scenario

Objective

The objective is for the participants to review what they have learned and utilise their knowledge in a role-play scenario with a patient. The participants get an understanding of working with customers and learn to see them as individuals. In addition, they learn to consider factors related to smoking, such as age, gender and other personal characteristics.

Target group and the group size

8-20 (can be adapted for groups of different sizes), participants are divided into four groups.

Preparation, supplies, facilities and equipment

- A classroom with a table and two chairs for the consultation scenario (Appendix 1), arranged to provide good visibility.
- Questionnaires (1 for each group)

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Assignment and work instructions

The participants are divided into four groups. Explain that the role-play scenarios are meant to demonstrate possible guidance situations with patients and what matters should be taken into account in the situation.

Each group is given a questionnaire form (Appendix 2), which can be used for note-taking and writing down answers during the role-play scenario. The groups have 5-8 minutes to discuss their observations on their own after the role play. The teacher should visit the groups and help initiate the discussion. The questions are reviewed with each group. The answers can be supplemented and explained if necessary.



Notes

Appendix 1: Customer scenario

Matti has gone in for a health check.

Advisor: Okay Matti, everything seems to be in order. Your cholesterol level is a bit high, but we have already discussed your diet. Do you have any thoughts about this? *Patient:* I have been thinking about my smoking. My wife says that I should quit. *Advisor:* I see. And what do you think?

Patient: I have been thinking about this cough I have, it's a bit worrisome. And of course I would save money if I quit. But I'm not quite sure. I'm so used to taking cigarette breaks.

Advisor: It sounds like you have already thought about it a great deal. Your lungs will start improving as soon as you quit smoking, and the cough will probably get better as well. Do you know about nicotine replacement products? If you are used to taking cigarette breaks, a physical replacement product could be suitable for you. It's a sort of inhaler.

Patient: Oh, really? That just might work. Do you have to go outside to use it?

Advisor: You can use it indoors. Obviously that might feel strange initially. It gives you a dose of nicotine, which helps with withdrawal symptoms. How soon after waking up do you need your first cigarette?

Patient: Well, I get up and get dressed, make a cup of coffee and go outside.

Advisor: And what about breakfast?

Patient: I don't usually have breakfast.

Advisor: We have already talked about maybe changing your dietary habits. Perhaps you could also think about getting into the habit of having breakfast? It would also improve your energy levels.

Patient: Yeah, I know.

Advisor: How long have you smoked? How many cigarettes do you usually smoke in a day?

Patient: I have been a smoker since I did my national service. So about eight years, I guess. I smoke a packet a day. Sometimes a bit more, if I have a stressful day at work or something like that.

Advisor: What do you think could help motivate you to quit?

Patient: Me and the wife decided to start saving for a holiday. I did do the numbers to see how much I could save if I quit. It was quite a sum. And we've also thought about starting a family.



Advisor: That's great. What about your friends and family, do they smoke?

Patient: My wife doesn't smoke. Quite a few people at work smoke. We kind of have our own thing in the smoking area. A friend of mine who goes to the gym with me doesn't smoke. He quit years ago.

Advisor: Do you think he could support you on this? He could maybe tell you about his experience and help you when you get the urge to smoke?

Patient: I guess so. He talks about it a lot.

Advisor: You could talk to him about this and maybe he could support you. At the end of the day, it has to be your decision, but a good support network is always helpful. What do you think?

Patient: I think I'm going to give it some serious thought.

Appendix 2: Questions

Plan: What goals could Matti set for himself? What concrete means could he use first?

Answer: Matti could start by cutting down on his smoking. If he smokes one packet a day, he could cut down to a half a packet. This would mean skipping every other cigarette. This is also easy to count. Another option is to leave 10 cigarettes at home in the morning. This way, Matti could avoid smoking additional cigarettes on impulse or just out of habit. Support is also important. If social situations are difficult for Matti, he could initially avoid places where others smoke.

Plan: How could Matti deal with physical withdrawal symptoms? What could replace cigarettes for him? *Answer:* Matti probably needs nicotine replacement therapy, since he feels the need to smoke so soon after waking up. The best option could be an inhaler, but he should also try nicotine gum. Another activity to replace his visit the smoking area could also help Matti change his behaviour. How can Matti stay motivated? Draw up a plan for social situations and peer pressure.

Answer: Matti could be motivated by financial and health factors, such as saving for a holiday and getting rid of his chronic cough. Other health factors could also help motivate him. The risk of asthma and other respiratory problems for future children would be reduced if neither of the parents smoke. At work, Matti could use the inhaler when visiting the smoking area. This way, he would not feel excluded from his social circle. In summary, Matti could be motivated by health-related, financial and time management factors as well as an improved social life (for example with his wife). What specific difficulties might Matti experience when quitting? How could he be encouraged to overcome them?

Answer: Matti's own uncertainty about quitting. The decision may not last, but on the other hand it usually takes about 3-8 serious attempts to quit successfully. Matti could have a relapse in social situations, for example at work, only because he is used to smoking in certain environments.