

# Introducing Activity Coaching with the Progressive Goal Attainment Program (PGAP®)



## How can you introduce PGAP to your client?

Phrases to consider using:

- “PGAP is a 10-week program that could help improve your quality of life. It could get you more active. It could help you start structuring your day. It may help you feel better and be more productive. It’s voluntary and you have the choice to stop, if needed.”
- “The goal of PGAP is to improve your quality of life. You may want to resume activities that are important to you that you haven’t done in a while. Work is a huge part of our identity and when that changes, it’s normal to feel like you’ve lost a sense of self. PGAP is meant to grab ahold of your sense of purpose and independence.”
- “No harm, no foul. Go to an appointment, and if you don’t like it, stop.”
- “PGAP focuses on the goals that you set for yourself. You determine what is important to you, what you are missing from your life and relationships, and what you want to achieve. The point is that when the program has ended, you can say your life is better than it was 10 weeks ago.”
- “PGAP applies to you as a whole person. From a medical standpoint, when you talk to your doctor, they may only look at your medical issues. PGAP can help you as a whole person.”

Make your approach specific to the worker. Learn more about their home life and how their injury has affected them. If you notice a psychosocial risk factor come up during the conversation, discuss this aspect of the worker’s life.

Talk about life in terms of circles (friends, work, home). Some circles naturally intertwine and some don’t. When injury occurs, circles get smaller, but PGAP can help them expand. Ask or listen to your client about which of their circles have gotten smaller.

Mention it can help re-engage them in activities that are meaningful. There isn’t a rigid set of goals. Outcomes are specific to the worker. Talk about returning to work, but know that it doesn’t have to be the central theme.

In appropriate situations, the language above can be reversed so that the worker is shown what they may lose instead of what they can gain.

For example:

- “PGAP is a 10-week program that could help improve your quality of life” becomes “PGAP is a 10-week program that will keep you from losing your quality of life.”
- “It could get you more active” becomes “it will keep you from becoming inactive.”



Washington State Department of  
**Labor & Industries**  
*Workers' Compensation Services*

*Upon request, foreign language support and formats for persons with disabilities are available. Call 1-800-547-8367. TDD users, call 711. L&I is an equal opportunity employer.*

## How can you encourage a worker to pursue PGAP if they are unsure at first?

- General phrases or ideas:
  - Mention that it's completely voluntary.
  - "The ball is in your court."
  - Try to connect with the worker and discuss how to increase their level of activity.
  - Ask, "What gets you up in the morning?" "What are your interests?"
  - Watch the introductory video on the L&I website.
- What if they feel they are too busy?
  - Remind them it is only one hour a week.
  - Use the phrase, "Try it. You don't have anything to lose."
  - Ask, "What do you have going on?" Talk about why they feel that way.
  - "No harm, no foul to see if it could be beneficial for you. Why not just try it out?"
  - Talk to them about how PGAP can help organize and add structure to their daily lives. "Yes you're busy, but could your day be organized in a way that would make you feel less busy?"
  - If the worker is feeling too busy right now, plan to check back in a few weeks and see how the worker feels then.
- If waiting on surgery, you may try:
  - "Surgery can take a while to get approved. PGAP can be helpful in the meantime."
  - "The surgery request could take a while, so let's give this a try to keep things moving forward."
  - Share the quality of life aspect in addition to how long things may take.
  - If there is a surgery date already scheduled, let them know that you'll discuss the option in more detail after they've recovered.
  - "While you wait for authorization, this can help keep things moving forward."