

A BRIEF TASTE OF MOTIVATIONAL INTERVIEWING

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SESSION OVERVIEW

- Review the basic principles of Motivational Interviewing
- Learn simple MI techniques to assist individuals and families with behavior changes
- Learn techniques to enhance your conversational skills
- Have some fun!

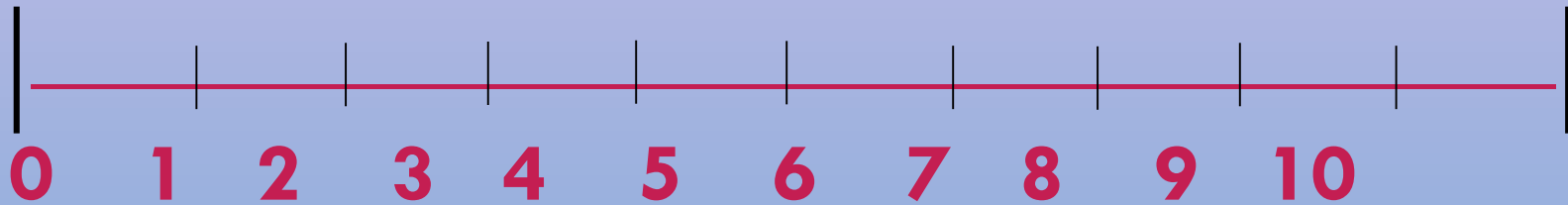
WHY MOTIVATIONAL INTERVIEWING?

- Person centered
- Focused
- Goal directed
- Practical
- Empathetic
- Relational
- Short-term process

How confident are you in your ability to catalyze change through conversation?

Not very

Very



What things do your consumers bring
to you that they want to change?

What things do YOU want them to
change?

*SO MUCH TO CHANGE,
SO LITTLE TIME*

WHY IS CHANGE SO HARD?

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“My doctor told me to increase my exercise program, so I switched from not exercising three times a week to not exercising six times a week.”

Problem Behaviors: Lifestyle Habits

7

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- ▶ Diet
- ▶ Exercise
- ▶ Tobacco
- ▶ Procrastination
- ▶ Sleep Habits
- ▶ TV
- ▶ Computer

Think of something you have tried
to change in the last 6-12
months.

Rate your success from 0 – 10.



A taste of MI

A taste of MI - Round 1

The Speaker: Role play a person presenting for Supported Employment services, where there is a clearly defined behavior change goal (going to bed earlier, dealing with conflict, eating habits, taking medications, hygiene, etc.) You are ambivalent and somewhat resistant to change.

A taste of MI - Round 1

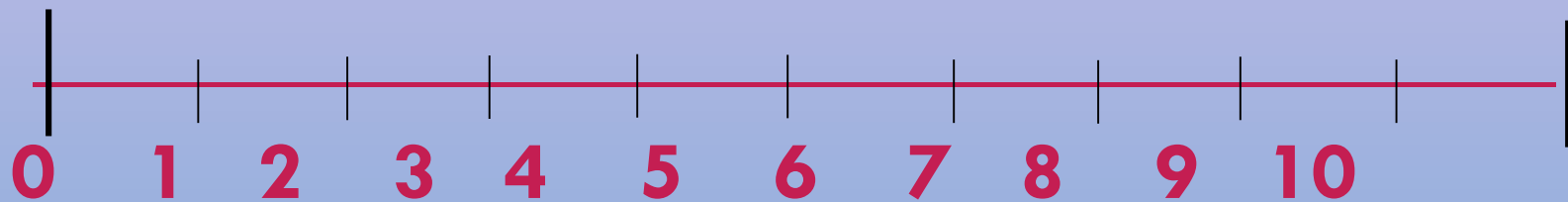
The Worker:

- Explain why the Speaker **should** make this change.
- Give at least three specific **benefits** that would result from making the change.
- Tell the Speaker **how** to change.
- Emphasize how **important** it is for the Speaker to change, the consequences of not changing, and
- Tell the Speaker to **do** it.

Speakers, how likely are you to change your behavior a result of this conversation?

Not likely

Very likely



**Motivational
Interviewing is
making **KNOWN**
what You **KNOW****

COMPASSIONATE CONVERSATION

You're a failure!
You're wasting
your life!
You'll never
amount to
anything!

It's a motivational
technique I learn-
ed growing up.



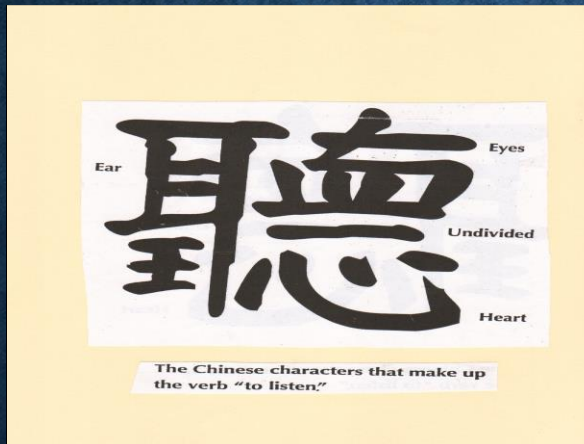
SIPRESS

WHAT MOST PEOPLE REALLY NEED IS A GOOD LISTENING TO.

~MARY LOU CASEY



WHAT IS IT TO LISTEN?



Motivational Interviewing



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- MOTIVATIONAL INTERVIEWING IS AN EVIDENCE BASED, PERSON-CENTERED METHOD FOR ADDRESSING THE COMMON PROBLEM OF AMBIVALENCE ABOUT CHANGE

MILLER AND ROLLNICK (2013)

MOTIVATIONAL INTERVIEWING 3RD ED.



Compassion

Acceptance

Partnership

Evocation

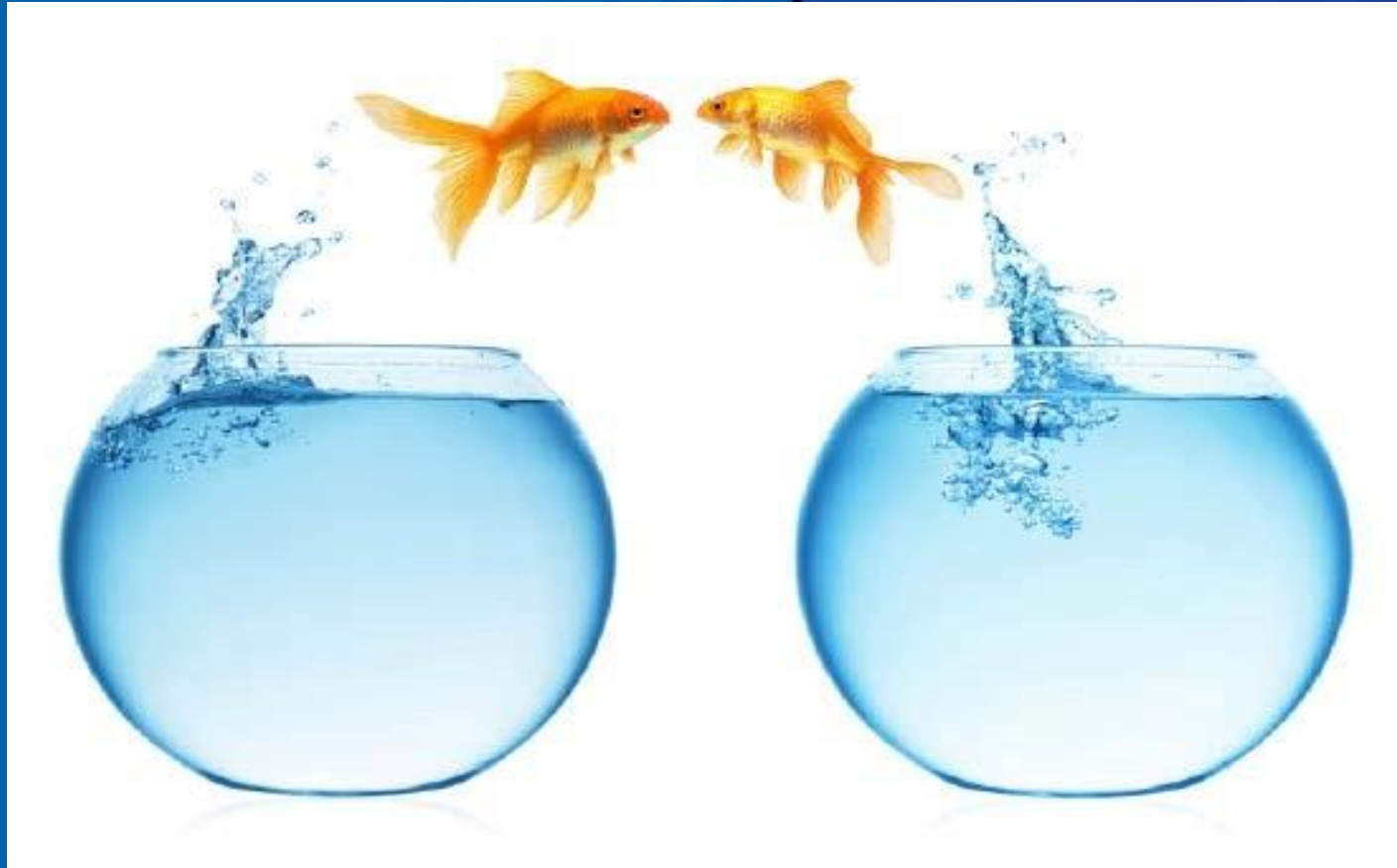


慈悲

Compassion

“.... is loving, selfless concern for the person's welfare” (Miller & Rollnick, 2013)

Acceptance



"I accept you for who you are and am here to help whatever you decide to do."

Partnership

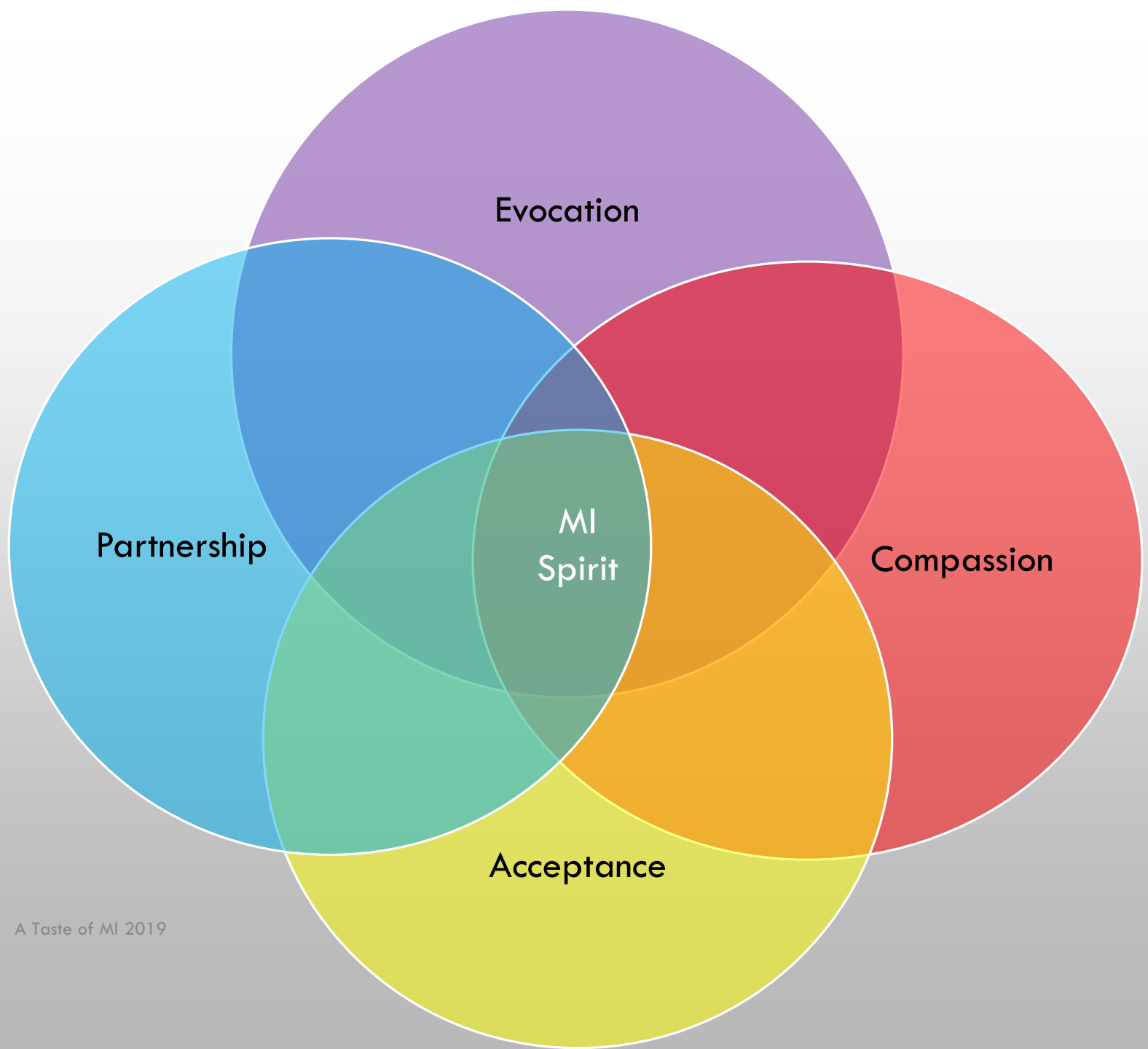
A photograph of two young boys walking away from the camera on a long, straight gravel path that stretches into the distance. The path is flanked by green grass and fields. The boy on the left is wearing a light blue t-shirt and grey shorts, and the boy on the right is wearing a dark blue t-shirt and blue shorts. They are walking towards a line of trees in the background under a clear sky.

"You are the best judge of what is going to work for you."

Evocation



“What were you hoping to get out of our conversation today?”



**But what if the client
refuses to change?**



What if the speaker refuses to change?



- “A ‘No’ uttered from the deepest conviction is better than a ‘Yes’ merely uttered to please, or worse, to avoid trouble.”
– Mahatma Gandhi

Verbal jiu jitsu

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"Jiu Jitsu and Martial Arts do not build character, they reveal it.

We are all born with unmeasurable courage and determination but it is as we go through the trials of rigorous training that we rediscover those gifts."

- Ricardo Almeida



AVOIDING THE "RIGHTING REFLEX"



People in the helping professions have a natural tendency to want to fix what's wrong with clients

YES BUT....

- A very common reactive response
- Assumes 'I know better than you'
- Forces speaker defensiveness
- When speaker defends, it reinforces why not to change
- Not changing is now justified in mind of speaker

COMMON REACTIONS TO RIGHTING REFLEX

- Angry, agitated
- Oppositional
- Discounting
- Defensive
- Justifying
- Not understood
- Not heard
- Procrastinate
- Afraid
- Helpless, overwhelmed
- Ashamed
- Trapped
- Disengaged
- Not come back – avoid
- Uncomfortable

COMMON HUMAN REACTIONS TO BEING LISTENED TO

- Understood
- Want to talk more
- Liking the Practitioner
- Open
- Accepted
- Respected
- Engaged
- Able to change
- Safe
- Empowered
- Hopeful
- Comfortable
- Interested
- Want to come back
- Cooperative

FOUR FUNDAMENTAL PROCESSES OF MI

Planning

Evoking

Focusing

Engaging

Engaging



The Relational Foundation

Focusing



**Guiding client to a target behavior
(that is important to them)**

Evoking



**Drawing out client's intrinsic motivation
and their own ideas for change**

PLANNING



The Bridge to Change

MOTIVATIONAL INTERVIEWING

- **Assumes motivation is fluid and can be influenced**
- **Motivation is influenced in the context of a *relationship* – developed in the context of a client encounter**
- **Principle tasks – to work with ambivalence and resistance**
- **Goal – to influence change *in the direction of health***

AMBIVALENCE

IS....



THE BEST THING YOU CAN DO IS GIVE UP SMOKING, DRINKING AND FRIED FOOD

WHAT'S THE SECOND BEST?



FUNDAMENTAL BELIEF

- *THE CAPACITY AND POTENTIAL FOR CHANGE AND ADHERENCE IS WITHIN EVERY PERSON!*

HOW DOES MOTIVATIONAL INTERVIEWING WORK?

“Motivational interviewing is a style of communication that involves strategic use of questions and statement to help clients find their own reasons for change.”

William Miller

OARS- MI Skills

- O – OPEN QUESTIONS
- A – AFFIRMATIONS
- R – REFLECTIONS
- S – SUMMARIES



CLOSED QUESTIONS SOUND LIKE...

**“Do you...Are you... Did you...
Could you...Have you...?”**

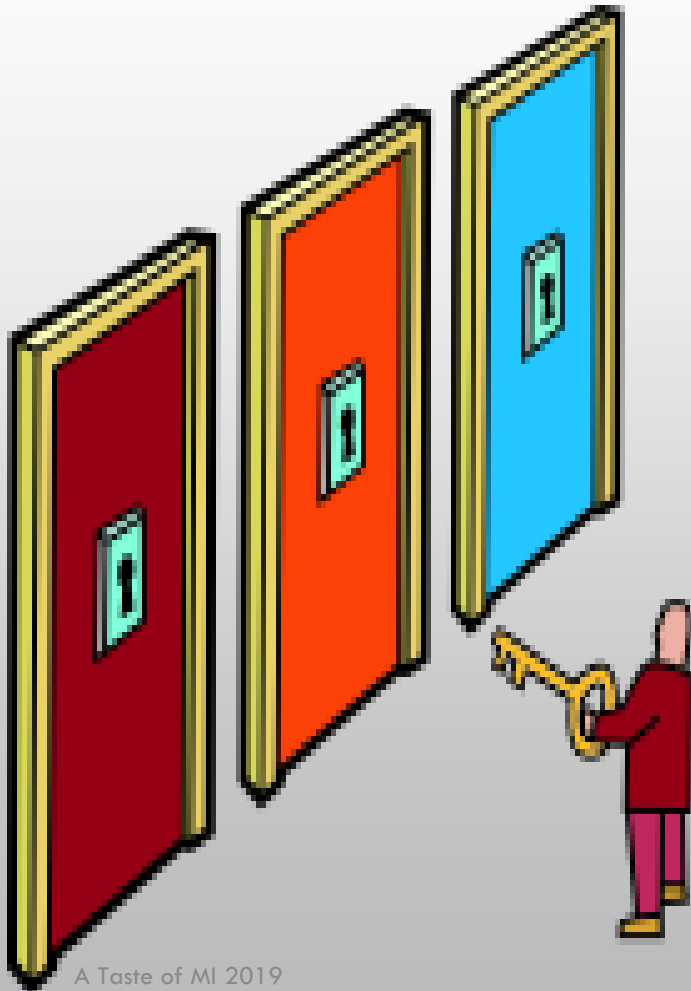
“Did you even want a job?”

“Did you get a job yet?”

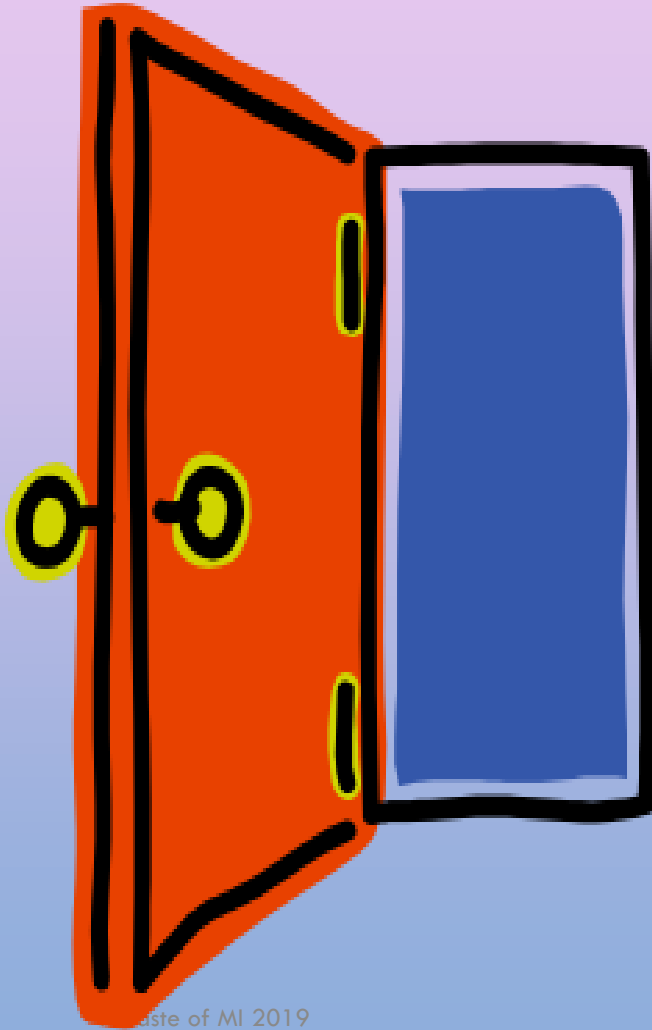
“Do you care about your family?”

**“Did you think before you did
that?”**

**“Do you have a drinking
problem?”**




OPEN-ENDED QUESTIONS SOUND LIKE...



“WHAT... WHICH... WHERE...
HOW... TELL ME...”

- ✓ “HOW DOES IT FEEL TO BE BACK AT WORK?”
- ✓ “WHERE DO YOU THINK YOUR BIGGEST CHALLENGE LIES?”
- ✓ “WHAT DO YOU THINK YOU’LL TAKE CARE OF FIRST?”
- ✓ “TELL ME ABOUT YOUR RELATIONSHIP WITH YOUR BOSS/PARTNER/GUARDIAN?”

BLANK CHECK QUESTION.....



PAY TO THE ORDER OF _____ \$

_____ DOLLARS

FOR _____

012345678910 012345678910

NOT A LEGAL CHECK FOR TEACHING USE ONLY

AFFIRMATIONS...

- AFFIRMATIONS ARE SINCERE, SPECIFIC AND IMMEDIATE.
- AFFIRMATIONS ARE NOT CHEERLEADING.



AFFIRMATIONS

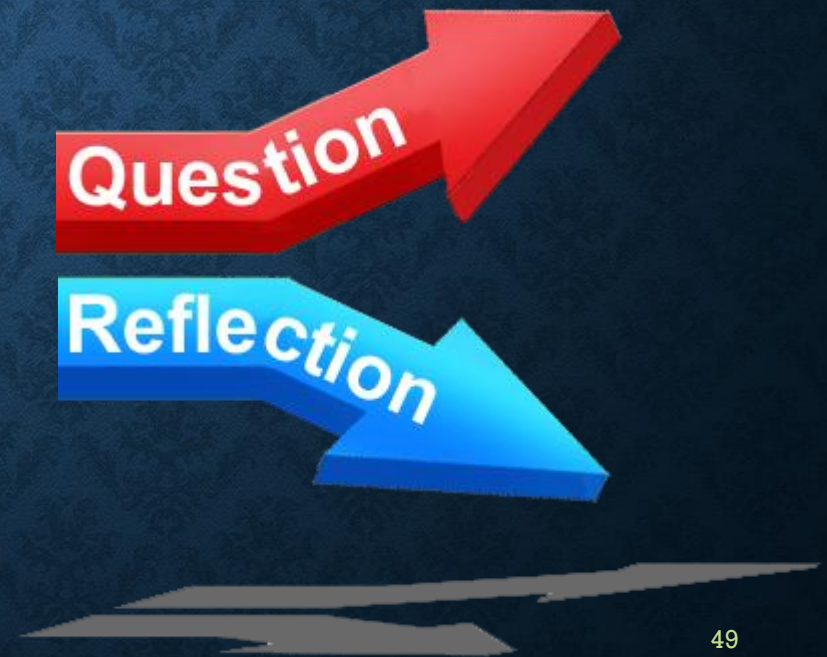
- Emphasize a strength
- Notice and appreciate a positive action
- Should be genuine
- Build feelings of empowerment
- Instill hope and “can-do” attitude
- Express positive regard and caring
- Strengthen the relationship

REFLECTIONS



Reflective Listening

- A hypothesis (guess) about speaker's meaning
- A statement to convey understanding and empathy
- Intonation down
- Short stems
 - “So...”
 - “Sounds like...”
 - “So you...”
 - “Seems like ...”
 - “Its like...”
 - “You feel...”



Client: "I've tried to quit
and failed so many times."



Simple

"You have not been
successful."

Complex

"You are persistent, even in
the face of discouragement.
This change must be really
important to you."

Summary

- **Set up Bookend:**
 - “Let me see if I have this right...”
 - “Let me summarize what you’ve said...”
- **Reflection, Reflection, Reflection**
- **Follow up Bookend:**
 - “So where does that leave you?”
 - “What else would you like to add?”
 - “Now, tell me about”
 - “Tell me more about...”



Summary Statements:



Check your understanding of the person's situation as a whole



Reflect back key components of what the person has discussed



Signal a transition to another topic or the end of the session/consultation



Highlight change talk



Change Talk

A stylized blue speech bubble graphic that forms the base of the word 'Talk'. It has a horizontal top bar, a downward-pointing arrowhead on the right side, and a tail that curves back to the left.



Changes

NEXT EXIT 

TYPES OF CHANGE TALK:

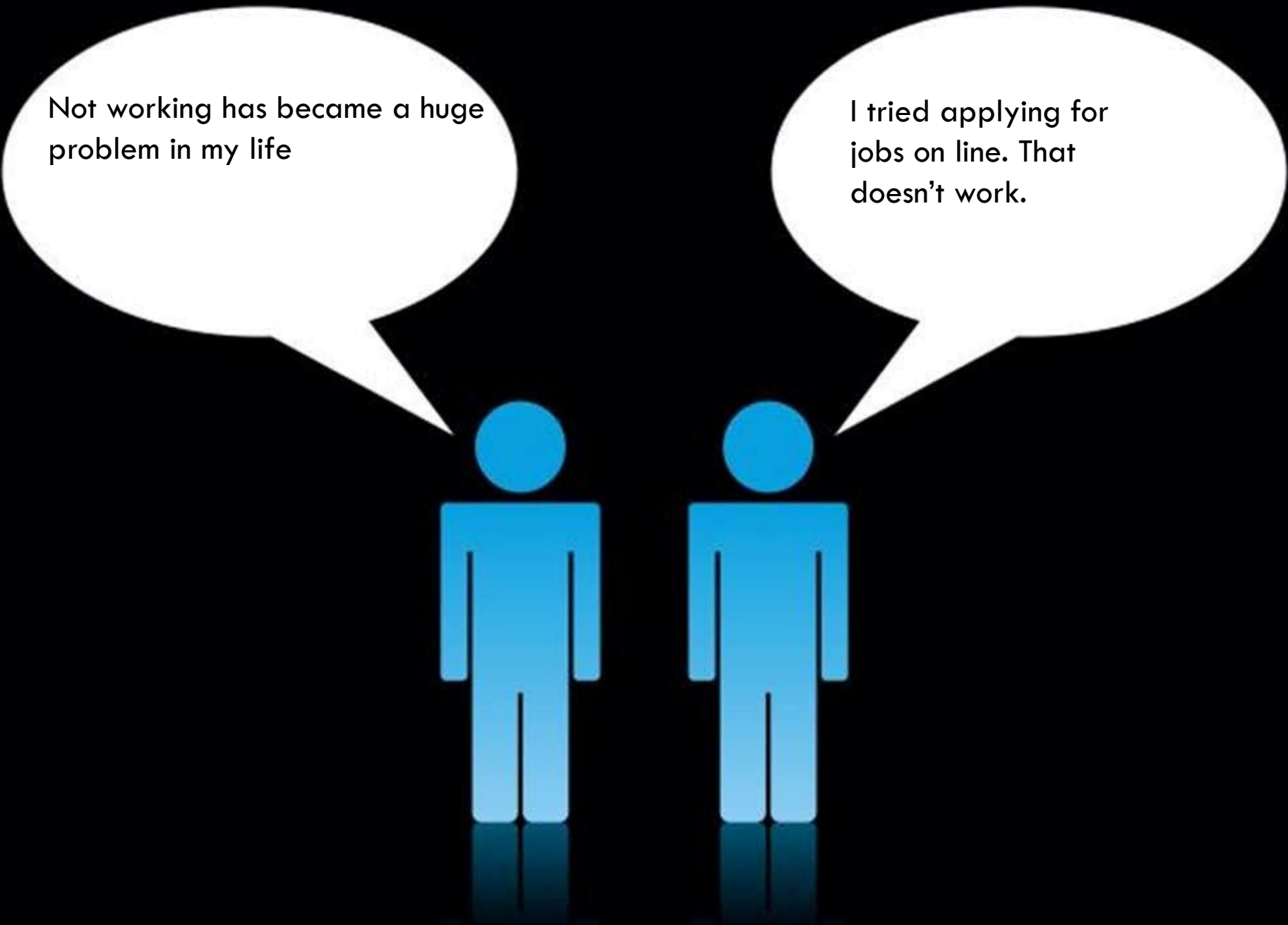
- **Desire** I want to.... I'd really like to... I wish...
- **Ability** I would... I can.... I am able to... I could...
- **Reason** There are good reasons to...
This is important....
- **Need** *I really need to...*
- **Commitment** *I intend to... I will... I plan to...*
- **Activation** I'm ready... I'm able
- **Taking Steps** I haven't had a drink in two weeks.

DARN CATS



CHANGE AND SUSTAIN TALK



The image features two stylized human figures in a light blue color, positioned side-by-side against a black background. Each figure has a circular head and a rectangular body with vertical lines for arms and legs. Above each figure is a white speech bubble with a tail pointing to the figure's head. The left figure's speech bubble contains the text "Not working has become a huge problem in my life". The right figure's speech bubble contains the text "I tried applying for jobs on line. That doesn't work." The figures and their reflections are visible at the bottom of the image.

Not working has become a huge problem in my life

I tried applying for jobs on line. That doesn't work.

Yet another metaphor: MI Hill

DARN

Preparatory Change Talk

CATS

Mobilizing Change Talk

(Pre-)

Contemplation

Preparation

Action

Thanks to Bill Miller

CHANGE-TALK ELICITING STRATEGIES

- Decisional Balance
 - Ambivalence is a normal part of the change process
 - Use ambivalence to promote positive change
 - Weigh pros and cons of behavior
 - Increase discrepancy

DECISIONAL BALANCE SHEET

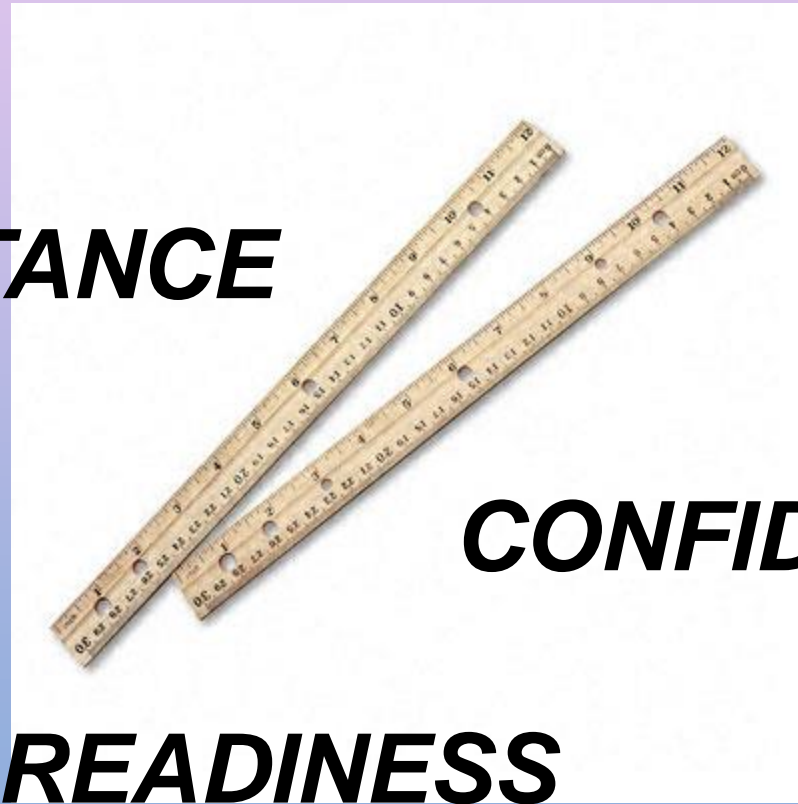
Good things:

Not so good things:

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Using Rulers to Assess Motivation

IMPORTANCE



CONFIDENCE

READINESS

Negotiate a plan of action

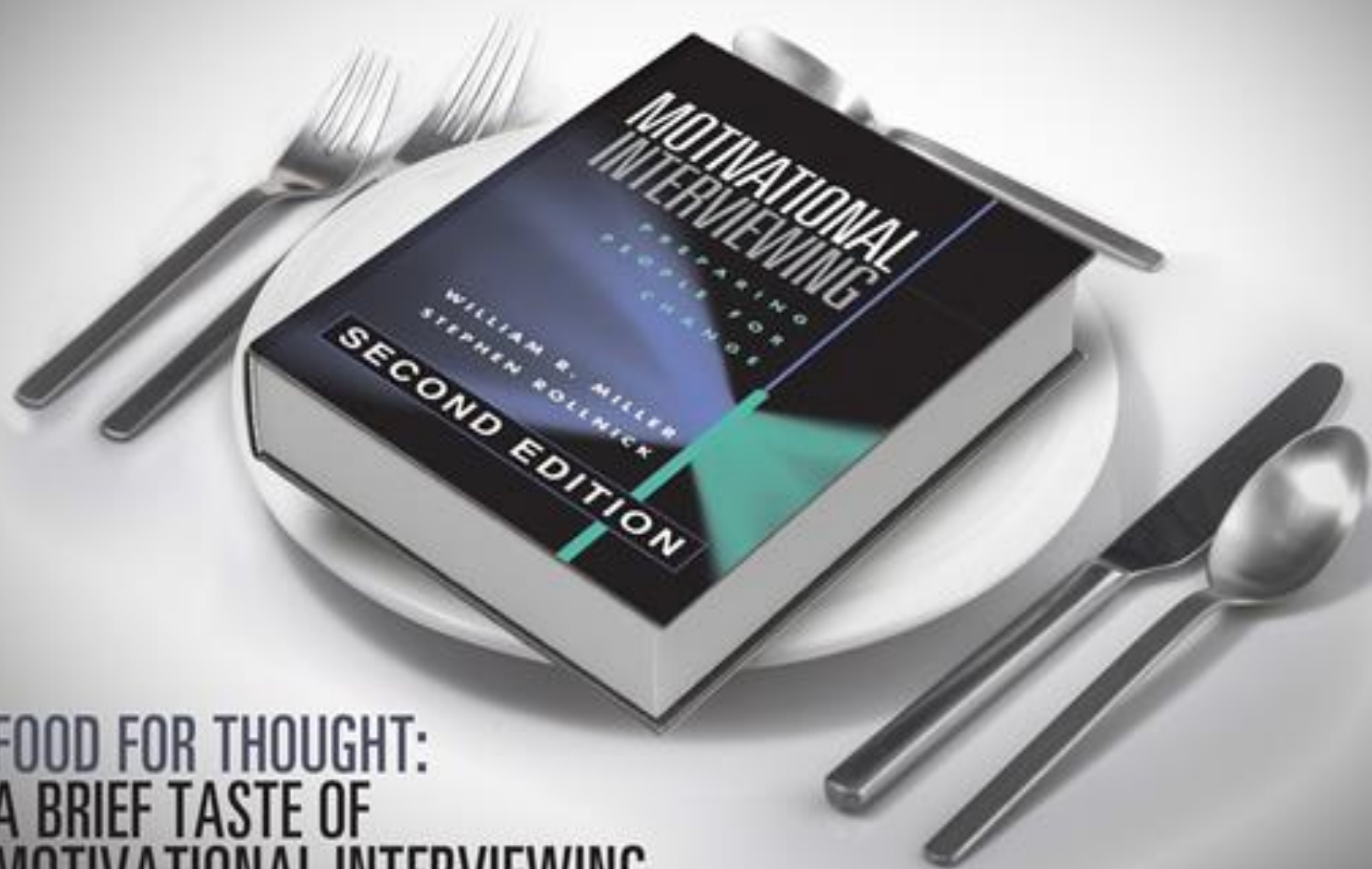
- Invite active participation by the Speaker
- Speaker determines goals & priorities
- Speaker weighs options
- Together, work out details of the plan

FINALIZING THE MOTIVATIONAL INTERVIEW

Summarize



- Review the commitment
- Review the plan
- Express encouragement



**FOOD FOR THOUGHT:
A BRIEF TASTE OF
MOTIVATIONAL INTERVIEWING**

A taste of MI - Round 2

The Speaker: Talk about something about yourself that you want to change / need to change / should change / have been thinking about changing etc., but haven't changed yet (i.e., something you're ambivalent about.)

A taste of MI - Round 2 cont'd

Worker:

Listen carefully with a goal of understanding the dilemma. Give no advice. Ask these four questions:

1. Why would you want to make this change?
2. How might you go about it, in order to succeed?
3. What are the three best reasons to do it?
4. On a scale from 0 to 10, how important would you say it is for you to make this change?

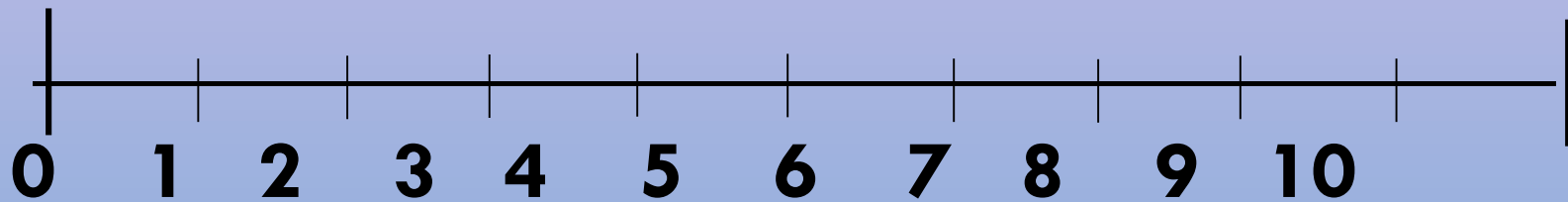
Summarize what they said about ***Desire*** for change, ***Ability*** to change, ***Reasons*** for change, ***Need*** for change.

Then ask, "So what do you think you'll do?" and just listen with interest.

**Speakers, how likely are you to change
your behavior a result of this
conversation?**

Not likely

Very likely



THE MI SHIFT

From feeling responsible for
changing Speakers' behavior to
*supporting them in thinking &
talking about their own reasons
and means for behavior change.*

Key Takeaways

1. Everybody is an expert in something! They will tell you, if you are listening for it.
2. Give your participants your undivided attention, they deserve it.
3. MI is a partnership and the participant creates their own goals and plans.
4. Listen to understand, not to reply
5. Reflect statements back more than we ask questions.
6. Be prepared to be amazed of what people can do when they feel heard and supported.

A real phone voicemail recording from a Probation Officer in Hawaii....



All probation and corrections officers in Hawaii were trained in MI.....



THANK YOU,

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EFFICIENT
FUN
INTERACTIVE
PRACTICE
INTERESTING
INSPIRING

EDUC
ITEL
HETI

85%

AGREEMENTS

COOPERATION
RESPECT
DIVERSITY
TRANSPARENCY
ACCOUNTABILITY

CONSIDER
- CHANGING OP
CUT
OPEN MINDS
ADAPTIVE