

Motivational Interviewing

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One of the most sincere
forms of respect
is actually listening
to what another has to say.

- Bryant McGill



KEEP
CALM
AND
ASK
QUESTIONS

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And Finally



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What Do You Want To Leave With Today?



Change

“Remember, **change** is much
larger than **behavior**.”

Dr. Bill Miller

Transtheoretical Model of Behavior Change (TTM)

“The Transtheoretical Model (TTM) is an integrative, biospsychosocial model to conceptualize the process of intentional behavior change.”

Prochaska & DiClemente, 1983; Prochaska,
DiClemente, & Norcross 1992

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Transtheoretical Model

- Individuals progress through stages of change
- Movement may be forward or backward
- Movement may be cyclical

What Are The Stages of Change?

Stages of Change

The Transtheoretical Model of Stages of Change

- Precontemplation
- Contemplation
- Preparation
- Action
- Maintenance
- Relapse

Precontemplation

Not considering change

- Goal: Move to contemplation
- Barriers:
 - ❖ Knowledge of risks/consequences
 - ❖ Self-efficacy
 - ❖ Contentment

Contemplation

Considering change – ambivalent

- Goal: Move to preparation
- Barriers:
 - ❖ Knowledge of risks/consequences
 - ❖ Self-efficacy
 - ❖ Contentment
 - ❖ Indecisiveness

Preparation

Committed to change within 1 month

- Goal- Move to action, design a change plan
- Barriers
 - ❖ Loss of commitment
 - ❖ Knowledge of options
 - ❖ Making decisions about plans for change

Action

Has already begun changing behavior

➤ Goal- Optimize plans, maintain changes

➤ Barriers

❖ Failure and disillusionment

❖ Overconfidence

Maintenance

Behavior change is well learned typically for 6 months

- Goal- Stable, new lifestyle; attainment of original goals
- Barriers
 - ❖ Major stresses and losses
 - ❖ Failure to attain original goal

Relapse

Return to old behaviors

Relapse is a normal, expected stage of behavior change

➤ Goals

- ❖ Identify relapse
- ❖ Reframe as an opportunity to learn
- ❖ Re-motivate to commit to change plan

Exit (Termination)

- Relapse is unlikely at this point
- **New lifestyle is stable**
- Pre-contemplation regarding returning to previous behavior

The Ingredients for Change

For a person to progress towards change, they need:

- A growing awareness of the advantages of change
- Confidence that they can make the change and maintain that change
- Strategies that assist them in making and maintaining a change

Motivation

Motivation comes from the discrepancy between:

- Current behavior
- And how a person would like things to be

Motivation

- Motivation is fundamental to change
- Motivation is comprised of three elements:
 - ❖ Importance
 - ❖ Confidence
 - ❖ Readiness

What Does it Take to Motivate Someone?

- Emphasize the discrepancy between their current behavior and how they want to be
- Help them call forth the motivation that already exists

Remember, Change is Much Larger Than Behavior

- Decision- to make a choice
 - Staying, leaving, quitting, stopping, trying- Forgiveness
- Attitude – to become different
 - Becoming more assertive, more active compassionate
- Condition- Addressing a complex problem
 - Diabetes, smoking, addiction, obesity, depression
- Resolution- Accepting
 - Finding peace regarding the decision

Motivational Interviewing

“Motivational Interviewing is a collaborative, person-centered form of guiding to elicit and strengthen motivation for change.”

Miller & Rollnick, 2009 page 137

Motivational Interviewing Context

- MI is an approach that works with the client's discord
- It is a method of communication rather than a set of techniques
- Compliments the Stages of Change Model
- MI believes that the resolution of ambivalence can lead to progression through the stages of change

Terminology

- Ambivalence
- Evoking/evocation
- Empathy
- Resistance/Discord
- Change Talk
- Sustain Talk
- Reflective Listening



<https://www.youtube.com/embed/KQr9TFJvBk?rel=0>

The Spirit of MI

- Four vital aspects
 - Partnership
 - Acceptance
 - Compassion
 - Evocation

Partnership

- MI is not done “to” or “on” a person
- It is an active collaboration between 2 experts-

You and the person

Acceptance

- Whatever the client brings to you
- Aspects of acceptance are:
 - Absolute Worth
 - Accurate Autonomy
 - Accurate Empathy
 - Affirmation

Compassion

- To actively promote the other person's welfare
- Prioritize the client's need
- “To work with a spirit of compassion is to have your heart in the right place so that the trust you engender will be deserved.” Miller/Rollnick
2013

Evocation

- MI is strengths focused
- Call forth the person's strengths, wisdom,
- Evoke and strengthen the client's motivation

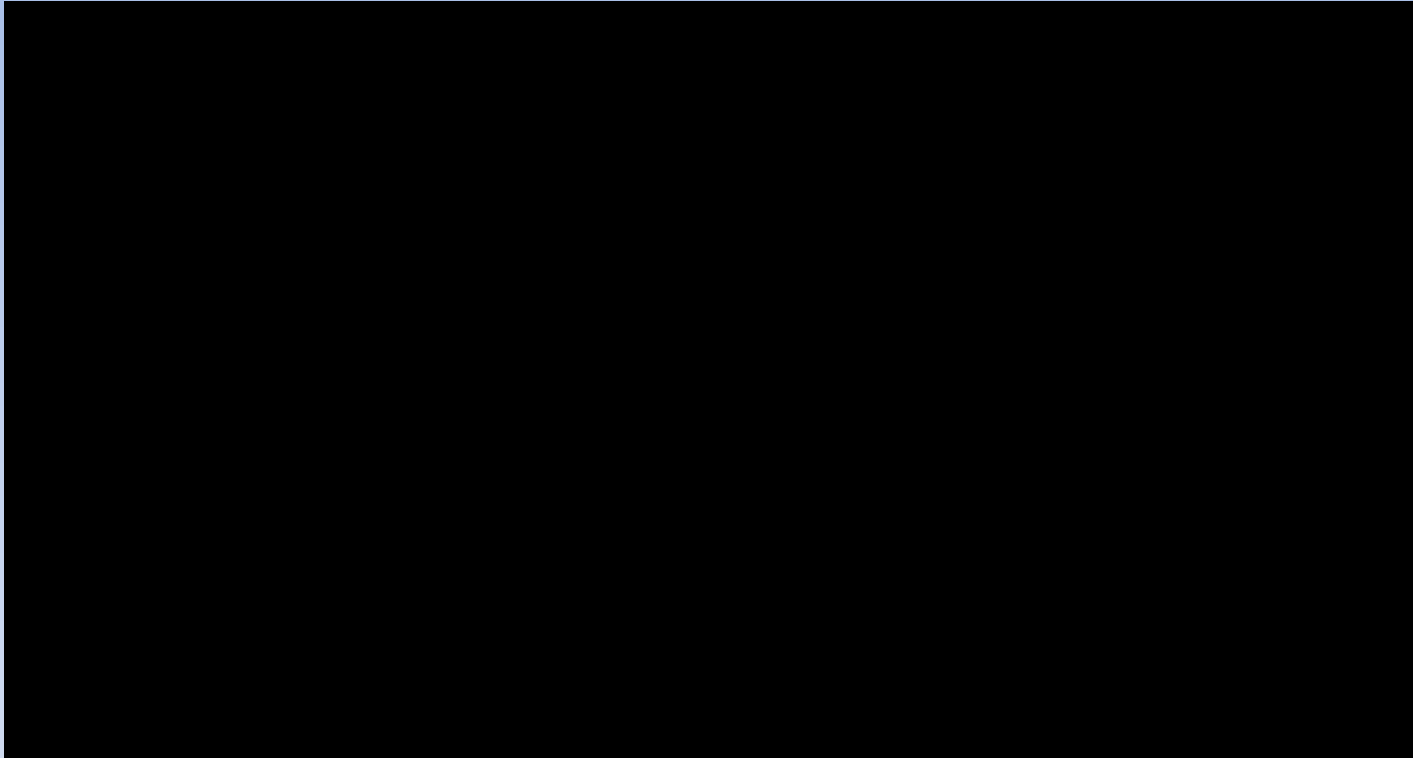
Spirit of MI

- When these four components (partnership, acceptance, compassion and evocation) intersect, the spirit emerges
- This is the mind and heart set with which you will enter into the process of MI

Take Away

- All change is fundamentally self change
- People are the experts on themselves
- Motivation is not something that you can install, you assist the person in identifying their motivation

Not MI



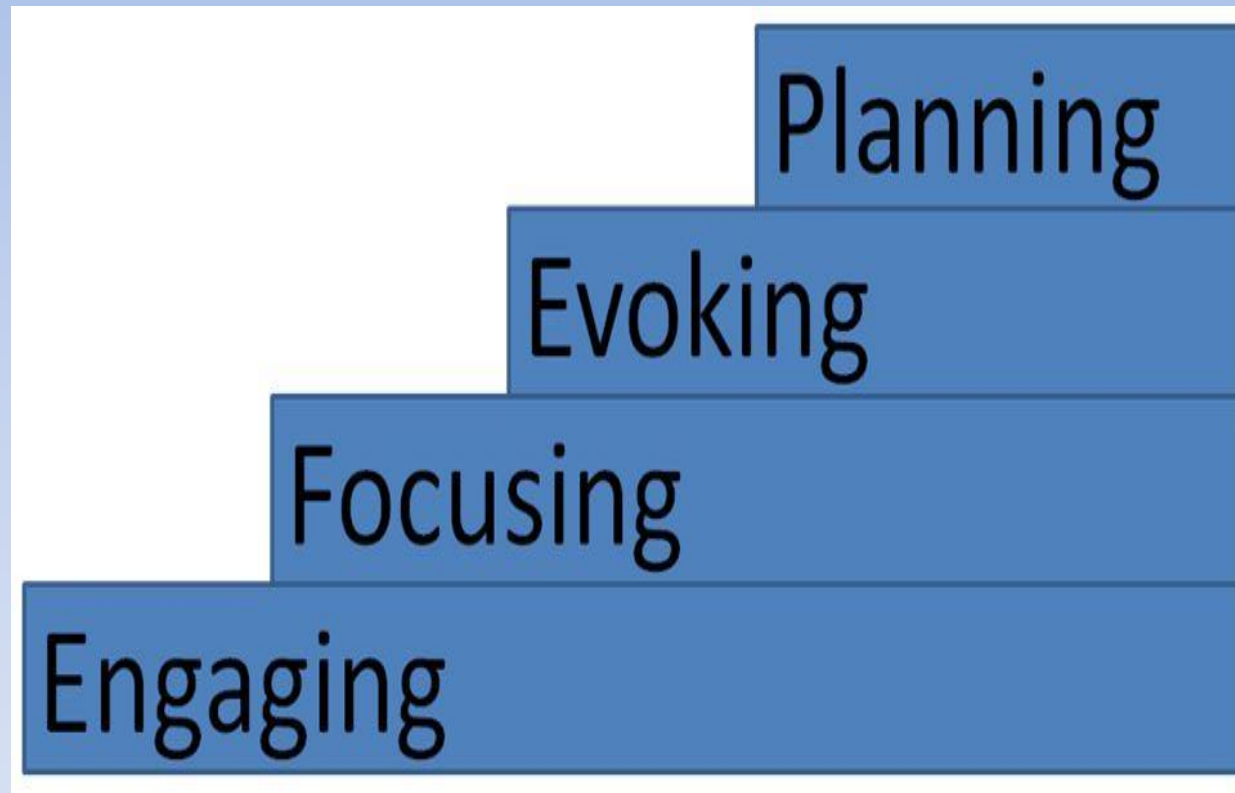
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The Processes of MI

- There are four processes
 - Engaging
 - Focusing
 - Evoking
 - Planning
- Both sequential and recurring
- Each process builds upon the previous process

The Processes of MI



Engaging

The process of establishing a mutually trusting and respectful helping relationship.

Factors that Influence Engagement

- The service system
- Client's circumstances
- Clinician's emotional state

Focusing

When you have engaged a client in a conversation, eventually you will help them focus on a particular agenda: the topic they came to discuss.

Focusing in MI is an ongoing process of seeking and maintaining direction.

Evoking

- The heart of MI involves eliciting the client's own motivation for change
- Occurs when there is a focus on a particular change
- You explore the client's own feelings and ideas regarding how and why

Planning

- Encompasses both developing a commitment to change and formulating a specific plan of action
- This will most likely not occur during the first conversation

Core Skills of MI

- OARS
 - **O**pen ended questions
 - **A**ffirming
 - **R**eflective listening
 - **S**ummarizing

Open Ended Questions

- What is an open ended question?
- What would make this a useful tool?

Affirmation

- To seek the person's strengths
- To acknowledges the Person's efforts
- Intentionally communicating positive message

Reflections

- A reflection is a response statement that makes a guess as to what the client means
- Vary in depth from a simple repetition to complex reflections

To Review

- Ambivalence is normal
- You work with discord
- Recognize the autonomy of the individual
- Realize that you must connect with a person in order to understand how to help them with the process of change

READS

- **Rolling with Discord**
- **Express Empathy**
- **Avoid Argumentation**
- **Develop Discrepancy**
- **Support Self-Efficacy**

Rolling with Discord

- Discord is the client's push back
- Discord can signal that a client does not accept or believe the information that has been presented
- Discord can take many forms:
 - ❖ Blaming
 - ❖ Excusing
 - ❖ Negating
 - ❖ Challenging

Express Empathy

- Establish rapport with the client
- The ability to express empathy is critical to MI
- Requires skillful listening techniques
- Understand the client's perspective
- Accept
- Respect

Compassion, Sympathy, Empathy

- Both compassion and sympathy are about feeling for someone: seeing their distress and realizing that they are suffering
- Compassion has taken on an element of action that is lacking in sympathy, but the root of the words is the same.
- Empathy, by contrast, is about experiencing those feelings for yourself, as if you were that person, through the power of imagination.

Empathy

- Key element of emotional intelligence
- The link between self and others
- How we as individuals understand what others are experiencing *as if we were feeling it ourselves*
- It can be developed

Five Key Elements for Building Empathy

- Understanding others
- Developing others
- Have a service orientation
- Leverage diversity
- Political awareness

Shall We Dance?

Avoid Argumentation

- Confrontations result in defensive reaction and increased discord
- Emphasize assisting the individual with self-recognition of the problem

Develop Discrepancy

- Motivation for change occurs when a client perceives a mismatch between “where I am and where I want to be”
- Assist the client in examining the discrepancies

Support Self- Efficacy

- MI is strength-based
- Supports a client's confidence in her ability to change
- Focus on the client's:
 - ❖ Strengths
 - ❖ Skills
 - ❖ Previous success

Exploring Importance and Confidence

- Motivational tool
- Provide interviewer with information regarding client's viewpoint of importance of changing

Summaries

- Are basically a reflection that pulls together several things that the person has told you
- Used to link what client has expressed
- Can assist in expanding the conversation
- May be used in the middle of an encounter or at the end

The Goal

- The goal is to reflect the client's ambivalence back to them
- To assure that you are understanding the client

Summarization

- “What you’ve said is important.”
- “I value what you say.”
- “Did I hear you correctly?”
- “We covered that well. Now let's talk about
...”

What Are We Looking For?

Change Talk!!!

Listening for Change Talk

- D- Desire statements
- A-Ability statements
- R-Reasons statements
- N-Need statements
- C- Commitment language

Evoking Change Talk

- Promotes client vocalizing reason for change
- Elicits responses by asking questions
- Utilized to highlight discrepancies between word and action
- Non-confrontational

But How???

- Exploring goals and values
- Running head start
- Ask evocative questions
- Decisional balance
- Change rulers
- Look backwards, forwards and come along side
- Query extremes

Elicit Self- Motivational Statements

Clients/patients present arguments for change
in 4 areas:

- Problem recognition
- Concern
- Intention to change
- Optimism

Responding to Change Talk: EARS

- Elaborating
- Affirming
- Reflecting
- Summarizing

Commitment Language

- A form of mobilizing change talk
- Reflects the intention to carry out change
- Verbs include “going to, will, do”
- The strength of commitment language is a predictor of successful behavior change

Calling the Cats

- Commitment to change
- Activation
- Taking Steps

Sustain Talk

- Change talk and sustain talk are complete opposites
- Sustain talk can be worded similarly to change talk but in favor of sustaining the behavior
- Sustain talk includes statements that involve sustaining the behavior without change

Reflective Listening



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Background

Reflective listening is perhaps the most powerful tool in the entire toolbox. Reflective listening focuses on the person's narrative. It functions to deepen the communication. This gets to the emotions and feelings of a conversation.

Reflective Listening

- Carefully listening to the client is a fundamental skill in MI
- Reflective listening is basic to all 4 processes of MI
- Takes practice to learn
- A critical MI skill
- Is non-threatening
- Deepens the conversation
- Helps clients understand themselves

continued

- Is fundamental in all 4 processes of MI
- Is a statement that makes a guess as to what the person means
- Vary in depth from a simple statement to complex

Use

- Validate and acknowledge what the client has said
- May include statements about basic client feelings or session content
- Sole reliance on simple reflections can slow progress

Reflective Listening

- Simple
- Complex
- Basis for change

Forming Reflections

- A well formed reflection is less likely to evoke defensiveness than a question
- Reflective statements turn down on the end
- Can be simple
- Not a passive process
- Should constitutes a substantial portion of your response

Cont.

- 2-3 reflections per question
- About half of your responses should be reflections
- A reflection should not be longer than the statement it follows
- IF IT FEELS LIKE YOU ARE GOING AROUND IN CIRCLES, THE REFLECTIONS ARE PROBABLY TOO SIMPLE!

Tips

- Start reflections with “you”
- Name the emotion
- Be brief
- Be selective
- Take risks
- Come from a place of empathy
- Establish a rhythm

Learning Reflective Listening

- Feedback
- Depth of reflection will increase with practice
- Train yourself to think reflectively

Learn to Listen Reflectively

- Start to train yourself to think reflectively
- Words the speaker says
- Words the listener hears
- What the listener thinks the heard words mean
- What the speaker means

Depth of the Reflection

- Reflective statements may be quite simple
- More complex statements adds meaning to the unspoken content
- More complex reflections move the conversation forward
- This is a learnable skill
- The reflections will deepen with practice

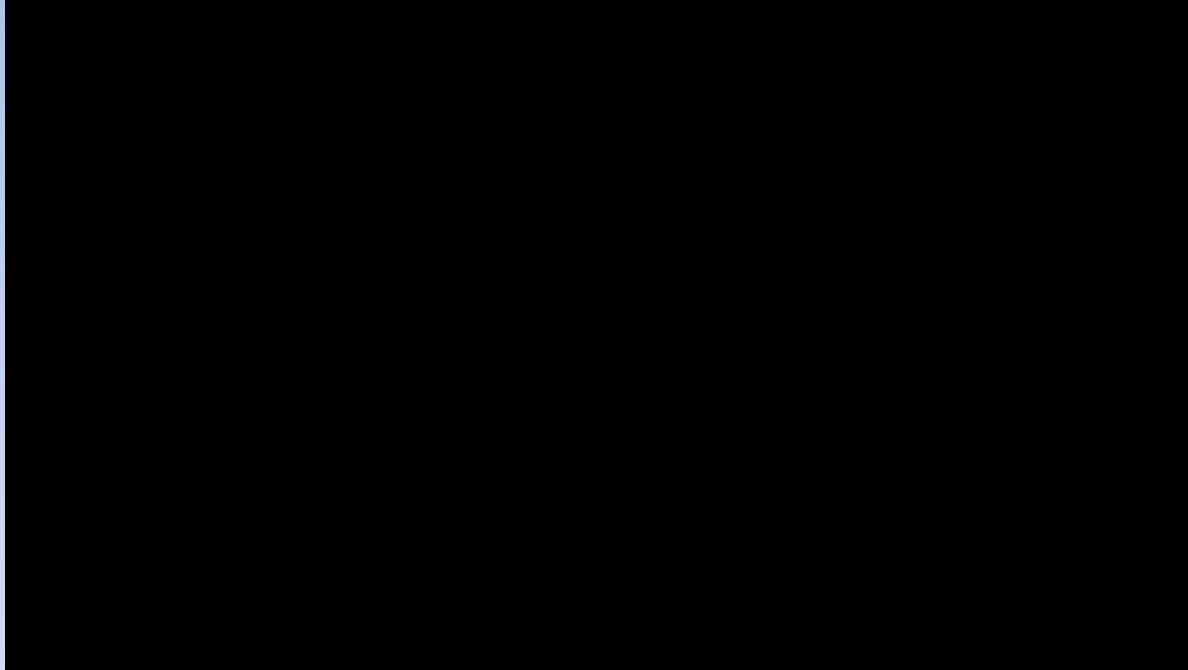
Reflective Listening Examples

- “I hear you.”
- “I’m accepting, not judging you.”
- “This is important.”
- “Please tell me more.”

Remember, Change is Much Larger Than Behavior

- Decision- to make a choice
 - Staying, leaving, quitting, stopping, trying-Forgiveness
- Attitude – to become different
 - Becoming more assertive, more active compassionate
- Condition- Addressing a complex problem
 - Diabetes, smoking, addiction, obesity, depression
- Resolution- Accepting
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Where the Magic Begins



<https://youtu.be/HJy8kdNNrvI>

Wrap Up

- Share ideas
- Feed back
- Expectation
- Summary of the day