

Motivational Interviewing

A Brief Introduction

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“Confidence in Motivating Change”

Listen with:

- Presence—undivided attention
- Eyes, ears, and heart—use all of your senses
- Acceptance & non-judgment
- Curiosity
- Delight
- No interruptions
- Silence
- Encouragers (e.g., mm-hmm, I see, go on, oh, really, right, no way, what else, wow, tell me more)
- **Reflection**
- Summary

What is Motivational Interviewing?

Motivational interviewing (MI) is a client-centered, guiding method of communication & counseling to elicit and strengthen motivation for change

("The Prep-step Before Action")

Dancing vs. Wrestling

Tapping vs. *Pulling*

Consulting vs. *Instructing*

Eliciting vs. *Imparting*

Guiding vs. *Directing*

Primary Goals:

- Minimize resistance
- Elicit change talk
- Explore and resolve ambivalence
- Nurture hope and confidence

Primary Belief (Michelangelo Belief): *The capacity and potential for change and adherence is within every patient!*

"People possess substantial personal expertise and wisdom regarding themselves, and tend to develop in a positive direction, given the proper conditions and support..."

- Miller & Moyers, '06

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Style & Spirit

- **Empathic:** seeking to understand things from the client's perspective
- **Warm & friendly**
- **Collaborative:** sharing power and control; working together in partnership; pursuing common goals; dancing rather than wrestling; joint decision-making
- **Accepting/Non-judgmental**

The paradox of change: when a person feels accepted for who they are and what they do—no matter how unhealthy—it allows them the freedom to consider change rather than needing to defend against it.

- **Respectful:** asks permission before raising a topic, addressing concerns, offering advice, or providing education
- **Positive and hopeful:** confident in the human spirit to grow and change in positive directions
- **Individualized:** tailors intervention approach to match a client's own situation and readiness of change
- **Eliciting:** Encourages the client to do most of the talking

EVOKING versus IMPARTING

- **Honoring of autonomy:** respects the client's freedom of choice, personal control, perspective, and ability to make decisions

Resistance Producing Style

- *Confronting*
- *Persuading*
- *Nagging*
- *Interrupting*
- *Ordering*
- *Judging*
- *Showing the way*
- *Taking charge*
- *Directing*
- *Talking down to*
- *Pulling the stroke*
- *Exerting authority*
- *Pressuring*
- *Criticizing*
- *Scaring*
- *Rescuing*
- *Shaming*
- *Scolding*

Resistance Traps:

- The question-answer trap
- The taking sides trap
- The expert trap
- The scare tactics trap
- The cheerleading trap
- The pouncing trap
- The information overload trap
- **The premature action planning trap**

Tame the “righting reflex”

The need to...

- Fix things
- Set someone right
- Get someone to face up to reality

Theoretical Perspectives

FRAMES

(Miller and Sanchez, 1994)

Feedback. Provide clients with personal feedback regarding their individual status and where they stand in relationship to the norms and standards.

Responsibility. Emphasize the client's freedom of choice and personal responsibility for their choices.

Advice. Provide clear recommendations in a supportive, non-threatening manner.

Menu. Provide options for patients to choose from.

Empathy. Express empathy; accurate reflective listening, warm and genuine manner, non-judgmental approach.

Self-efficacy. Reinforcing the client's sense of self-efficacy regarding their ability to make changes, or modify behavior.

Stages of Change

(Prochaska and DiClemente, 1986, 1992)

Precontemplation is the state in which people are not considering changing or initiating a behavior. They may be unaware that a problem exists.

Contemplation is the stage characterized by ambivalence about changing or initiating a behavior

Preparation is the stage characterized by reduced ambivalence and exploration of options for change.

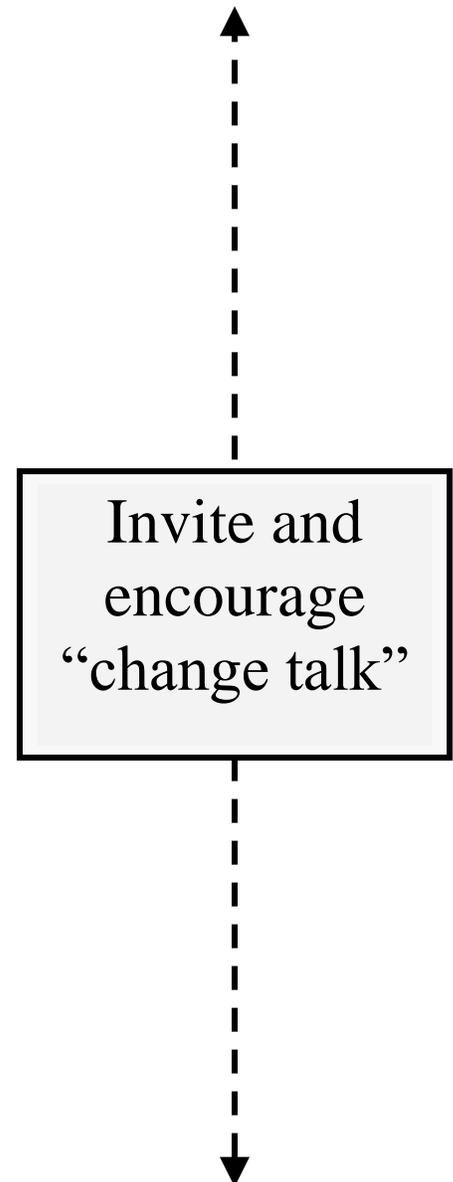
Action is the stage characterized by the taking of action in order to achieve change.

Maintenance is the stage characterized by seeking to integrate and maintain a behavior that has been successfully changed or initiated.

Relapse is the stage characterized by a recurrence of the undesired behavior or elimination of a desired behavior.

Conversation Flow

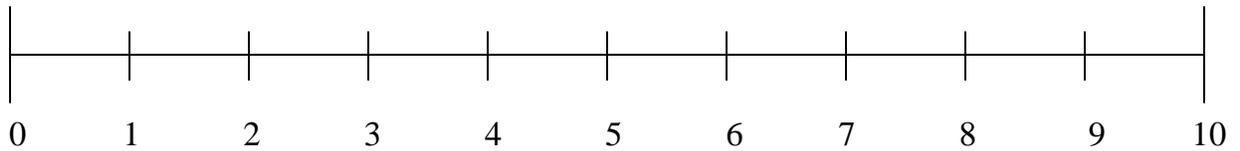
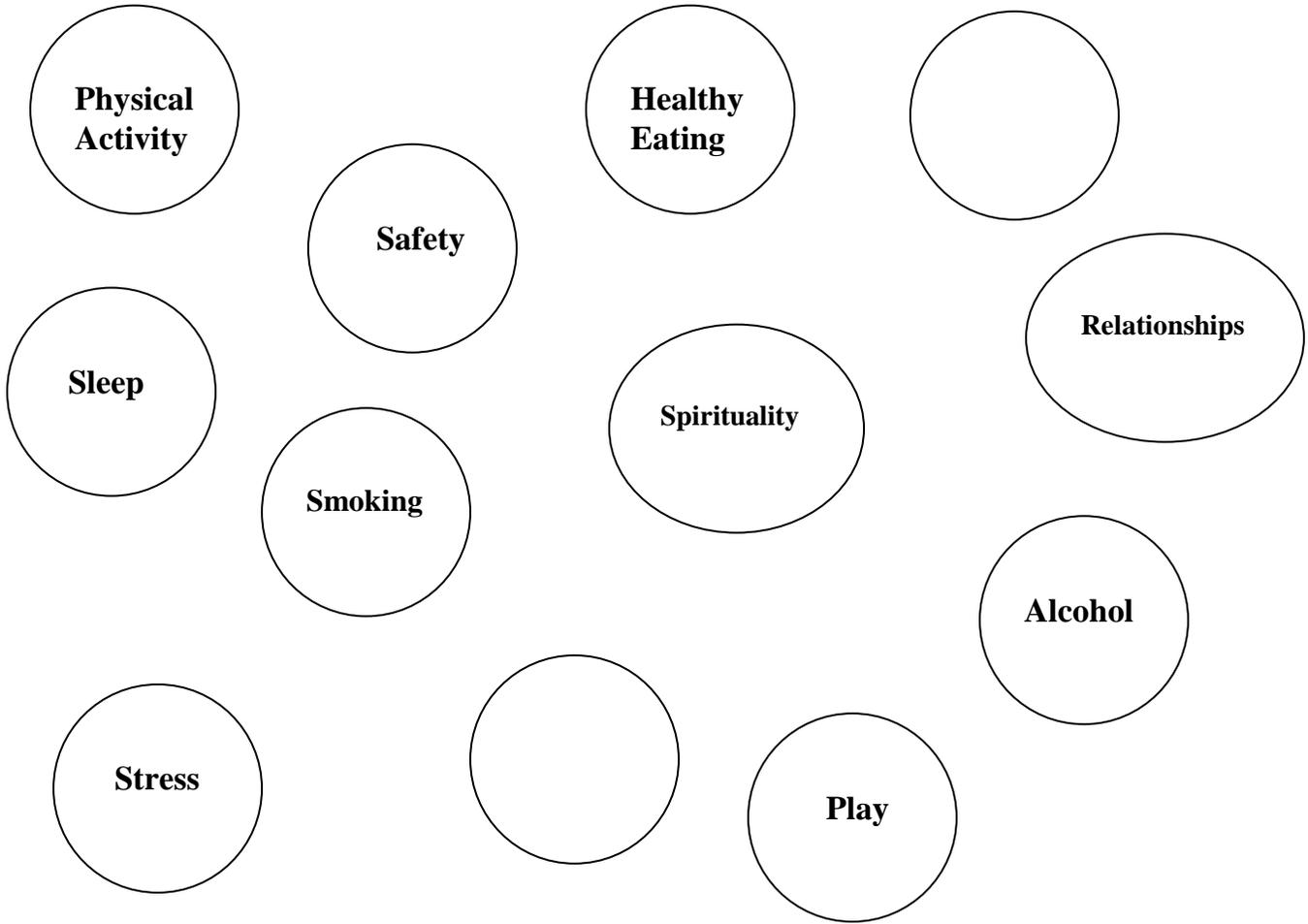
1. Open the conversation
 - Name
 - Role
 - Time
 - Ask permission
2. Ask open-ended questions
 - Invites client to do most of the talking
 - Focus on strengths & successes
3. Negotiate the agenda
 - Supports autonomy and choice
 - Facilitates conversation
 - Less is more!
4. Assess readiness to change
 - Supports tailoring
 - Invites “change talk”
5. Explore ambivalence
 - Most common stage of change
 - Needs to be addressed for sustained change
 - Invites “change talk”
6. Ask about “next step”
 - Assesses impact of conversation
 - Perspective often shifts in the process!
7. Close the conversation
 - Show appreciation
 - If appropriate, offer recommendation(s)
 - Voice Confidence



Ask

Listen

Summarize



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Next Step:

O.A.R.S

- ❖ Asks mostly **open-ended** versus close-ended questions

Strength-Based Question:

Disarming Question:

- ❖ **Affirms** the client by saying things that are positive or complimentary, focusing on strengths, abilities or efforts

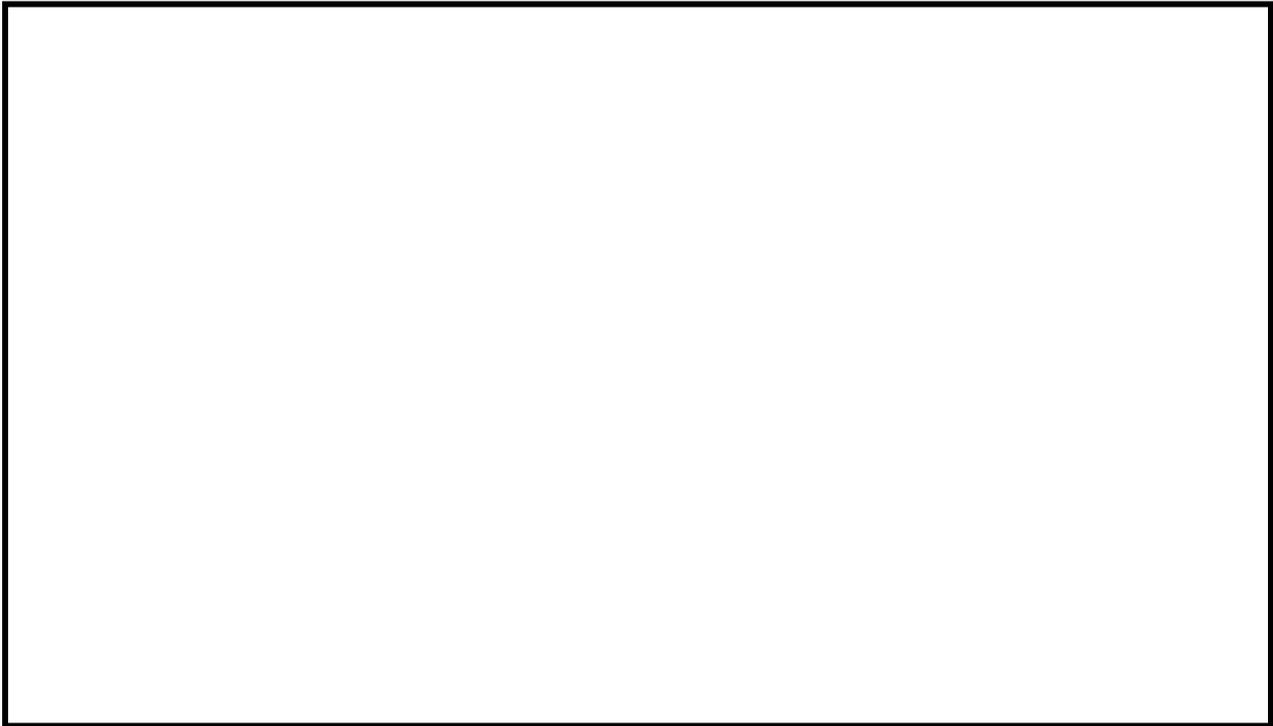
- ❖ **Reflective Listening**

- Listens carefully, without judgment and interruption
- Allows for silence
- Effectively uses “encourages” to invite client dialogue
- Reflect, Reflect, Reflect

- ❖ Provides appropriate **summaries**

- ❖ **Non-verbal Body Language**

- Establishes—and maintains—eye contact
- Facial expression is pleasant, open
- Body posture is open, forward
- Voice tone is warm, pleasant
- Rate of speech is not too slow or too fast
- Spatial proximity is not too close or too distant



Motivation is:

- Fundamental to change!
- A dynamic and fluctuating state
- Particularly sensitive to interpersonal interactions with influential others, especially helping professionals and peers!
- Strongly influenced by the **interpersonal “style”** of helping professionals!

Change Talk

People are generally better persuaded by the reasons which they have themselves discovered, than by those which have come into the mind of others.

- Pascal's Pensees (17th Century)

Change talk:

- Represents movement towards change!
- High influenced by counseling style!
- A primary vehicle for resolving ambivalence and promoting behavior change!

General categories:

Preparatory Change Talk

Desire: *I want to...*

Ability: *I can*

Reasons: *There are good reasons to...*

Need: *I really need to...*

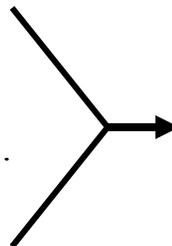
Activating Change Talk

Commitment

I'm going to... I intend to

I will... I plan to...

Taking Steps



When you hear change talk, don't just stand there!

- Reflect
- Reinforce
- Ask for more
- Affirm

Build & Strengthen Motivation #1

1. Open the conversation

- Warm, friendly greeting (smile!)
- Name
- Role
- Time
- Agenda
- Seek permission

2. Ask open-ended question(s)

- *What concerns, if any, do you have about _____?*
- *If you made a change in this part of your life, how might it benefit you?*

3. Summarize

4. Ask about the next step

- *What's next?*

5. Close the conversation

- Show Appreciation
- Voice Confidence

I'm confident that if you decide to make a change in this part of your life, you'll find a way to do it!

Build & Strengthen Motivation #2

1. Open the conversation

- Warm, friendly greeting (smile!)
- Name
- Role
- Time
- Agenda
- Seek permission

2. Negotiate the Agenda

- Show circle chart
- Read what's in each circle: *“In the circles are some topics we might talk about today. They include...”*
- Elicit choice: *“Which of these might you want to talk about today? Or is there something else?”*
- Encourage elaboration: *“How come you picked __?”*
- Build motivation: *“If you were to make a change in this part of your life, how might that be a good thing?”*

3. Assess Commitment

- Ask: *“What's next?”*

4. Close the Conversation

- Show Appreciation
- Voice Confidence: *I'm confident that if you decide to make a change in this part of your life, you'll find a way to do it!*

Offer Advice

a. Ask permission:

“If you’re interested, I have a recommendation (an idea) for you to consider. Would you like to hear it?”

b. Offer advice:

“Based on my experience, I would encourage you to consider _____.”

c. Emphasize choice:

“And, I recognize that it’s your choice to do so.”

d. Elicit response:

“What do you think about my recommendation (my idea)?”

Key Principles

Control and choice: People are more motivated to make change when it's based on their own decisions and choices, rather than an authority figure telling them what to do (*Reactance theory: Brehm & Brehm, 1981; Self-determination theory: Deci, 1980*).

“Change talk”: People are more persuaded by what they hear themselves say than by what someone tells them (*Self-perception theory: Bem, 1972*).

Hope and Possibility: A helping professional's belief in a client's ability to make behavior change can influence outcome (*Self-efficacy theory: Bandura, 1994; Leake and King, 1977*).

Acceptance: When a person feels accepted for who they are and what they do—no matter how unhealthy or destructive—it allows them the freedom to consider change rather than needing to resist it.

Committed Decisions:

“Concerning all acts of initiative and creation, there is one elementary truth—that the moment one definitely commits oneself, then providence moves too.” - Goethe

Less is more: *“... one of nature's most subtle and paradoxical laws.”*

- Huang & Lynch

Interpersonal style: motivation—and resistance—is powerfully influenced by the interpersonal style of the helping professional (*Motivational Interviewing: Miller and Rollnick, 1991, 2002*)

No Fixin'!!!

Explore --- Offer --- Explore

- **Explore:** Ask what the client knows, has heard, or would like to know

What do you already know about the treatment program?

When it comes to the after school program what would be most helpful to know more about?

What's made it easy for you to take your medication?

Ask permission:

"Do you mind if I share my concerns?"

"Can I share some information with you?"

"Is it okay with you if I tell you what we know?"

- **Offer:** Offer information in a neutral, nonjudgmental manner

Research suggests...

Studies have shown...

Others teenagers have benefited from...

Folks have found...

What we know is...

What we generally recommend is...

Some clients in your situation...

- **Explore:** Ask about thoughts, feelings, and reactions

What do you think about this information?

Based on these ideas, what could you see yourself doing?

In terms of you living on the streets, what concerns you the most?

Where does this leave you in terms of taking the medication regularly?

I've given you a .lot of information about the treatment program. What thoughts or questions do you have about what I've said?

Core Motivational Interviewing Concepts

- **Demonstrates a counseling STYLE that is:**
 - Empathic (seeks to understand things from the client's perspective)
 - Collaborative (dances versus wrestles)
 - Accepting/non-judgmental
 - Respectful
 - Positive & Hopeful
 - Honoring of autonomy (respects the patient's freedom of choice)
- **Suspends the expert-didactic-prescriptive-authority role**
- **Resists the “righting reflex” (the desire to fix things)**
- **Rolls with resistance versus fighting it**
- **Listens first! Client does most of the talk!**
- **Uses O.A.R.S. to support the client in safely exploring experiences, concerns, values, and motivations**
 - Open-ended questions
 - Affirmation
 - Reflective Listening
 - Summaries
- **Asks mostly open-ended versus close-ended questions**
- **Encourages “change talk!” Invites the client to give voice to their own wisdom, concerns, ambivalence, motivations, aspirations, ideas, and solutions**
- **Asks permission before raising a topic, addressing concerns, offering advice or exchanging information**
- **After exchanging information (advice, education, clinical feedback), asks for client's response**
- **Holds the reins on action planning until the client is ready**
- **Able to let go when client is not ready to change**

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Motivating Offenders to Change: A Guide for Probation and Parole
Available for download at <http://nicic.org/Library/022253>

The Motivational Interviewing Page: Resources on MI, including general information, links, discussion board, training resources, and information on reprints and latest research: <http://www.motivationalinterview.org/>