Motivational Interviewing: Part 1
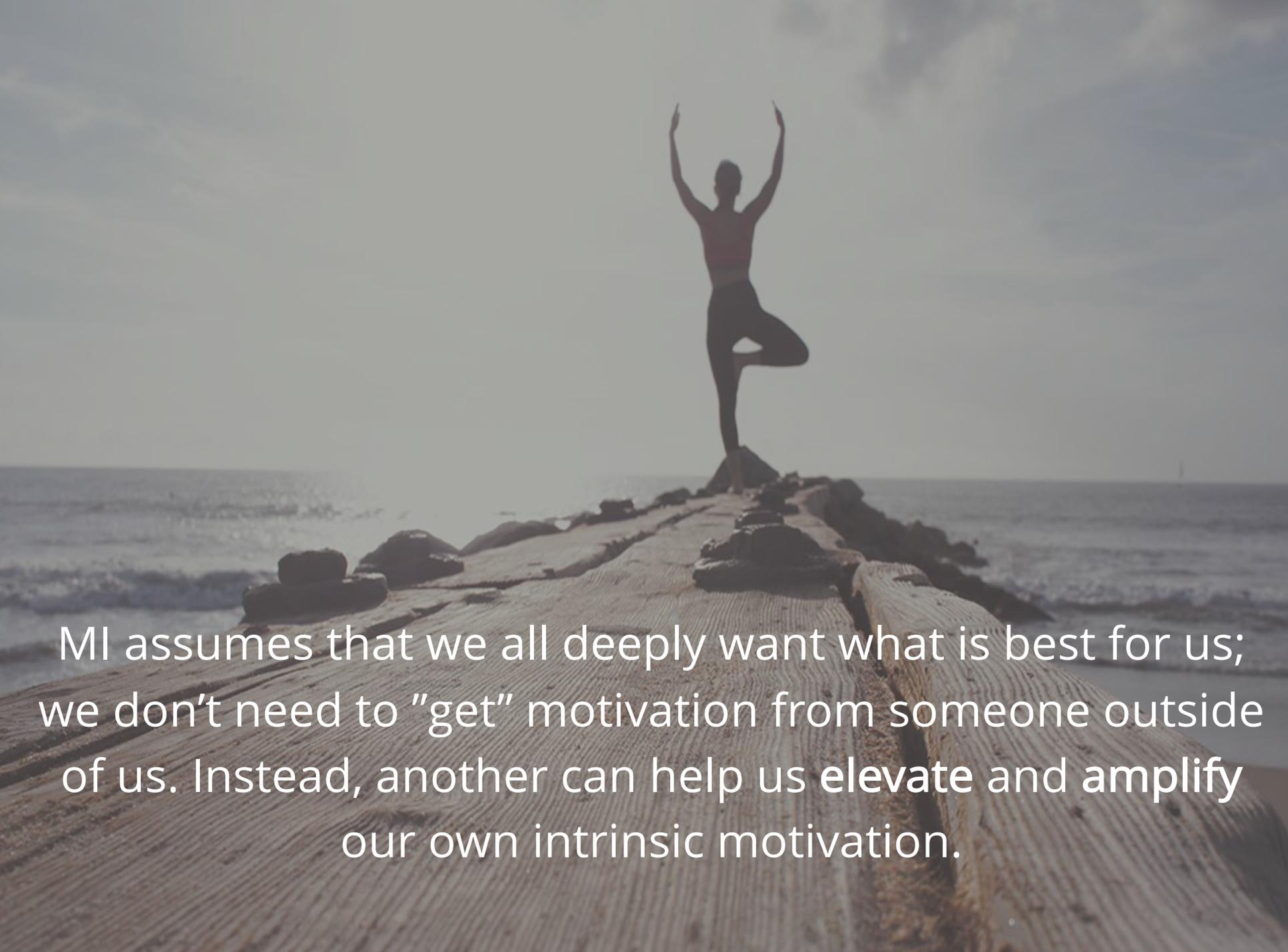
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EM Consulting

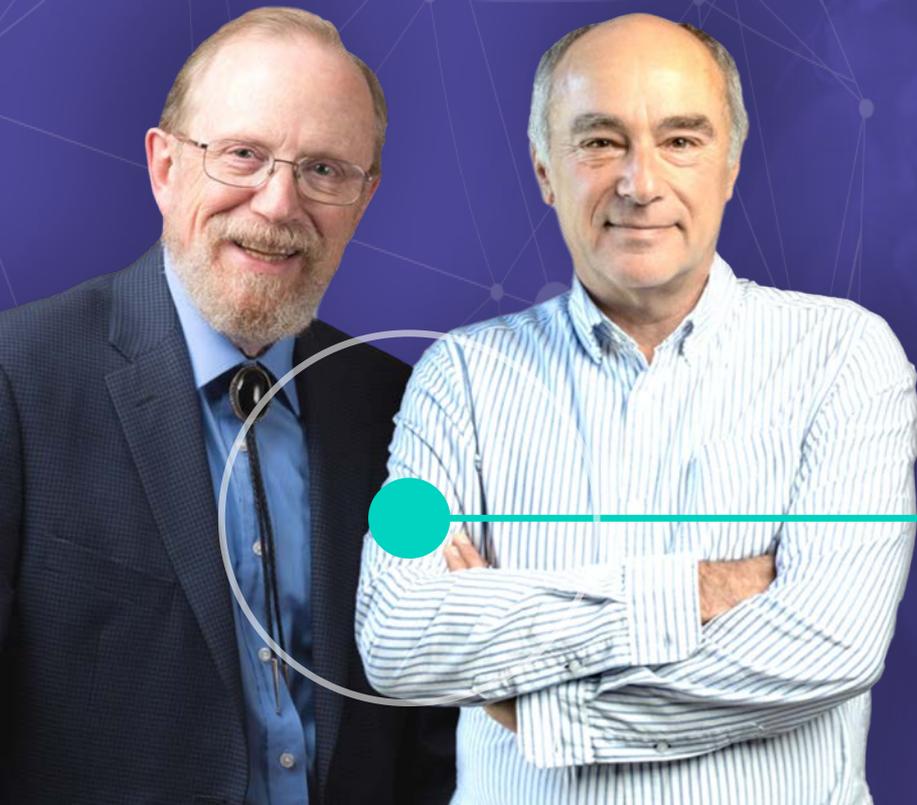# What is Motivational Interviewing (MI)?

It is often used when we want to help others make changes that would enhance their wellbeing.

MI assumes that we all deeply want what is best for us; we don't need to "get" motivation from someone outside of us. Instead, another can help us **elevate** and **amplify** our own intrinsic motivation.
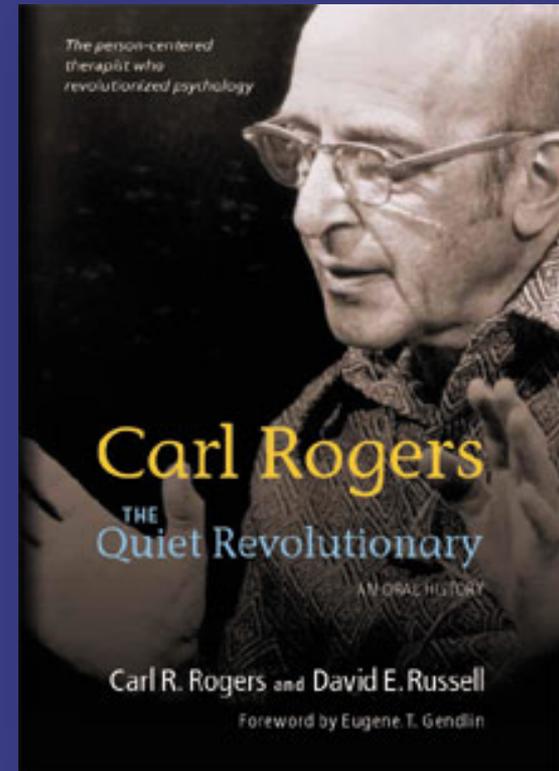
What's with the name?

Motivational Interviewing was originally developed in part by…

WILLIAM MILLER & STEPHEN ROLLNICK

The reason we say "in part" is because MI builds on the work and writings of many other philosophies and theories, such as Carl Rogers.

Over 90 Clinical Trials (MARMITE)

30 years of research on the effectiveness of MI

The spirit of MI is non-judgmental, & empathic

What are the core elements?
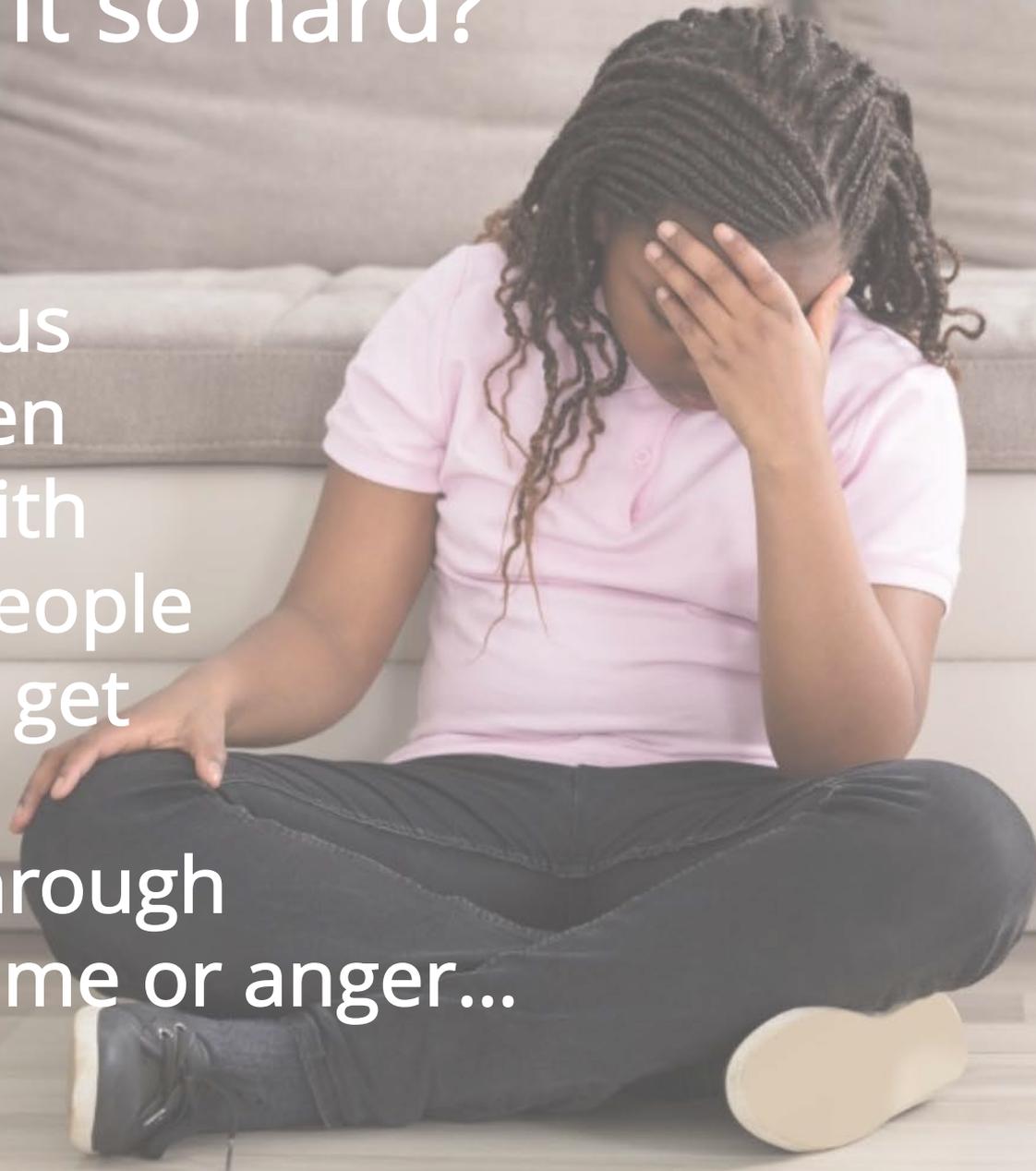
1. Empathic presence

2. Skilful listening

3. Eliciting of thoughts, feelings, values, goals and motivations

Why is it so hard?

Most of us
have been
raised with
(good) people
trying to get
us to do
things through
fear, shame or anger...

'If you keep getting grades like this, you'll never get into a good college'

FEAR

'Next time I catch you with pot, you will be grounded for months'

PUNISHMENT

'I'm really disappointed in you. I thought you were better than that'

SHAME

Principles

- Empathy
- Autonomy
- Relationship
- Respect

Stages of Change

05 Identification

01 Pre-Contemplation

02 Contemplation

03 Preparation

04 Action

MI WORKS:

- In person
- On video
- On the Telephone

Principle MI Strategies:

Non-Verbal Empathic Communication

Principle MI Strategies:

Verbal Empathic Communication

Verbalizing EMPATHY

01 Affirming Strengths

02 Acknowledging Feelings

03 Normalizing

04 Stating Non- Judgment

Demonstration:

Verbalizing Empathy

Most Common Challenges

Advice Giving:
Increases passivity, no correlation to behavior change

Righting Reflex:
Increases arguing, no correlation to behavior change

Verbalizing Empathy Practice!

Step 1

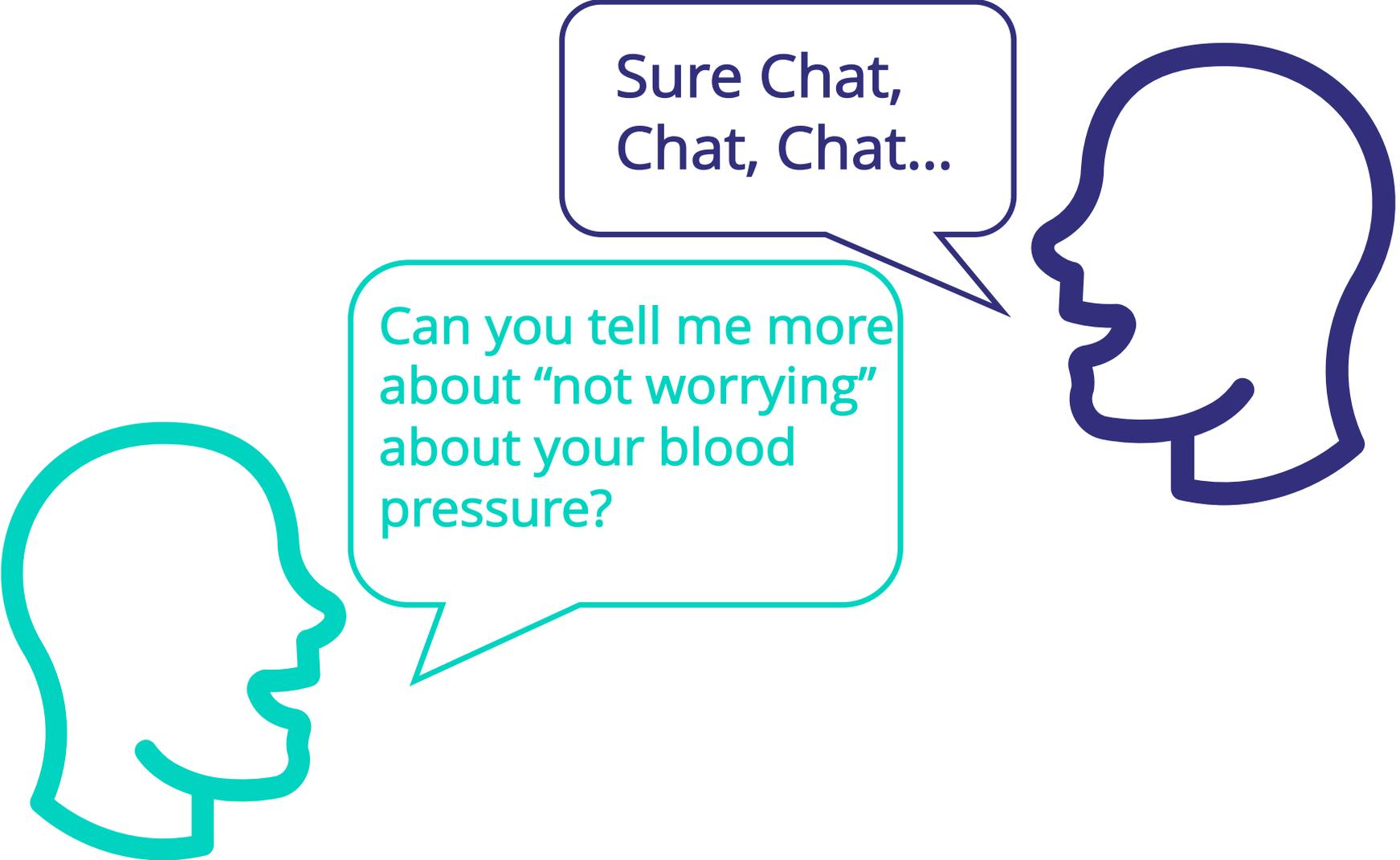Groups of 3

Step 2

Pick **something real** to practice with

Step 3

Switch

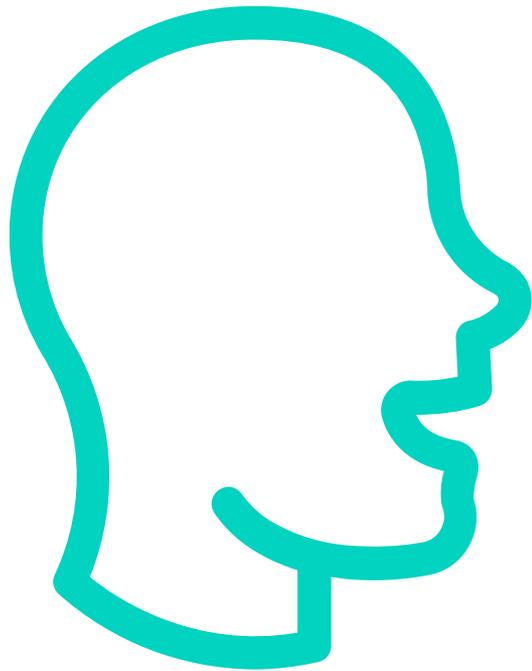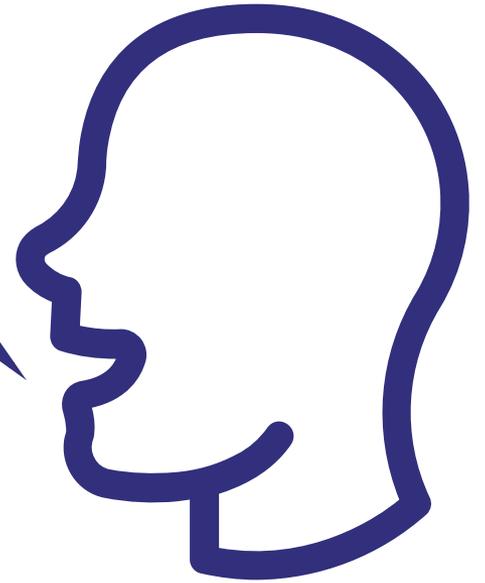# Principle MI Strategies

Open-Ended Questions

Closed Questions
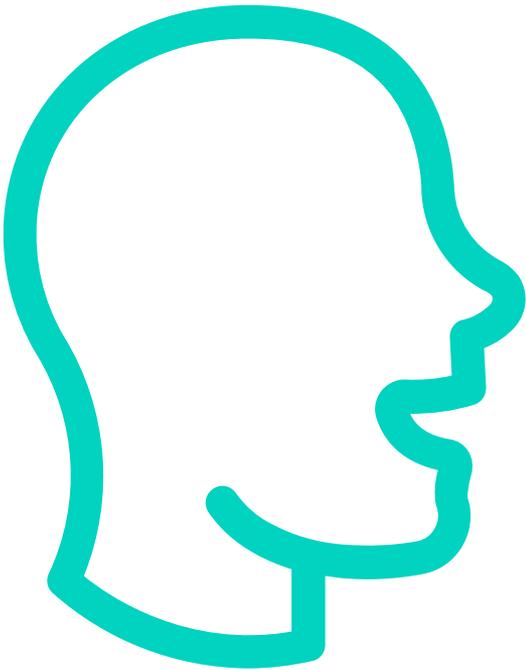
Narrow Questions

Stems:

- Tell me more (about)....

- How (did you/are you)....

- What (are your/do you)...

Why...?

Which medications are you taking?

Are you checking your blood sugars?
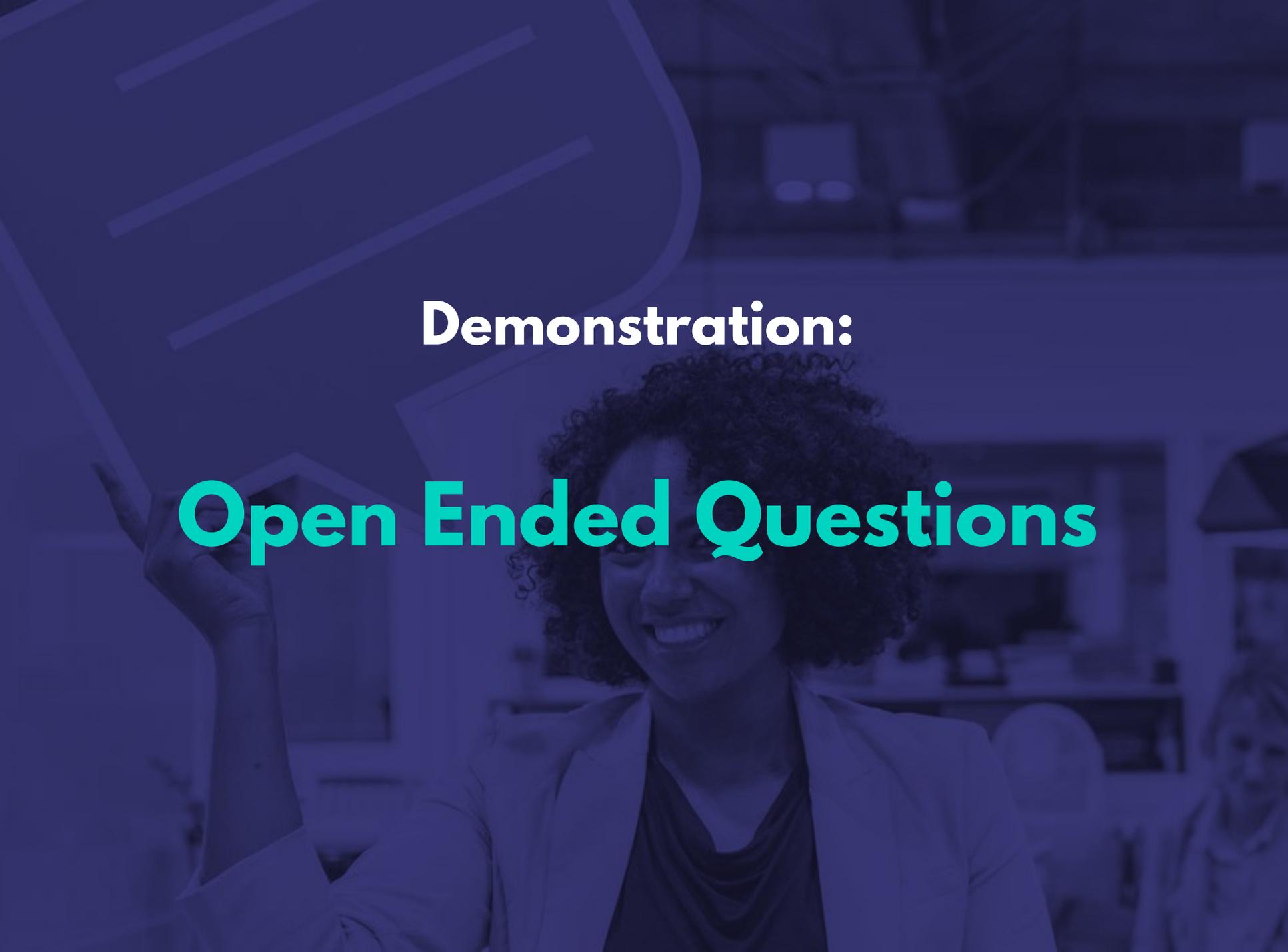
Do you want to quit drinking?

What are your thoughts about starting this medicine?

How are you doing with checking your blood sugars?

Tell me more about your feelings about drinking

Open Ended Questions Practice!

Step 1

Groups of 3

Step 2

Pick **something real** to practice with

Step 3

Switch

Principle MI Strategies: Reflective Listening
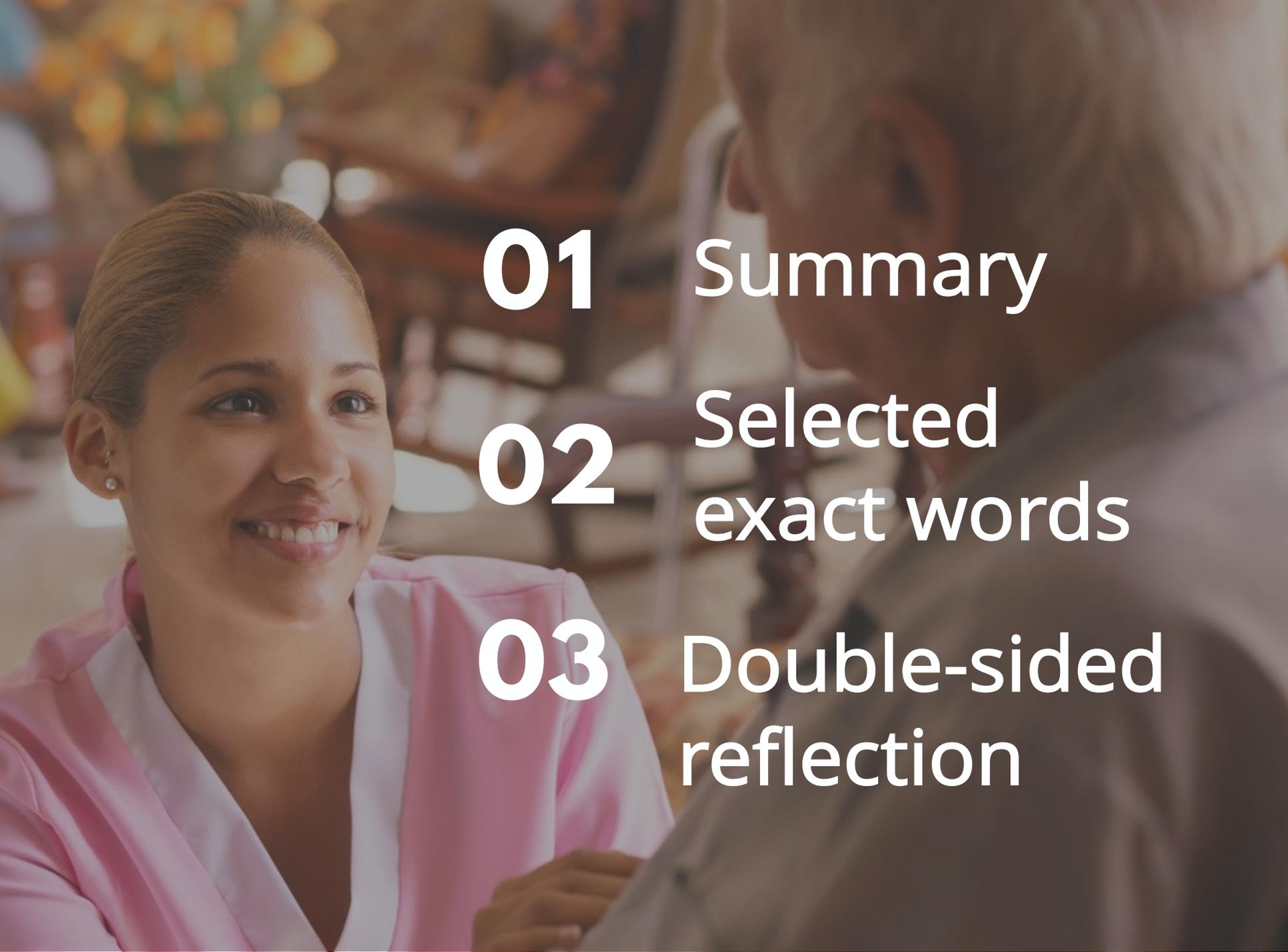
Repeating important words and phrases

Reflective Listening is Vital on the phone

Types of Reflective Listening

01 Summary

02 Selected exact words

03 Double-sided reflection

Demonstration:

Reflective Listening

Practice

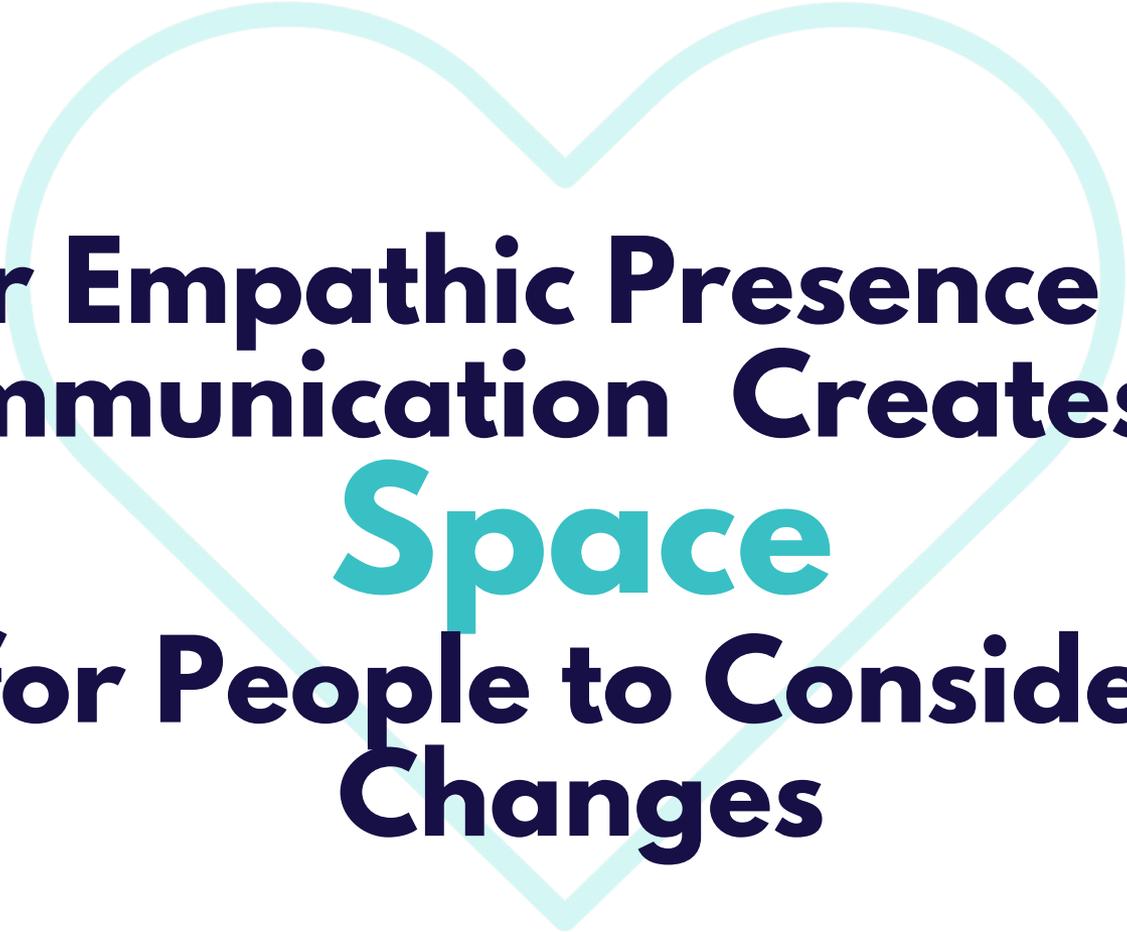## Practice

Empathic Communication

Practice

Open Ended Questions
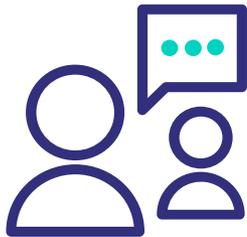
Practice

Reflective Listening

Empathic Presence

Our Empathic Presence and Communication Creates the **Space** for People to Consider Changes

Verbal Empathy

Normalizing	Letting someone know they aren't pathologic or alone; assuring commonality ('relapse is so common'; 'we all struggle with honesty at times')
Acknowledging	Specifically, acknowledging feelings. Reflecting back specific feelings that have been stated (*'you're feeling really overwhelmed'*), stating feelings that might be shown yet unspoken (*'this is super frustrating for you')*, or summarizing (*'that sounds so hard'*).
Affirming	Noticing and articulating specific strengths (*'I'm so impressed at the effort you put into this'; 'I so appreciate your honesty'*)
Non-judgment	Explicitly assuring non-judgment ('I want to let you know I'm not judging you)

Open-ended Questions

'How', 'What', and 'Tell me more about...'	The gold standard of communication. At least a 3-1 ratio is recommended (3 open-ended questions for every 1 closed question). Avoid closed, and narrow questions (finite answers available). ***Avoid starting questions with 'why'.***

Reflective Listening

Exact Words	Using a few important words or a phrase that the other person used; remember no inflection at the end, just a statement ('it feels like things never work out'; 'you're sick of this place')
Summary	Summarizing longer sharing 'It seems like you've had a really tough year, with a lot of losses'
Double-sided Reflection	Capturing both sides of someone's ambivalence ('On one hand you really want to attend AA, on the other hand, you don't know how you'd find the time, or if it would even work'.)

05
Identification

01
Pre-Contemplation

Stages of Change

02
Contemplation

04
Action

03
Preparation

Part 2:
Principle MI Strategies

All part 2 strategies are effective with:

✔ Acknowledge others' autonomy, the right to make choices, free will

✖ Avoid lack of autonomy words

Concepts

A person's commitment to action comes from strong **CONVICTION**

That something is a problem:
"I really think this is a problem"

OR

That action is needed:
"I really want to do this"

A person's commitment to action comes from strong CONFIDENCE

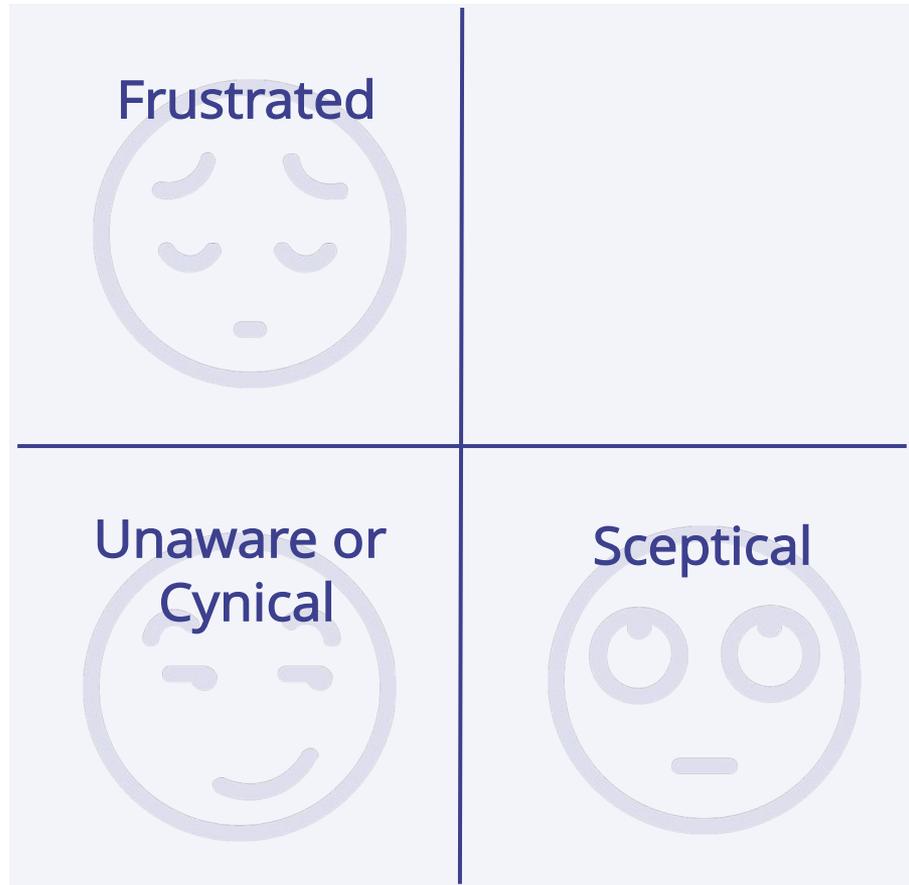"I am pretty sure that I can make this change in spite of obstacles & set-backs"

Conviction & Confidence

Principle Techniques

Discover and Discuss
Conviction

"How do you **feel** about smoking/your weight/taking the medication....?

"How **important** is taking your medication/losing weight/stopping drinking to you?"

Assessing Conviction: Scaling

| Not at all convinced | 0 1 2 3 4 5 6 7 8 9 10 | Totally convinced |

"On a scale of 0 – 10, how convinced are you that you need to leave your job?"

Discover and Discuss
Confidence

"How **sure** are you that you can make this change?"

"How **easy or hard** do you think it is that you will be able to make this change?"

Assessing Confidence: Scaling

| Not at all confident | 0 1 2 3 4 5 6 7 8 9 10 | Totally confident |

"On a scale of 0 – 10, if 1 is super easy, and 10 is almost impossible, how sure are you that you can leave him this month?"

Time for Practice!

Practitioner:
Try both open ended questions, as well as a scaling questions

Practice:
Pick a behavior change you are ambivalent about

Observer:
Note aloud when the practicee has assessed conviction and confidence

Eliciting Confidence and Conviction Practice

Step 1

Groups of 3

Step 2

Pick **something real** to practice with

Step 3

Switch

Confidence & Conviction

Strategies to enhance *Conviction* are **VERY DIFFERENT** than strategies for enhancing *Confidence*

Strategies to Enhance
Conviction

Low Conviction

- Strengthened the relationship

- Explore ambivalence

- Roll with resistance

- Provide information *(Ask, Ask, Tell, Ask)*

Strengthen the Relationship

EMPATHY- verbal

01 Affirmation

02 Acknowledgement

03 Normalizing

04 Non-judgment

Explore Ambivalence

Open ended questions

'Tell me more about that....''

Double sided reflection
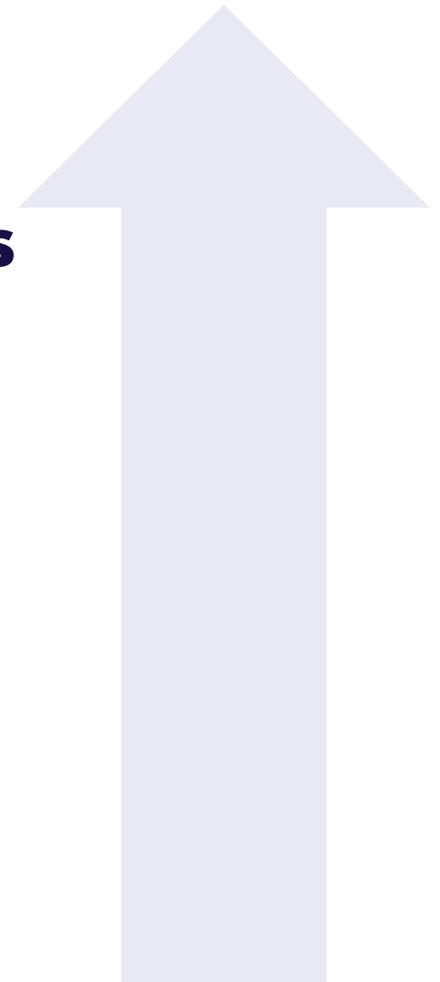
"So on one hand......, and on the other hand........"

Use the Scale- Go Low!

| Not at all convinced | 0 1 2 3 4 5 6 7 8 9 10 | Totally convinced |

"Oh, a **3,** thanks for letting me know. What kept you from answering **1**?"

Roll with the Resistance...

01 "It sounds like you just don't think medication is a solution for you."

02 "It sounds like you're frustrated, having the people around you constantly telling you that you should drink less."

03 "You feel math is a completely useless subject that will never help you in real life."

04 "I hear you. I'd feel the same way."

Giving Information: AATA

A Ask **what** the person already knows

A Ask **permission** to give information

T **Tell them** the information you want them to have, using third person

A Ask **what they think** about what the information you gave
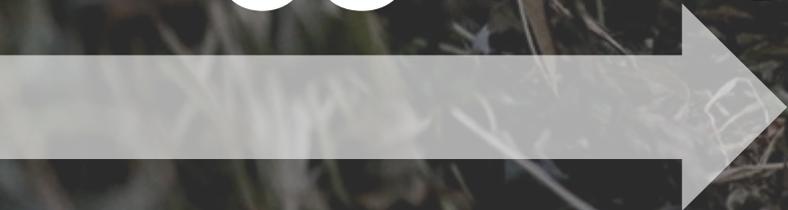
Strategies to Enhance
Confidence

01 **Review past successes**

02 **Define small steps**

03 **Identify barriers**

Explore past successes with other behavior changes, or with this behavior change

Encourage smaller goals:

Goals need to be small enough that success is ensured

Success begets success

Identify Barriers & Elicit Problem Solving

What do you think will get in the way of your goals/steps?

What are your thoughts about how to overcome that barrier?

What has helped you overcome this in the past?

Practice

Practice enhancing your partner's conviction & confidence

Increasing Conviction and Confidence Practice

Step 1

Groups of 3

Step 2

Pick **something real** to practice with
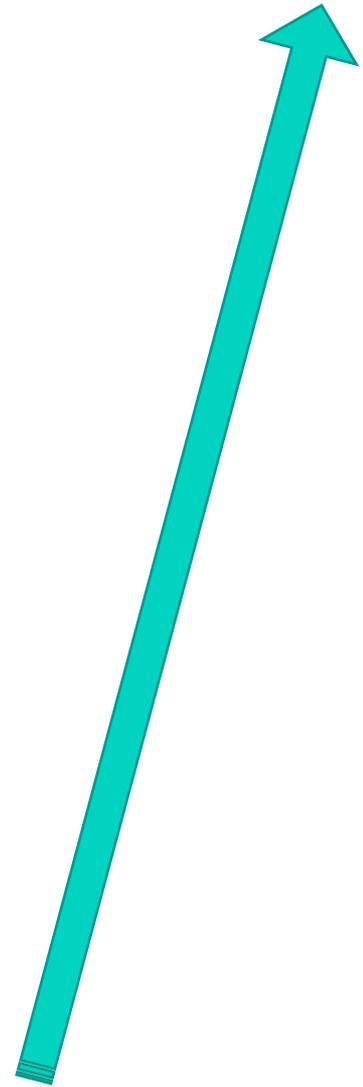
Step 3

Switch

Low conviction:

- Strengthen the relationship

- Explore ambivalence

- Roll with resistance

- AATA

Low confidence:

- Baby steps

- Reflect on past successes

- Elicit barriers and solutions

Deliberate Practice is Key!

Goals

Thank you for being here with us today!

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