

Motivational interviewing

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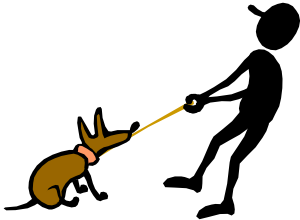
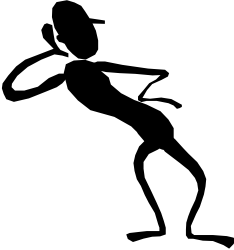
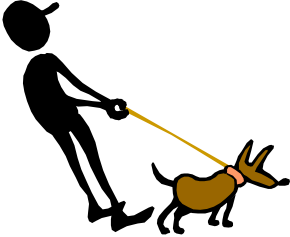
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COMMUNICATION STYLES

Directing	Guiding	Following
		
<ul style="list-style-type: none"> Administer Authorize Command Conduct Decide Determine Govern Lead Manage Order Prescribe Preside Rule Steer Run Take charge Take command Tell 	<ul style="list-style-type: none"> Accompany Arouse Assist Awaken Collaborate Elicit Encourage Enlighten Inspire Kindle Lay before Look after Motivate Offer Point Show Support Take along 	<ul style="list-style-type: none"> Allow Attend Be responsive Be with Comprehend Go along with Grasp Have faith in Listen Observe Permit Shadow Stay with Stick to Take in Take interest in Understand Value

Righting reflex: The desire to fix what seems wrong with people and to set them promptly on a better course, relying particularly on directing.

Key concept: AMBIVALENCE



NO CHANGE	
Benefits	Concerns
CHANGE	
Concerns	Benefits

MI Spirit

Partnership • Acceptance • Compassion • Evocation

MI includes a set of tools that can be thought of as an engine to drive the conversation. The real fuel is the MI Spirit, which sets the pace for your conversations.



<P.A.C.E.>

Partnership

MI is a collaboration between experts.

- People are the experts on their own lives
- MI is not done “to” or “on” someone, but “for” and “with” a person.
- This includes both:
 - Letting go of the belief that you are supposed to have all the answers *and*
 - Staying aware of the aspirations and convictions that you bring to the conversation

Acceptance

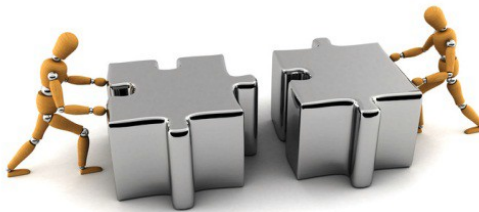
Letting people know that you approach them with an attitude of unconditional positive regard.

Absolute Worth	<ul style="list-style-type: none">• Valuing the inherent worth of every person• Intentional and sustained starting point of respect and assumed trustworthiness• “Gullible caring”
Accurate Empathy	<ul style="list-style-type: none">• Active interest in understanding the personal perspective of the client• Not the same as sympathy, warmth or identification
Autonomy Support	<ul style="list-style-type: none">• Honoring the human right and capacity of self-direction• Giving up the illusion of power to choose for others
Affirmation	<ul style="list-style-type: none">• Proactively find and acknowledge strengths• Assertive attitude of appreciation

Compassion

We are always conducting MI in the service of and to benefit the people we are working with.

- To deliberately seek and promote the welfare of others
- Getting yourself out of the way
- Serving as a benevolent witness
- Distinguishing this method of facilitating change from the tactics of a used car salesperson.



Evocation

Motivation for change is not installed. It is already there and can be brought out over time.

- Not a deficit model, where motivation is something to be installed.
- The assumption is that people truly have the wisdom and resources within themselves to identify and move towards their goals.
- Pragmatically – people are more likely to follow through with plans they have themselves come up with than what others have advised them to do.

If you treat an individual as he is, he will stay as he is, but if you treat him as if he were what he ought to be and could be, he will become what he ought to be and could be.

-Johann Wolfgang Von Goethe

Change Talk

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

-Pascal's Pensees (17th Century)

Change talk:

Any speech that favors movement toward change

Highly influenced by practitioner style

Predictive of behavior change

Preparatory (DARN)

Desire – *want, wish, like*

Ability – *can, could, able to*

Reasons – *specific reason*

Need – *need to, have to, gotta, must*

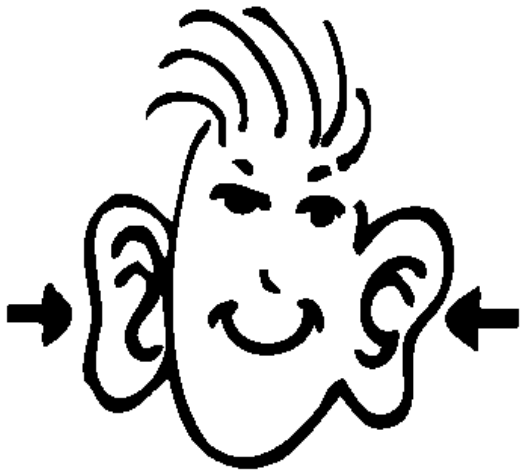
Commitment (CAT)

Commitment – *will, intend to, gonna*

Activation – *ready to, willing to*

Taking steps – *reports of recent specific actions*

When you hear change talk, don't just stand there (use your EARS)!



Explore – ask for elaboration:

How? In what ways? When was the last time..?

Affirm – appreciation, encouragement:

You've really been thinking about this.

Reflect – offer it back to the other person, encourage them to continue talking

Summary – be sure to include key pieces of change talk when you offer a summary

Sharing Information

Elicit: Ask what the person knows, has heard or would like to know

What do you already know about _____?

What would be most helpful to know more about in regards to _____?

What have you heard about _____?

What are your ideas about how to _____?

MAKE SURE PERSON IS READY TO RECEIVE INFORMATION

1. The person asks for the information

2. You ask permission to share the information

Can I share some information with you?

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

3. You reinforce their autonomy in regards to how to handle the Information

This may or may not work for you....

What you decide to do with this information is up to you...

Provide:

- Talk about what others do
- Use neutral, non-judgmental language
- Emphasize choice
- Offer multiple options

Others have benefited from....

Folks have found....

Some ideas might be....

What we generally recommend is...

Some people in your situation...

What we know is.....

Elicit: Ask about thoughts, feelings and reactions

What do you think about this information?

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

Where does this leave you in terms of _____?

I've given you a lot of information. What thoughts or questions do you have?

Getting up on your soapbox tends to leave people with a soapy taste in the mouth



(Miller and Rollnick, MI-3, pg. 249)