Introduction to Motivational Interviewing

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Discussion Topic

Something **about yourself** that you:

- Want to change
- Need to change
- Should change
- Have been thinking about changing

...**but haven’t changed yet**

Something **you** have ambivalence about
Thomas Gordon’s 12 Roadblocks

1. Ordering, directing
2. Warning, threatening
3. Giving advice, making suggestions, providing solutions
4. Persuading with logic, arguing, lecturing
5. Moralizing, preaching
6. Judging, criticizing, blaming
Thomas Gordon’s 12 Roadblocks

7. Agreeing, approving, praising
8. Shaming, ridiculing, name calling
9. Interpreting, analyzing
10. Reasoning, sympathizing
11. Questioning, probing
12. Withdrawing, distracting, humoring, changing the subject
Motivational Interviewing

MI is a collaborative communication style for strengthening a person's own motivation and commitment to change.
Motivational Interviewing

Primary Goals of MI:

- Reduce/Minimize resistance
- Explore discrepancy between behavior and values/goals… resolve ambivalence
- Elicit “change talk” and move into behavior change
Motivational Interviewing...is goal-oriented

Person-centered, Directional method of communication for enhancing intrinsic motivation by exploring and resolving ambivalence about change.
Motivational Interviewing

• #1 predictor of treatment/Rx adherence and outcomes is client perception on provider ‘empathy’

• Motivation is not enhanced by persuasion or convincing… it’s internal

• Motivation is increased when client understands and wants to change symptoms or consequences

• Client MUST be involved in setting goals, if it doesn’t match to something important to their life, they won’t do it

Bruce Berger, PhD, R.Ph
Head and Professor of pharmacy care systems, Auburn University
“WHY MI”

The Power of Staff Engagement

- Clarity of purpose and reduction of staff stress
- Increased confidence in decision making
- Improved consistency in customer service and service delivery
- Improved quality assurance and performance outcomes

The Power of Customer Engagement

- Right Time-Right Place
- Tapped into intrinsic motivation
- Good Experience/Increased Customer Satisfaction
- Solid Plan Development
SELF-DETERMINATION THEORY

Compliance ~VS~ Behavior Change
Most change does not occur overnight

People can get stuck in the early stages

Individuals who are hesitant or reluctant resist being pushed to action/change

Contextual: all elements of the person are affected (H.A.L.T.)

“He who would learn to fly one day must first learn to stand and walk and run and climb and dance; one cannot fly into flying.”  Friedrich Nietzsche
Motivational Interviewing

Assessment
- PreContemplation
- Contemplation
- Preparation
- Action
- Maintenance

MI Strategy
- EMPATHY
- STRATEGIC REFLECTIONS
- EVOKING (Open Questions)
- DIRECTION

MI Intervention - ‘Equipoise’

ENGAGE
- EARLY
- Empathy... understanding
- Roll w/ Resistance

FOCUS
- EARLY
- Values... the ‘Why’
- Rescuing “Change Talk” from “Sustain Talk”

PLAN
- Evoke/Identify targets that increase “Confidence”
- Reflect “Commitment Talk”

PURSUE
- ***Action does not necessarily equate to Change***
- Implement Plan
- Revise PLAN as needed
Stages of Change Model

Offers framework for understanding resistance and behavior change

Series of stages through which people progressively pass as they change behavior
4 Types of Talk

Resistance Talk
Sustain Talk
Change Talk
Commitment Talk
Stage Matching Interventions

<table>
<thead>
<tr>
<th>Stage</th>
<th>Intervention</th>
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<tbody>
<tr>
<td>Precontemplation</td>
<td>Empathy/Understanding</td>
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<tr>
<td>Contemplation</td>
<td>Explore &amp; Amplify Ambivalence</td>
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<tr>
<td>Preparation</td>
<td>Clarify Focus, Plan &amp; Set Goals</td>
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<td>Action</td>
<td>Support Self-Efficacy</td>
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<tr>
<td>Maintenance</td>
<td>Monitor Relapse Triggers</td>
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<td>Relapse</td>
<td>Roll with it - Reassess and Revise</td>
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Resistance vs. Ambivalence
Motivational Interviewing

Assessment

PreContemplation
Contemplation
Preparation
Action
Maintenance

EMPATHY

MI Strategy

STRATEGIC REFLECTIONS

DIRECTION

MI Intervention - ‘Equipoise’

ENGAGE
EARLY
Empathy... understanding
Roll w/ Resistance

FOCUS
EARLY
Values... the ‘Why’
Rescuing “Change Talk” from “Sustain Talk”

PLAN
Evoke/Identify targets that increase “Confidence”
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PURSUE
***Action does not necessarily equate to Change***
Implement Plan
Revise PLAN as needed
ENGAGE
1st MI Process
EMPATHY
would this help?

Awaken the mind.
MI Spirit

- Collaboration
- Acceptance
- Compassion
- Evocation
...reduces resistance & allows for exploration of ambivalence...
…corrects the orientation of the body when it is taken out of its normal position…

Reaction people have to correct someone/something that is 'wrong'
WARNING!!!

Mismatching your intervention to the client’s stage of change fosters resistance

When you get attached to an outcome OR
YOU push a quicker pace, you facilitate “resistance”
“Yes, I want to stay in my apartment, but I hate that medication. It messes with my head, and I don’t think anyone understands how much I hate taking it.”

**Empathy** (How he/she feels)

“You just don’t feel right when you take that medication.”

**DIRECTION** (What he/she wants)

“You are committed to keeping you housing and want to explore all the options you have to make that happen.”
Motivational Interviewing

Assessment
- PreContemplation
- Contemplation
- Preparation
- Action
- Maintenance

MI Strategy
- EMPATHY
  - Strategic Reflections
  - Evoke/Identify targets that increase “Confidence”
  - Reflect “Commitment Talk”

MI Intervention - ‘Equipoise’
- ENGAGE
  - Early
  - Empathy... understanding
  - Roll w/ Resistance

- FOCUS
  - Early
  - Values... the ‘Why’
  - Rescuing “Change Talk” from “Sustain Talk”

- PLAN
  - Evoke/Identify targets that increase “Confidence”
  - Reflect “Commitment Talk”

- PURSUE
  - ***Action does not necessarily equate to Change***
  - Implement Plan
  - Revise PLAN as needed
Now try...
MI ‘OARS’ Skills

- Open Questions/Elaborate
- Affirm
- Reflect
- Summarize
EVOCATIVE OPEN QUESTIONS

**Desire:** “What are some of those driving feelings that motivate you to want to make this change?”

**Ability:** “What are some skills/strengths or past successes that let you know you can do this?”

**Reason:** “Why would you want to make this change (why you know this is important?”

**Need:** “What some undisputable facts or realities that make it a necessity to change soon?”

**Commitment:** “So what is one thing you are willing to do?”
Strategically reinforcing...

- Strengths
- Healthy coping skills
- Pro-social:
  - Thoughts
  - Beliefs
  - Values
  - Behaviors

...in relation to client goals or values.
SAME Discussion Topic
Ambivalence

Use these open questions, and then...

✓ **Actively listen** w/ genuine interest to understand his/her dilemma...

✓ **Practice Reflections:** critical elements, change talk, empathy, direction

✓ **Ask** “Anything else?” “What else?” “Tell me more about that”
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http://courses.ifioc.com

www.ifioc.com/resources-new/

MI Videos, Articles, & Resources
Motivational Interviewing, Third Edition: Helping People for Change
by William Miller & Stephen Rollnick

Motivational Interviewing in the Treatment of Psychological Problems
by William Miller, Stephen Rollnick, Hal Arkowitz, & Henny Westra

Motivational Interviewing in Health Care: Helping Patients Change Behavior
by William Miller, Stephen Rollnick, & Christopher Butler
Building Motivational Interviewing Skills by David Rosengren

How To Do Motivational Interviewing: A Guidebook for Beginners by Bill Matulich

www.samhsa.gov TIP 35


References


