



# 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<sup>1</sup>



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<sup>1</sup>



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<sup>3</sup>

# 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

# “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**

# Realities of Change

*“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

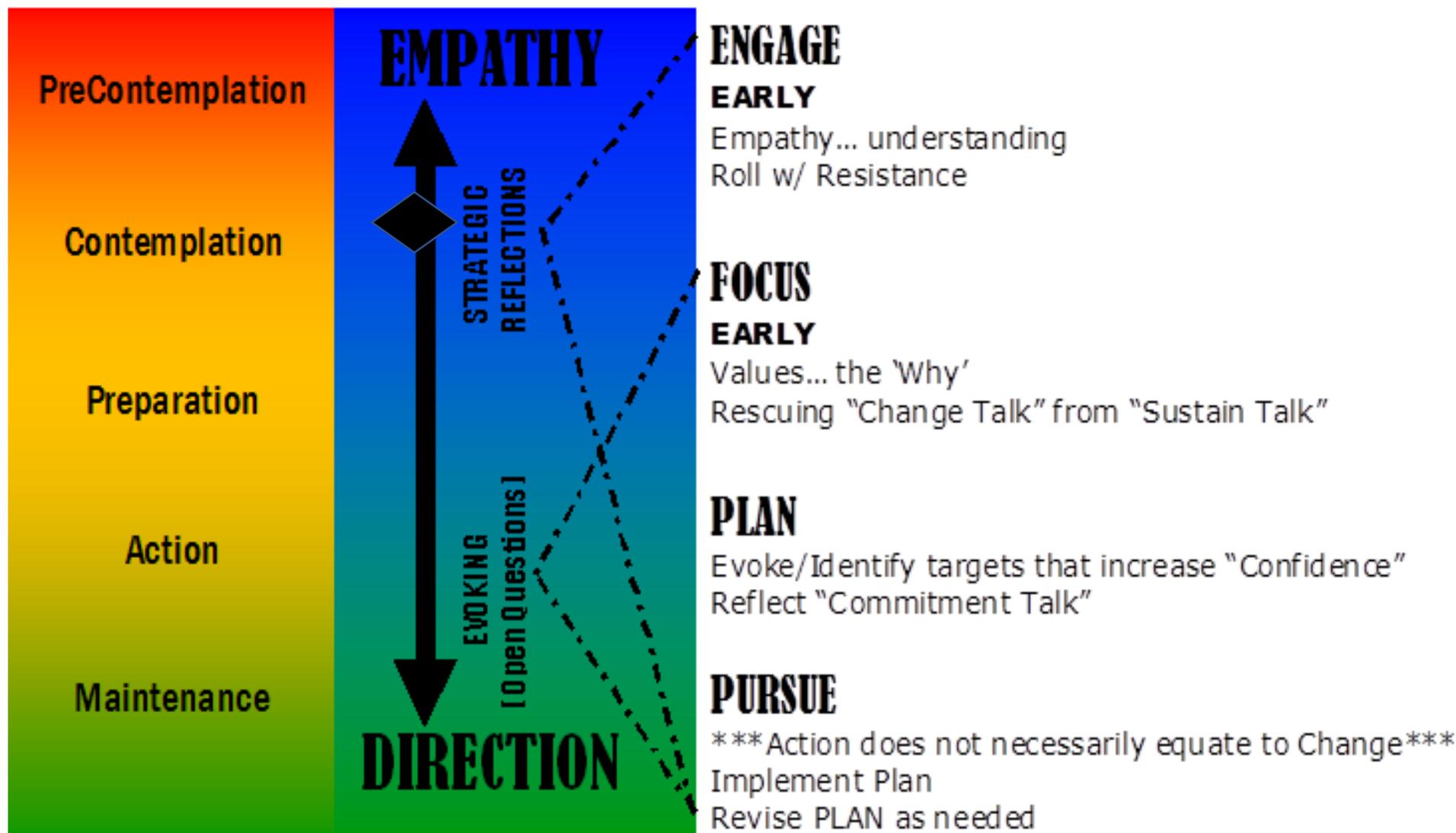
- ❖ **Most change does not occur overnight**
- ❖ **People can get stuck in the early stages**
- ❖ **Individuals who are hesitant or reluctant resist being pushed to action/change**
- ❖ **Contextual: all elements of the person are affected (H.A.L.T.)**

# Motivational Interviewing

## Assessment

## MI Strategy

## MI Intervention - 'Equipoise'



# **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

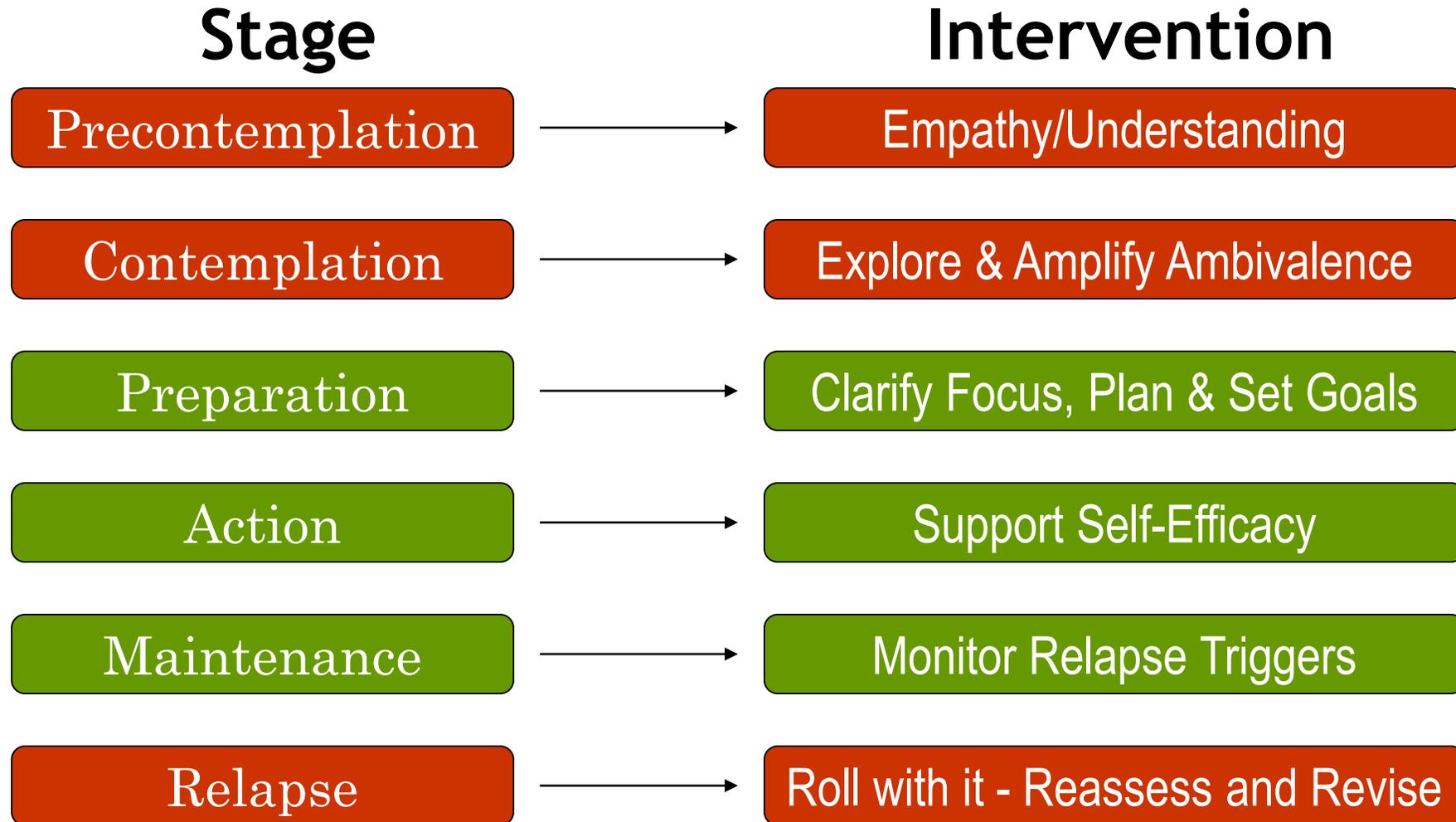
**Resistance Talk**

Sustain Talk

Change Talk

**Commitment Talk**

# Stage Matching Interventions



# Resistance



vs.

# Ambivalence

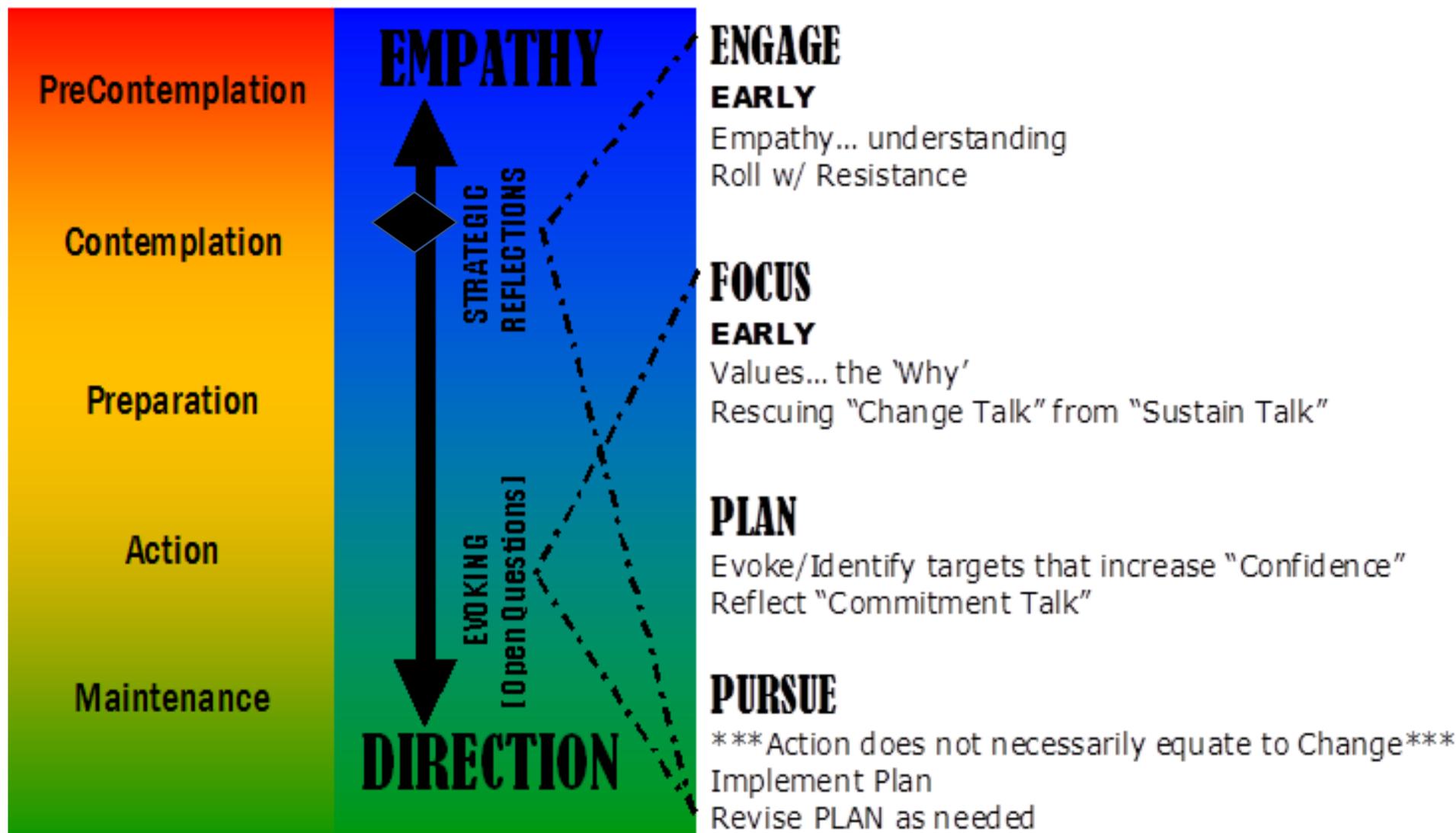


# Motivational Interviewing

## Assessment

## MI Strategy

## MI Intervention - 'Equipoise'



# ENGAGE

## 1<sup>st</sup> MI Process





# EMPATHY

would this help?

# MI Spirit

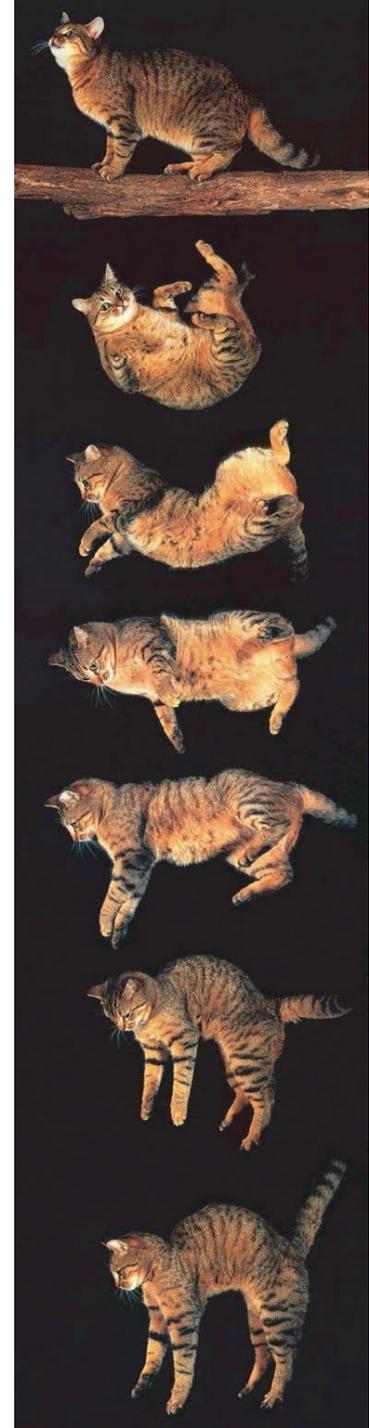


# Equipoise

...reduces resistance & allows for exploration of ambivalence...



# 'Righting Reflex'



# **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”**

# Strategic Reflections



# Reflective Listening

“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

## MI Strategy

## MI Intervention - 'Equipoise'

PreContemplation

Contemplation

Preparation

Action

Maintenance

**EMPATHY**

STRATEGIC  
REFLECTIONS

EVOKING  
(Open Questions)

**DIRECTION**

**ENGAGE**

**EARLY**

Empathy... understanding  
Roll w/ Resistance

**FOCUS**

**EARLY**

Values... the 'Why'  
Rescuing "Change Talk" from "Sustain Talk"

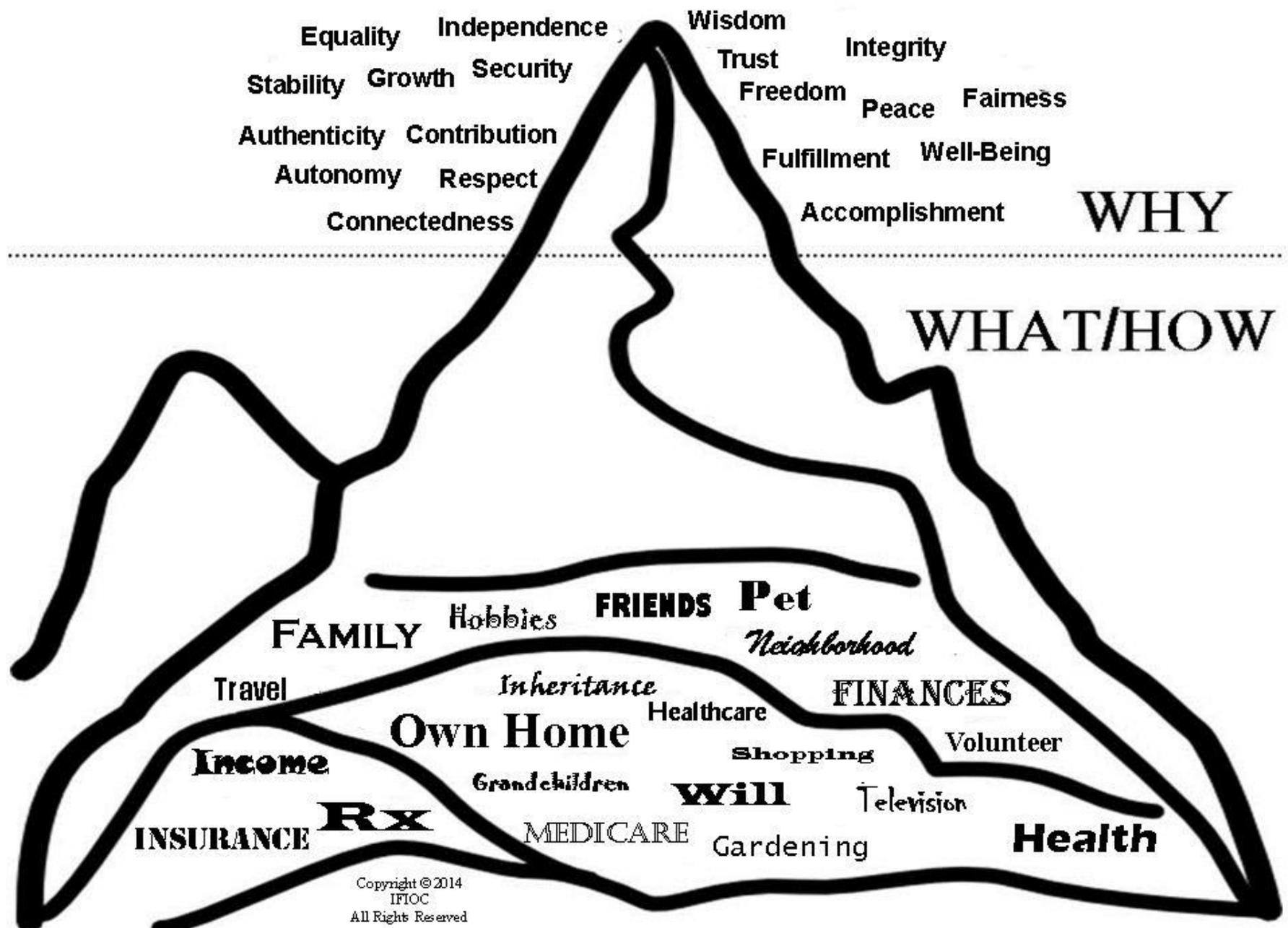
**PLAN**

Evoke/Identify targets that increase "Confidence"  
Reflect "Commitment Talk"

**PURSUE**

\*\*\*Action does not necessarily equate to Change\*\*\*  
Implement Plan  
Revise PLAN as needed

# FOCUS MOUNTAIN



# 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?”



# Affirmation

Latin *affirmare*: “to make firm”

## Strategically reinforcing...

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

...in relation to client goals or values.

# SAME Discussion Topic

## Ambivalence

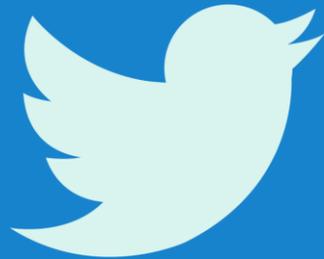
Use these open questions, and then...

- ✓ **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"

**courses**  
*by*

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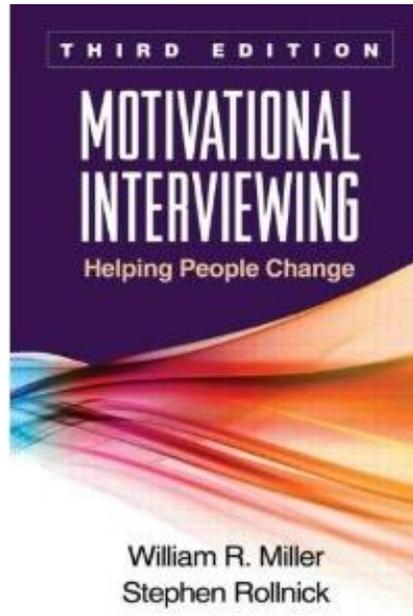
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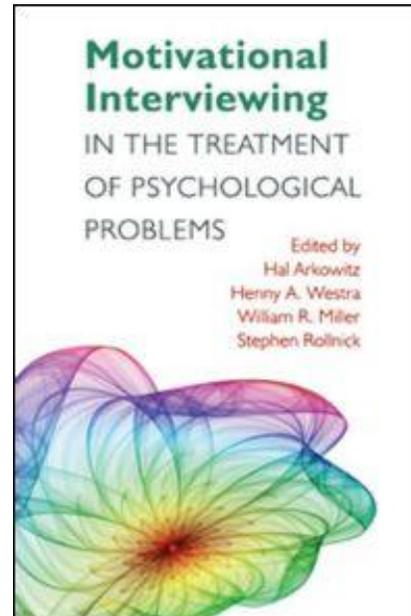
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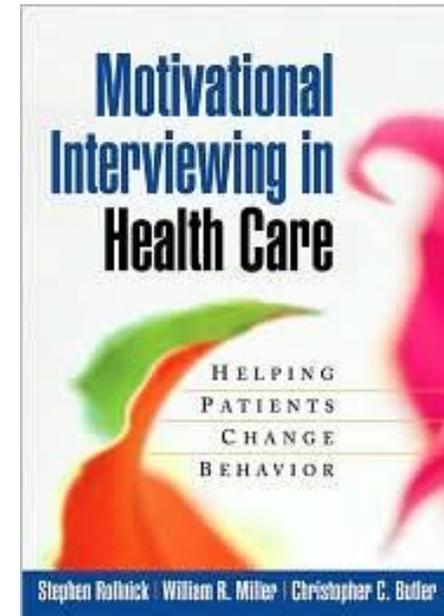
# Motivational Interviewing



**Motivational Interviewing, Third Edition: Helping People for Change**  
by William Miller & Stephen Rollnick

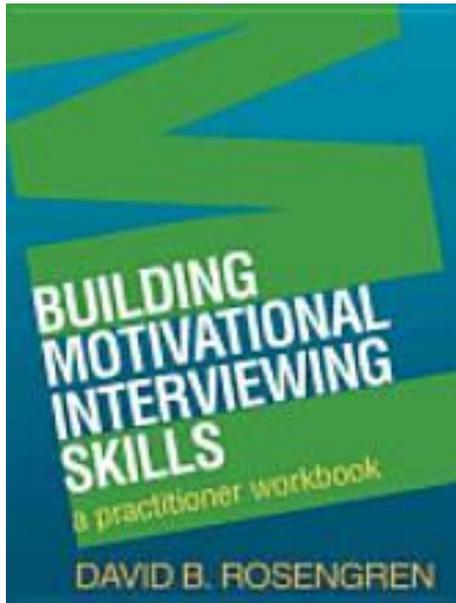


**Motivational Interviewing in the Treatment of Psychological Problems**  
by William Miller, Stephen Rollnick, Hal Arkowitz, & Henry Westra

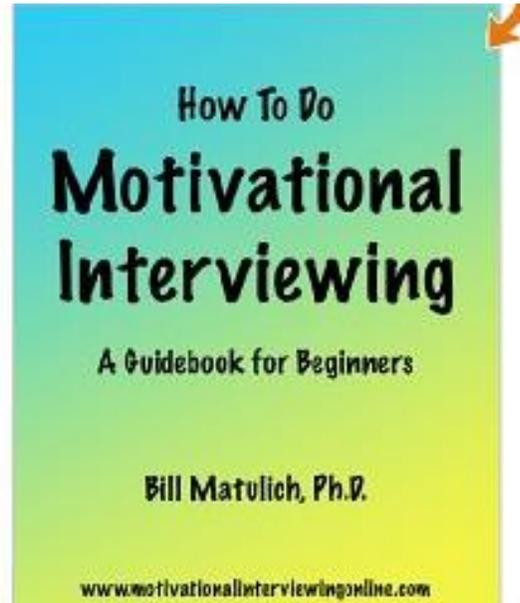


**Motivational Interviewing in Health Care: Helping Patients Change Behavior** by William Miller, Stephen Rollnick, & Christopher Butler

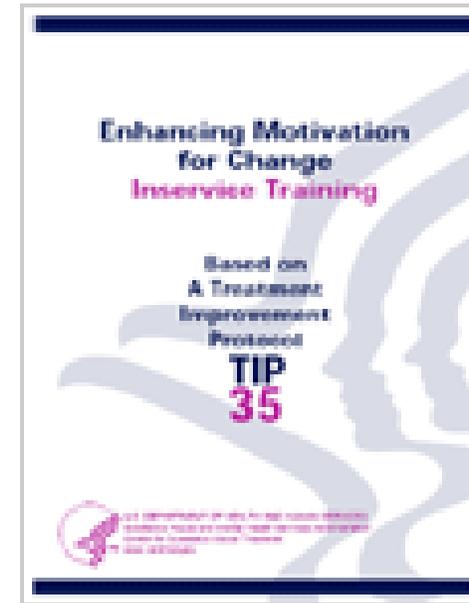
# Motivational Interviewing



Building Motivational  
Interviewing Skills  
by David Rosengren



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



[www.samhsa.gov](http://www.samhsa.gov)

TIP 35

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