

# MOTIVATIONAL INTERVIEWING

# BJCC Program 2023

# Learning Objectives

1

At the end of the session, you will be able to:

2

Identify motivational interviewing (MI) basic steps.

3

Identify MI core skills.

4

Demonstrate and practice MI using core skills.

“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”

# What is Motivational Interviewing?

## Guiding

- Following and Directing

## Empowering

- Draw out their own meaning

## Respectful and Curious

- Promote the natural process of change and honor autonomy

# Core Elements of MI

Partnership

Evocation

Acceptance

Compassion

# Partnership

MI is a collaborative process. The facilitator is an expert in helping people change; people are the experts of their own lives.

A client is more willing to express concerns when you are empathetic and show genuine curiosity about the client's perspective. In this partnership, you are influential, but the client drives the conversation.

"People are the undisputed experts on themselves. No one has been with them longer, or knows them better than they do themselves. In MI, the helper is a companion who typically does less than half of the talking." — William R. Miller, *Motivational Interviewing: Helping People Change*

# Evocation

People have within themselves resources and skills needed for change. MI draws out the person's priorities, values, and wisdom to explore reasons for change and support success.



A person has to heal and merge all parts of themselves.

Healthy  
Mind

Healthy  
Body

A Healthy  
Spirit

- Facilitator takes a nonjudgmental stance, seeks to understand the person's perspectives and experiences, expresses empathy, highlights strengths, and respects a person's right to make informed choices about changing or not changing.
- This doesn't mean agreeing with everything the client says but is a demonstration of your intention to understand the client's point of view and concerns.
- In the context of MI, there are four components of acceptance:
  - Absolute worth
  - Accurate empathy
  - Autonomy support
  - Affirmation

# Acceptance



- “Helpers want to help, to set things right, to get people on the road to health and wellness. Seeing people head down a wrong path stimulates a natural desire to get out in front of them and say, “Stop! Go back! Don’t you see? There is a better way over there!,” and it is done with the best of intentions, with one’s heart in the right place. We call this the “righting reflex”—the desire to fix what seems wrong with people and to set them promptly on a better course, relying in particular on directing. What could possibly be wrong with that?” William R. Miller, *Motivational Interviewing: Helping People Change*

# Compassion



# When is MI useful?

## Ambivalence is high

- People are stuck in mixed feelings about change. Natural process to change.

## Confidence is low

- People doubt their abilities to change.

## Desire is low

- People are uncertain about whether they want to make a change.

## Importance is low

- The benefits of change and disadvantages of the current situation are unclear.



# Fundamental Processes

- Engaging
  - The goal is to establish a productive working relationship through careful listening to understand and accurately reflect the person's experience and perspective while affirming strengths and supporting autonomy.
    - Ask Permission
    - Express Empathy
    - Ask Open ended Questions
    - Use Affirmations
    - Support Autonomy



# Fundamental Processes

- Focusing
  - In this process an agenda is negotiated that draws on both the client and practitioner expertise to agree on a shared purpose, which give the facilitator permission to move into a directional conversation about change.
    - Agreeing on an agenda
    - Reflecting
    - Summarizing
    - Developing Discrepancies



# Fundamental Processes

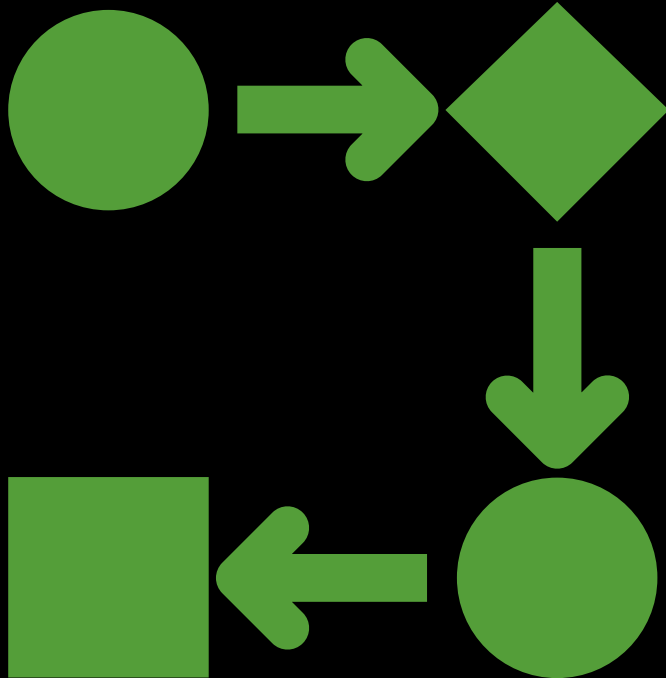
- Evoking
  - Respectfully evoke your client's thoughts, feelings, motivation, and concerns. Get the discussion going and direct it at underlying concerns that might increase or decrease motivation to change.
    - Evocative questions
    - Motivation
    - Concerns
    - Build the Why

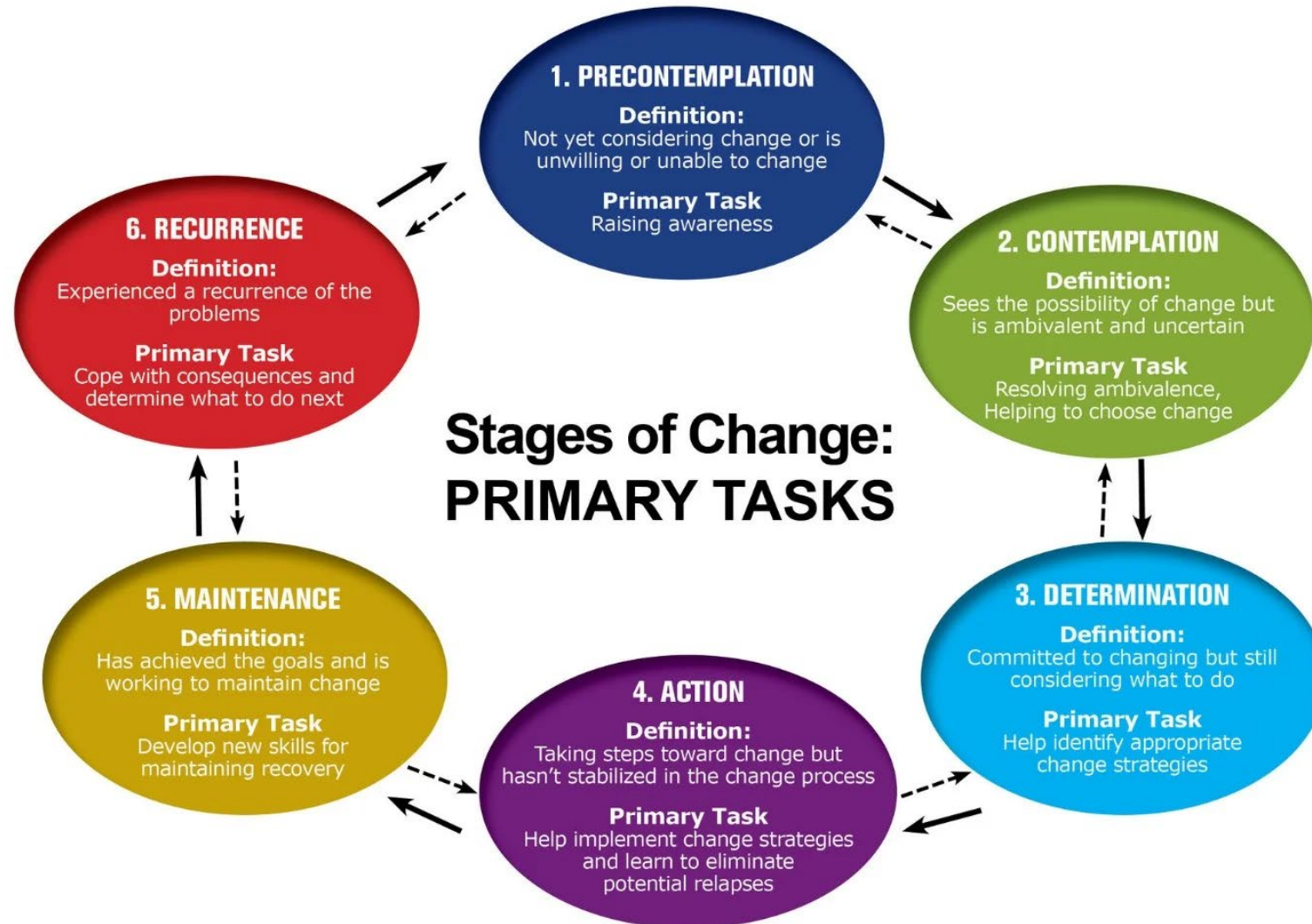
# Fundamental Processes

- Planning

- In this process, the next step is to talk about a plan for change. In some cases, the plan may just be to talk about it again later if the person isn't ready. People are more likely to follow through with a change when they have a specific plan and express to another person their intention to carry it out.

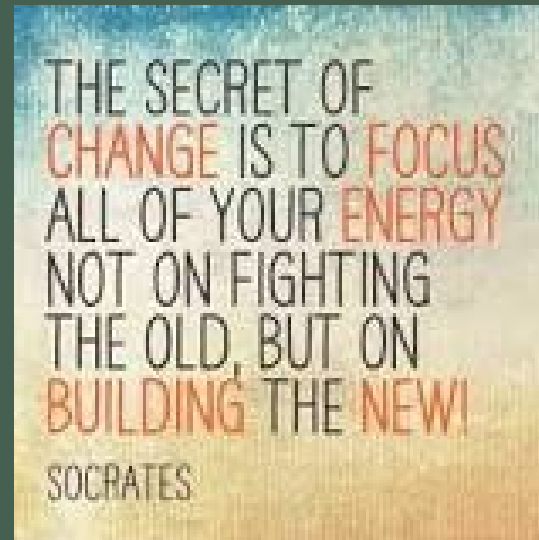
- Raise the Subject
- Support Self-Efficacy
- Address Elements of Change
- Explore the "How" of Change





There are  
three reasons  
why people  
change:

1. They have learned a lot.
2. They have suffered enough.
3. They got tired of always the same thing



## Begin With The *End In* *Mind*

—  
STEPHEN COVEY

SOBERTOSTAY.COM

When we are no longer  
able to change a situation,  
we are challenged to  
change ourselves.

Viktor Frankl

EVERYDAYPOWER

# Pre- Contemplation



Gather history and listen for any discrepancies between the Member's stated goals and his or her lifestyle choices



Educate Members about health risks related to lifestyle choices



Instill hope by providing information about the possible mitigation of health risks through lifestyle change



# Contemplation



Explore both the positive and negative aspects of the lifestyle choice under consideration



Help Members appreciate the disconnect between stated goals or concerns and lifestyle choices, using reflective listening



Gently nudge the balance in the direction of change by reflecting back what patients have told you

# Preparation (Determination)



Assess the Member's  
commitment to change



Offer a menu of choices (e.g.,  
self-help groups, medications,  
online resources, referrals) and  
strategies



Identify supports and barriers to  
change

# Action



Identify any unexpected hurdles and help Members define coping strategies



Help Members to identify new sources of support



Track progress with Members

# Maintenance



Continue to track gains associated with healthy change



Identify people, places, and things which could pose triggers to relapse and continue to help Members build skills to prevent relapse



Assist Members in actively maintaining the changes they have made

# Recurrence (Relapse)



Evaluate

Evaluate  
trigger for  
relapse



Reassess

Reassess  
motivation  
and barriers



Plan

Plan  
stronger  
coping  
strategies

# OARS



## Open Questions

Draw out the person's experiences, perspectives, and ideas



## Affirmation

Strengths, efforts, and past successes help to build the person's hope and confidence in their ability to change.



## Reflections

Try to understand what the person is saying by repeating, rephrasing or offering a deeper guess about what the person is trying to communicate.



## Summarizing

Ensures shared understanding and reinforces key points made by the client.

# Sustain Talk – Discord – Change Talk

## Sustain Talk

- "I really want to quit smoking but there are times when smoking is really great."
- **Sustaining Counselor:** "Tell me more about what you get out of smoking?"
- **Counselor hearing change talk:** "You really want to quit smoking, say more about that."

## Discord

- **Where does it come from?**
  - Previous experiences, communication roadblocks, lack of engagement
- **How does it show up?**
  - Arguing, Ignoring, Interrupting, Discounting
- **What to do?**
  - Reengage, Emphasize Autonomy, Apologize, Shift Focus

## Change Talk

- Desire
- Ability
- Reason
- Need
- Commitment
- Activation
- Taking Steps

# Summary



Recognizing Readiness to Change



Recognizing & Reinforcing Change Talk



With intention, we guide the discussion away from sustain talk and more toward change talk.



We listen for statements that indicate more of a commitment, activation or taking steps toward change.