

Motivational Interviewing

Welcome! Opening Notes

Part 1: Motivational Interviewing (MI) and Ambivalence

Definition(s):

Conversational style

Directing \leftrightarrow Guiding \leftrightarrow Following

Giving Advice and Information

- When to give advice / information

- Best practices for giving advice and information
 - Elicit – Provide – Elicit **OR** Ask – Offer – Ask

 - Bite-sized information

 - Other-Client statements

 - Menu of Options

Ambivalence

Change Talk vs. Sustain Talk

Video: It's Not about the Nail

Resistance / Discord

A note about control and persuasion

Part 2: Reflect, Reflect, Reflect

What is a reflection statement?

- A statement (not a question) – remember to monitor voice inflection
- Reflects back meaning of what the client is saying
- Adds depth or forward motion to the conversation
- May reflect deeper thoughts, reflect emotions, or “continue the paragraph”

Why reflection statements?

- Shows clients you really “get” them
- Makes people feel less defensive (compared to questions)
- May help the conversation flow more smoothly
- Establishes trust in the relationship / connection

Types of Reflections

- Simple
- Complex
 - Amplified: “So, there is absolutely nothing that will convince you to get help.”
 - Double-sided: “On one hand, you are really stuck. On the other hand, you are hopeful someday you could get un-stuck.”
 - Add emotion
 - Add metaphor

How to use reflection statements?

- Use when trying to elicit information OR when trying to steer a conversation
- Remember, when it comes to reflections: “Shorter way better.”
- Challenge yourself:
 - Try starting with “You...” or “It...” (remove the training wheels)
 - Try turning a question into a reflection
 - Instead of “Are you understanding this part of the report?”, try: “This section of the report seems confusing to you.”
 - 3:1 Ratio – try making 3 reflection statements for every 1 question.

Part 3: All About Change

About Change Talk

- When we reflect back the change talk, the person is _____% more likely to respond with more change talk
- Ways to recognize change talk
 - “DARN-CAT”
 - D
 - A
 - R
 - N

 - C
 - A
 - T

- Ways to draw out change talk

- Importance / Confidence Rulers
 - Scale of 1 through 10
 - Why are you all the way at a _____ instead of ____?
 - What would help you move from a _____ to a _____?

Part 4: The Nuts & Bolts of MI

MI Spirit

- Four Elements of MI Spirit

- A note about autonomy
 - Challenge yourself → In an upcoming conversation, try saying “These choices are really up to you”, or “You’re the only one who can decide that.” How does it feel to say those words out loud? What happens?

OARS + I

- O
- A
- R
- S
- I

The Four Processes

- Engage
 - Discord (not “Resistance”)
- Focus
- Evoke
- Plan
 - Challenge yourself → Avoid temptation to attempt to move into planning too quickly

Part 5: Putting It All Together

A Video Listening Exercise with behavior counts

Questions	Reflections

Preparing for practice

- Potential Challenges
- Goals of the conversation

Practice Conversations!

Debrief practice conversations

Wrap Up

Resources & Next Steps

Questions? Thoughts?
Happy to hear from you:
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A Summary of the MI Tools and Techniques Covered today:

General Concepts

Defining MI
MI Spirit
Recognizing and Understanding Ambivalence
Recognizing the Righting Reflex

Sustain Talk vs. Change Talk

Recognizing Sustain Talk
Listening for & Evoking Change Talk (DARN CAT)

Asking Permission

Elicit – Provide – Elicit (Ask – Offer – Ask)

Open-Ended Questions

Affirmations

Summaries

Reflection statements

Dropping the Sentence Stem

Simple

Complex: Double-sided, Amplified

MI Conversations

Clarifying the Target Change Goal

Steering the conversation with reflection statements

Suggested Resources

Hohman, M. (2011). *Motivational Interviewing in Social Work Practice*. New York: Guilford Press.

Miller, W.R., & Rollnick, S. (2013). *Motivational Interviewing: Third Edition: Helping People Change*. New York: Guilford Press.

Rosengren, D.B. (2018). *Building Motivational Interviewing Skills: A Practitioner Workbook (2nd Edition)*. New York: Guilford Press.

Wagner, C. C., & Ingersoll, K. S. (2013) *Motivational Interviewing in Groups*. New York: Guilford Press.

Talking to Change Podcast: MI Podcast by Glenn Hinds and Sebastian Kaplan