



A Taste of Motivational Interviewing

Presented by:
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Introduction Permission Slips

I give myself permission
to...





Review

Session Objectives

- ◆ Review the basic principles of Motivational Interviewing
- ◆ Learn simple MI techniques to assist individuals and families with behavior changes
- ◆ Learn techniques to enhance your conversational skills
- ◆ Have some fun!





Practical

Focused

**Person-
centered**

Goal directed

Empathetic

Relational

**Short-term
process**

Why MI?



Health



Home

SAMHSA: 4 Definitions of Recovery



Purpose



Community

No Wrong Way

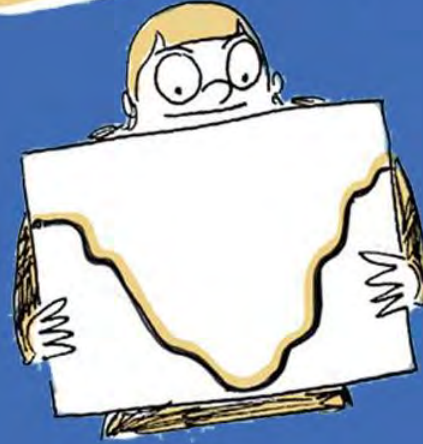
There is not a single path to recovery.

Recovery is not a step-by-step process, but one based on:

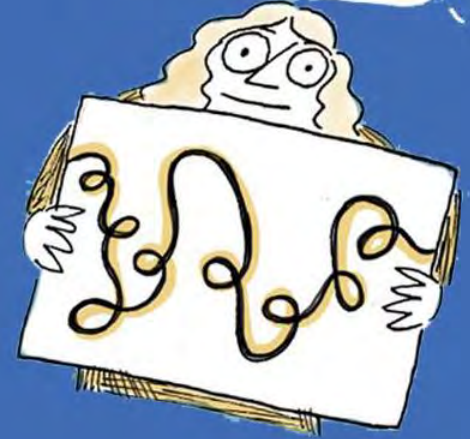
- ◆ Continual growth
- ◆ Occasional setbacks
- ◆ Learning from experience



RECOVERY CAN
LOOK LIKE THIS...



...AND THIS



...AND ALSO THIS



RECOVERY
LOOKS
DIFFERENT
FOR
EVERYONE





Compassionate Conversation



Don't multitask

Don't pontificate

Ask open-ended
questions

Go with the flow

If you don't know, say
so!

Don't equate your
experience

Don't repeat yourself

Stay out of the weeds

Listen

Be brief

10 Tips

For Conversation



Ears
(to hear)

Eyes
(to see)

What is it to listen?

Attention
(to focus)

Mind
(to think)

Heart
(to feel)



The Spirit of MI



What if the client refuses to change?



“A ‘no’ uttered from the deepest conviction is better than a ‘yes’ merely uttered to please, or worse, to avoid trouble.”

-Mahatma Gandhi



Verbal Jiu Jitsu

“Jiu Jitsu and Martial Arts do not build character, they reveal it. We are all born with unmeasurable courage and determination but it is as we go through the trials of rigorous training that we rediscover those gifts.”

-Ricardo Almeida

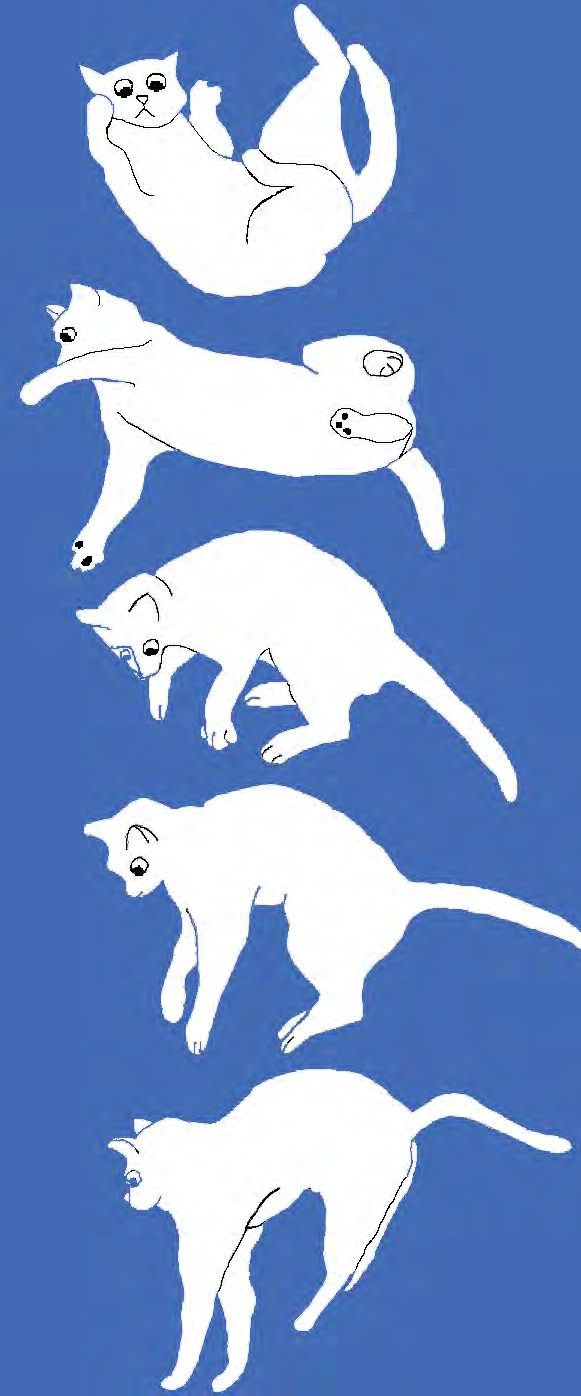


Avoid the Righting Reflex



People in helping professions have a natural tendency to want to fix what's wrong with their clients. Try to avoid this drive to fix, manage, and control.

The righting reflex is a cat's innate ability to orient itself as it falls in order to land on its feet.



Avoid the Righting Reflex

- ◆ A very common reactive response
- ◆ Assumes you know better than the client
- ◆ Forces client defensiveness
- ◆ When client defends, it reinforces why not to change
- ◆ Not changing is now justified in mind of client





Angry, agitated

Oppositional

Discounting

Defensiveness

Justifications

Not understood

Not heard

Common Reactions to Righting Reflex

Fear

Helpless, overwhelmed

Ashamed

Trapped

Disengaged

Avoidance

Uncomfortable



Understood

Want to talk more

Liking the practitioner

Open & engaged

Accepted

Respected

Able to change

Common Reactions to Being Listened To

Safe

Empowered

Hopeful

Comfortable

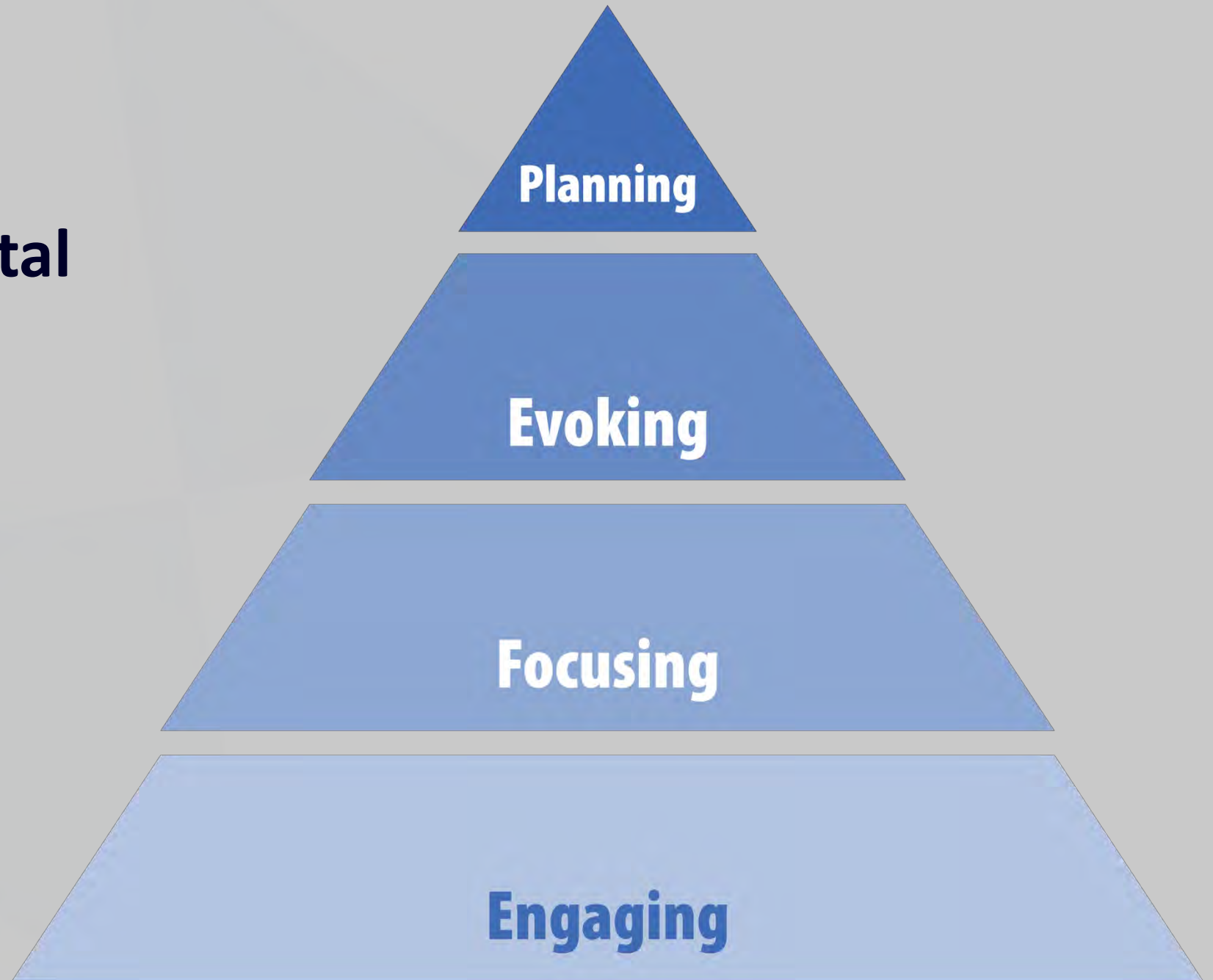
Interested

Want to come back

Cooperative



Four Fundamental Processes of Motivational Interviewing





Engaging

The relational foundation





Focusing

Guiding your client to a target behavior (one they identify as important to them)





Evoking

Drawing out your client's
intrinsic motivation and
their own ideas for change





Planning

The bridge to change



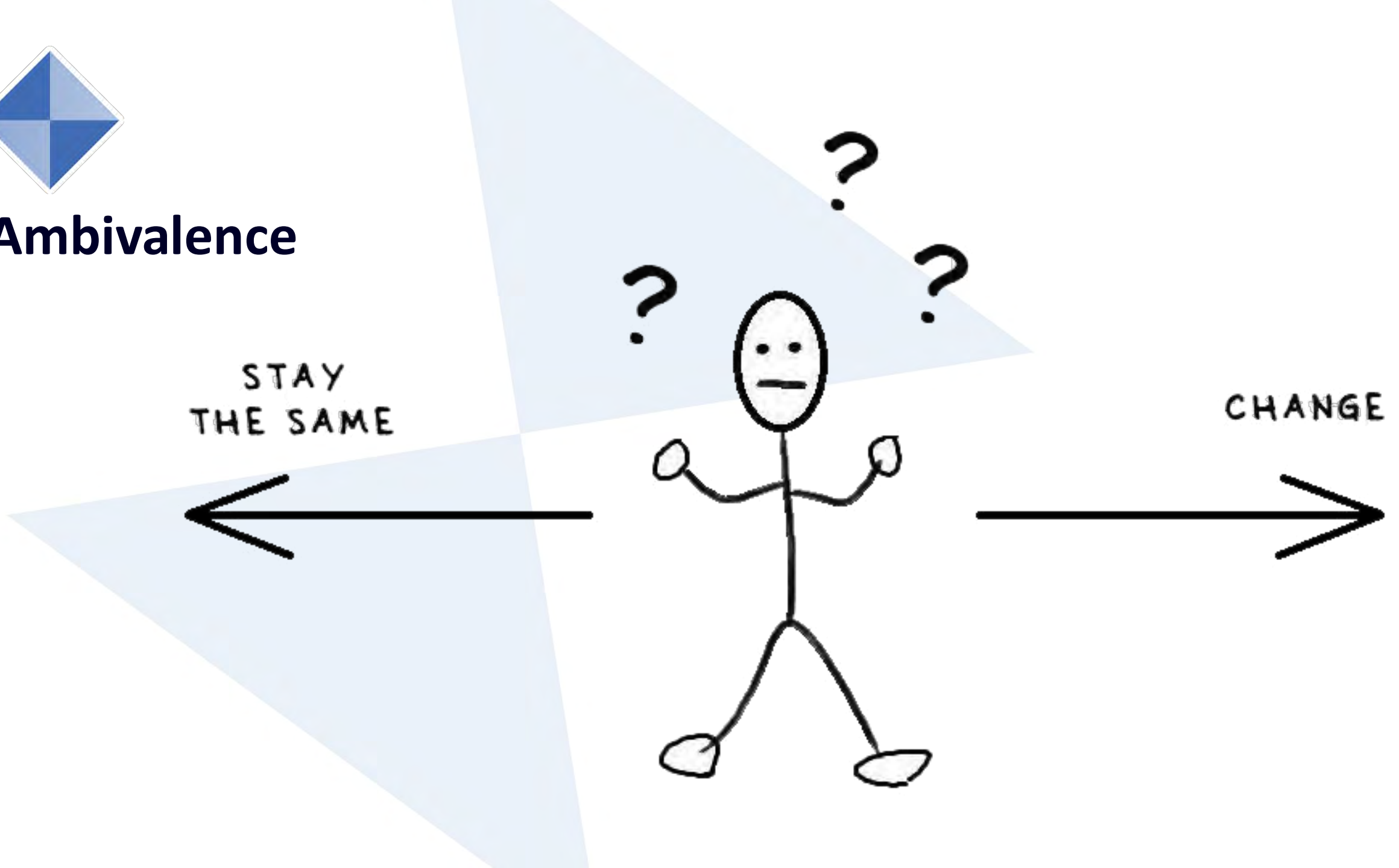
Motivational Interviewing Basics

- ◆ Assumes motivation is fluid and can be influenced
- ◆ Motivation is influenced in the context of a **relationship** — developed in the context of a client encounter.
- ◆ Principle tasks: work with ambivalence and resistance.
- ◆ The goal of Motivational Interviewing is to influence change in the direction of health





Ambivalence





Fundamental Belief

Within each person is the capacity and potential for change and adherence.



Video from page 31?

How does it work?



“Motivational Interviewing is a style of communication that involves strategic use of questions and statement to help clients find their own reasons for change.”

-William Miller

you

are

the

change



O.A.R.S. An MI Skill





O pen-ended Questions

A ffirmations

R eflections

S ummary



Do you... are you... did
you... could you...
have you... ?

Did you even want a
job?

Did you get a job yet?

Do you care about your
family?

Closed Questions

sound like...

Did you think before you
did that?

Do you have a drinking
problem?

Are you ready to quit or
not?

Closed questions are
those that can be
answered with “yes” or
“no”.

What... which...
where... how... why...
tell me... ?

How does it feel to be
back at work?

What will you take care
of first?

Why were you out of
work last week?

Open-Ended Questions

sound like...

Where did you go for
treatment?

What did you learn?

How will you use this info in
your recovery?

Open-ended questions get
detailed answers that will
help you work with the
client.

Breakout room slide?

Open-Ended Question Practice

- ◆ One person is the client; the group is the provider.
- ◆ Have a real-life experience in mind and share a small part of it. (i.e., “Last week, something happened that made me very angry.”)
- ◆ The group then takes turns asking open-ended questions and practicing curiosity. The “client” gradually lets out the full story.
- ◆ If someone asks a closed question, the “client” just answers yes or no. In order to get to the full story, participants must ask open-ended questions.





The Blank Check Question

 0025

DATE _____

PAY TO THE ORDER OF _____ \$

_____ DOLLARS  SECURITY FEATURES INCLUDED

MEMO _____

_____ AUTHORIZED SIGNATURE

⑆ 789123456 ⑆ 123789456123 ⑈ 0025

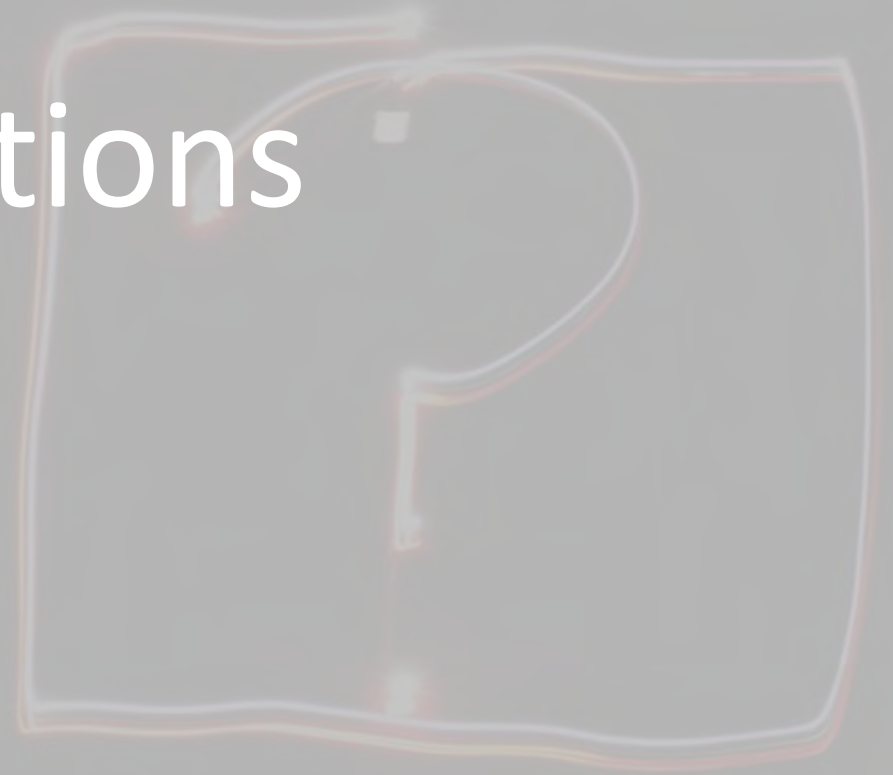


O pen-ended Questions

A ffirmations

R eflections

S ummary



Affirmations

- ◆ Sincere, specific, immediate
- ◆ NOT cheerleading
- ◆ Emphasize a strength
- ◆ Notice and appreciate a positive action
- ◆ Should be genuine
- ◆ Instill hope and “can-do” attitude
- ◆ Express positive regard and caring
- ◆ Strengthen the relationship



Affirmation Exercise #1

1. Think of a friend, relative, client that you know. Write down the various strengths, virtues, and positive qualities you see in them.
2. Now provide several affirmations that you might offer to this person related to particular strengths or qualities that you identified. Be specific and genuine. For example:
 - That took a lot of courage.
 - You're a very resourceful person.
 - You show a lot of patience when...
 - You are capable of change.



Affirmation Exercise #2

Jim smokes two packs of cigarettes a day. He knows it isn't good for him and is fed up with people reminding him of it. Over time, he has come to realize that his smoking has moved from a social habit to a harmful addiction. He feels guilty about his smoking and tries to hide it from his family. At some point, he will stop, but just not yet. With everything else going on in his life, this is one area he feels is his own.

1. Write down strengths
2. Write an affirmation



An Example of Affirmation



“You are an independent person who cares about your health. You’re aware of the negative effects of smoking and when you are ready to make a change, you’ll do what’s needed to be successful.”



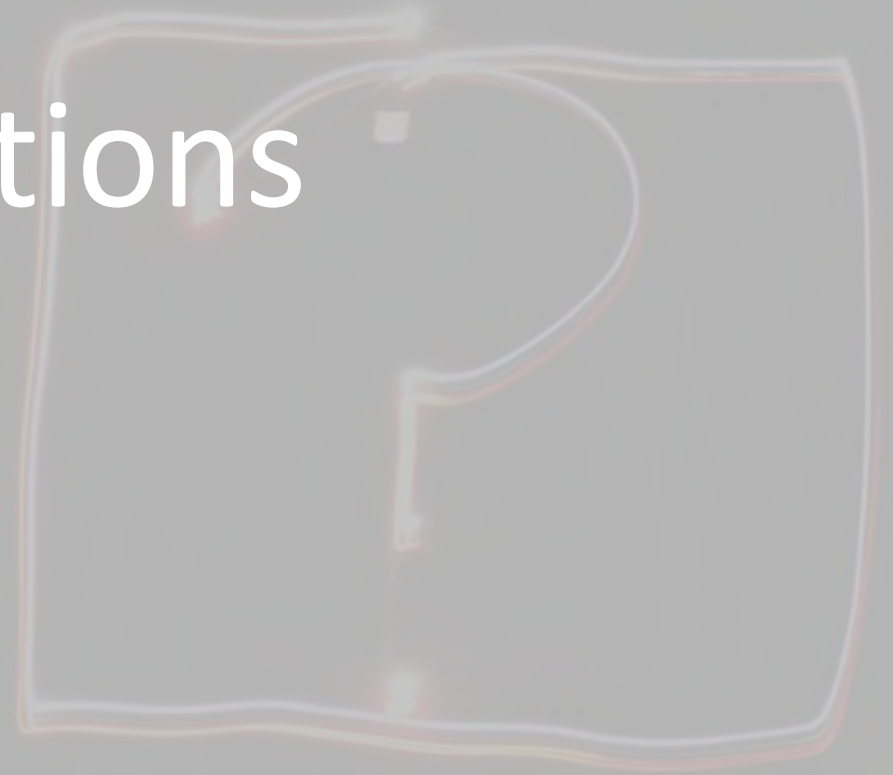


O pen-ended Questions

A ffirmations

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Why Reflective Listening?



“Reflective listening is a way of checking rather than assuming you know what is meant.” –Miller and Rollnick, 2002

- ◆ Demonstrates that you accurately heard and understood the client
- ◆ Strengthens the empathic relationship
- ◆ Encourages the client to explore



Reflective Listening



- ◆ A hypothesis about speaker's meaning
- ◆ A statement to convey understanding and empathy
- ◆ Intonation down
- ◆ Short stems:

"So..."

"Seems like..."

"Sounds like..."

"It's like..."

"So you..."

"You feel..."



QUESTION



ANSWER

More Stems

- You're saying that...
- You're feeling like...
- Almost as if...
- It feels like...
- For you, it's a matter of...
- From your point of view...
- As you see it...
- You're wondering
- You really ...
- You believe...
- Your concern is that...
- Your fear is that...
- It seems that...
- You're not terribly excited about...
- You're not much concerned about...
- This really...
- It's really important to you that...
- You're not really...
- You feel as though...
- What I heard you say was...



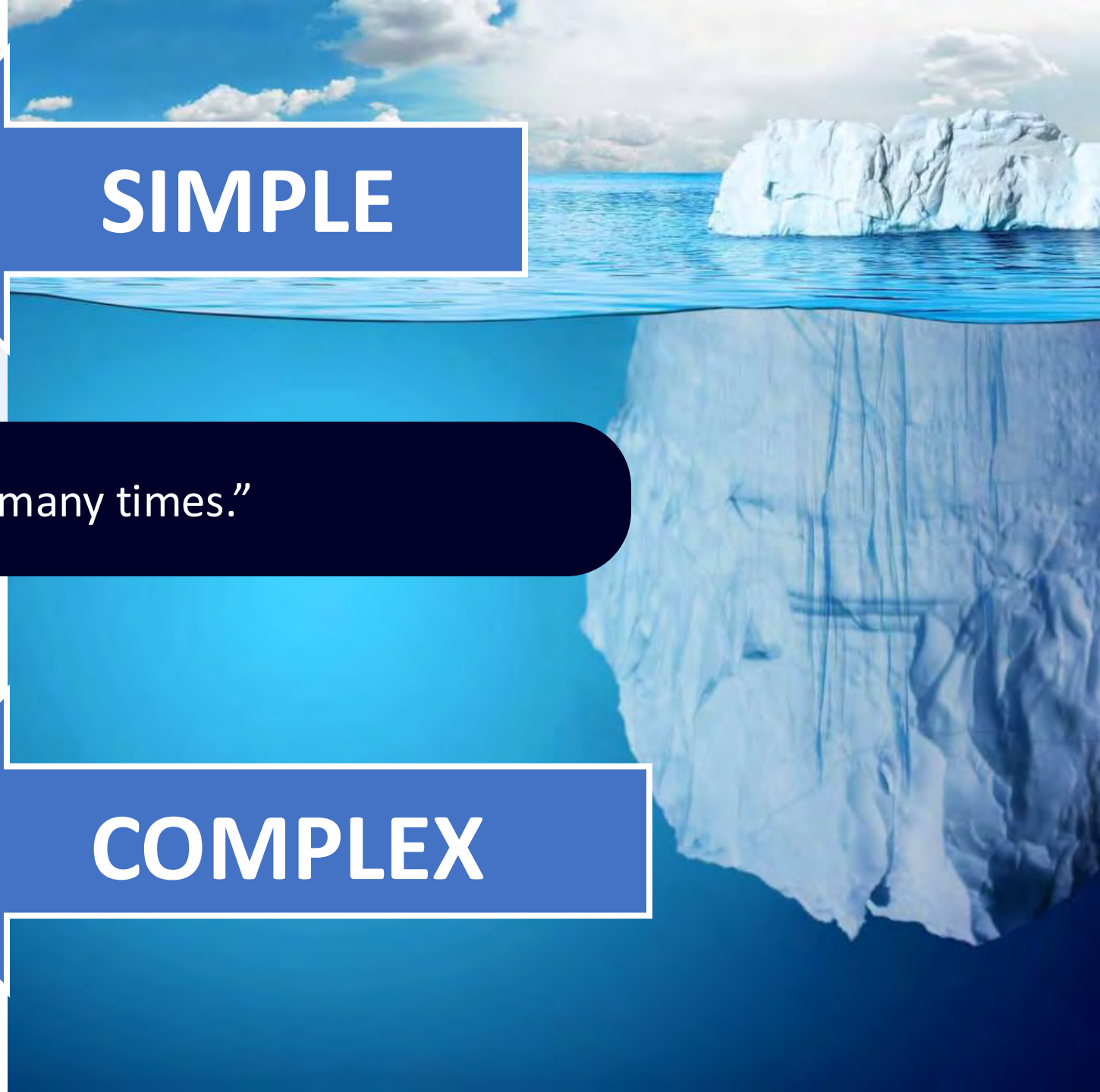
“You have not been successful.”

SIMPLE

Client: “I’ve tried to quit and failed so many times.”

“You are persistent, even in the face of discouragement. This change must be really important to you.”

COMPLEX



Do we need a breakout room slide here?

Reflection Exercise

1. We will break into pairs. One person will be the client and one will be the PSS. The client will talk about a topic (favorite activity, person who inspires them, challenging situation, dilemma they're facing)
2. The PSS can only respond with reflections.
3. Clients will not answer any questions and will not proceed if the inflection in the voice goes up! (Client will shake their head no and the PSS will try the reflection again, paying attention to their inflection)
4. Then switch roles so both individuals have a turn being the PSS





O pen-ended Questions

A ffirmations

R eflections

S ummary



Summary

Set up a bookend

- ◆ “Let me see if I have this right...”
- ◆ “Let me summarize what you’ve said...”

Reflection, reflection, reflection!

Follow up bookend

- ◆ “So where does that leave you?”
- ◆ “What else would you like to add?”
- ◆ “Now, tell me about...”
- ◆ “Tell me more about...”



Summary Statements

- ◆ CHECK your understanding of the person's situation as a whole
- ◆ REFLECT back key components of what the person has discussed
- ◆ SIGNAL a transition to another topic or the end of the session/consultation
- ◆ HIGHLIGHT change talk

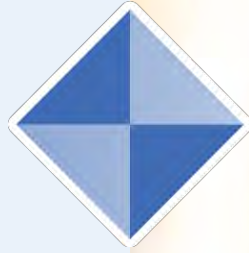


Negotiate a Plan of Action

- ◆ Invite active participation by the speaker
- ◆ Speaker determines goals and priorities
- ◆ Speaker weighs options
- ◆ Together, work out details of the plan



Finalizing the Motivational Interview



Summarize

- ◆ Review the commitment
- ◆ Review the plan
- ◆ Express encouragement





Decisional Balance Sheet

Good things:	Not so good things:
Change	Staying the same



Using Rulers to Assess Motivation

Importance

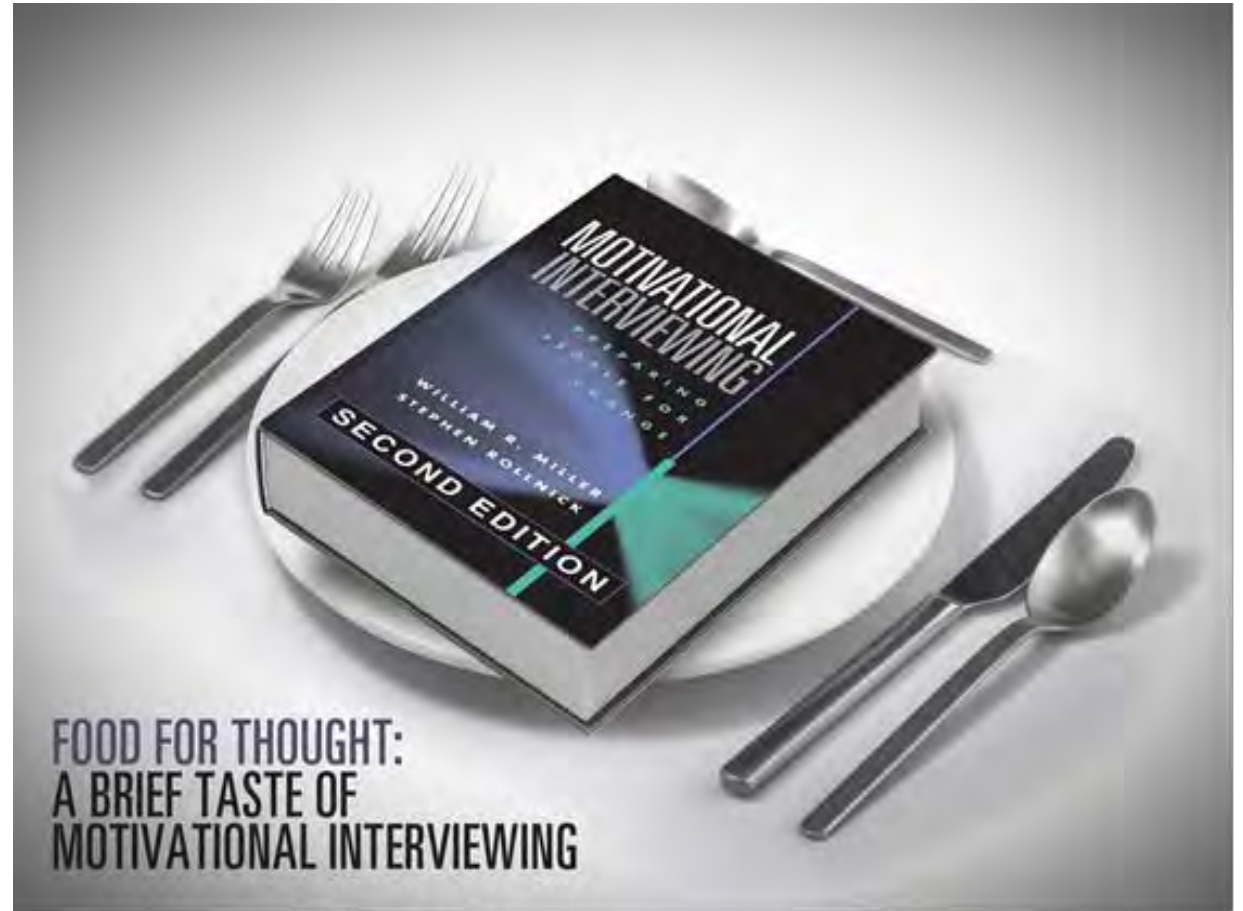
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19

Confidence

Readiness

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20

What is this???



Exercise

The Client: Talk about something about yourself that you want to change / need to change / should change / have been thinking about changing etc., but haven't changed yet (i.e., something you're ambivalent about.)



Exercise

Peer Support Specialist: Listen carefully with a goal of understanding the dilemma. Give no advice. Ask these four questions:

1. Why would you want to make this change?
2. How would you go about it, in order to succeed?
3. What are the three best reasons to do it?
4. On a scale from 0 to 10, how important would you say it is for you to make this change?
5. Summarize what they said about **desire** for change, **ability** to change, **reasons** for change, need for change. Then ask “so what do you think you’ll do?” and just listen with interest.



The MI Shift

From feeling responsible for changing speaker's behavior to supporting them in thinking and talking about their own reasons and means for behavior change.



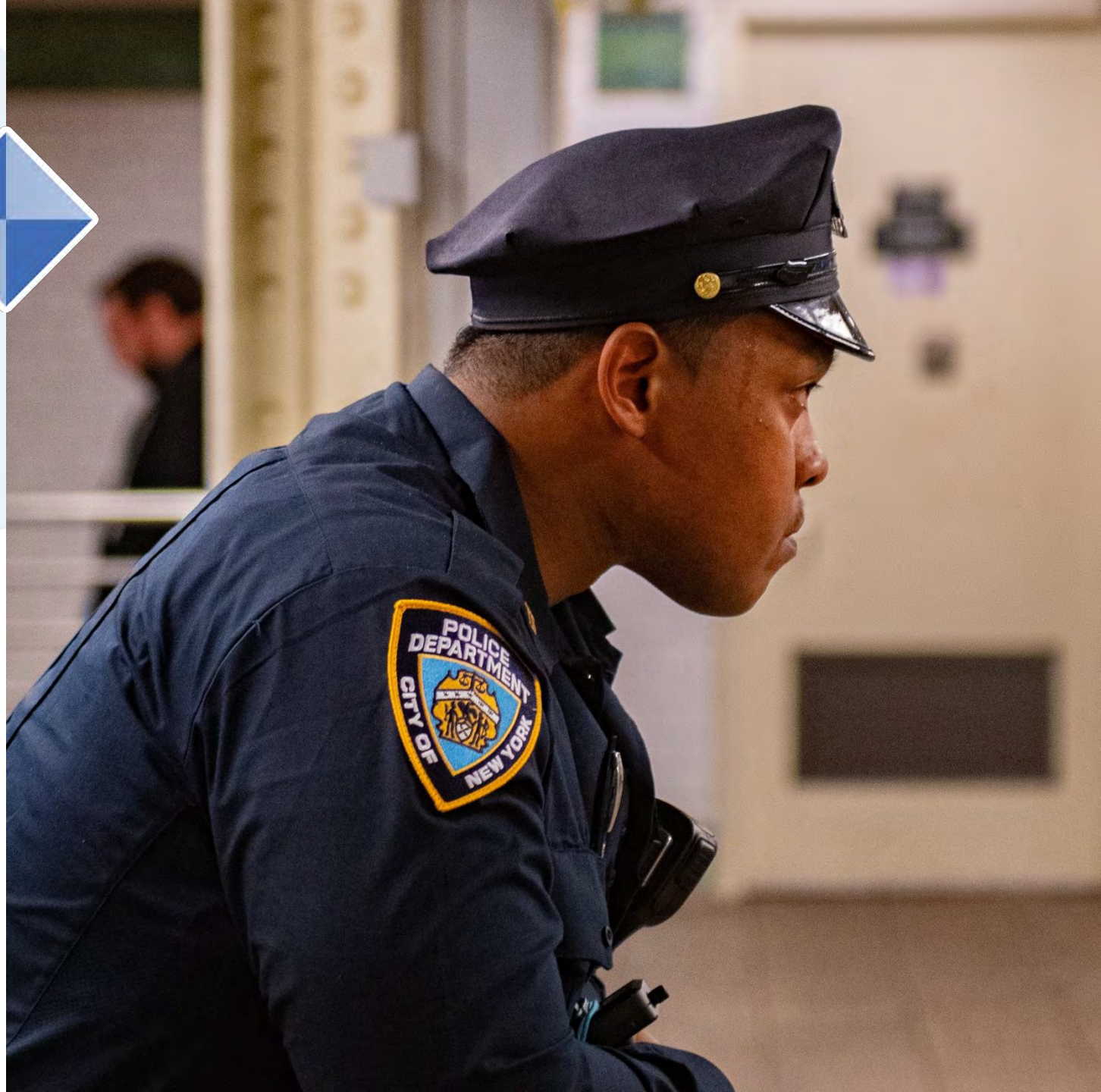
Key Takeaways

1. Everyone is an expert in something! They will tell you, if you are listening for it.
2. Give your participants your undivided attention. They deserve it.
3. MI is a partnership. The participant creates their own goals and plans.
4. Listen to understand, not to reply.
5. Reflect statements back more than we ask questions.
6. Be prepared to be amazed of what people can do when they feel heard and supported.



Final Thoughts

A real voicemail recording from a Probation Officer in Hawaii. All probation and corrections officers in Hawaii were trained in MI.





Questions?

DANKE!
THANK YOU!
MERCI!
GRAZIE!
GRATIAS!
DANK JE WEL!



.....
Thank you!



Change Talk



Strategies to Elicit Change Talk

Decisional balance

- Ambivalence is a normal part of the change process
- Use ambivalence to promote positive change
- Weigh pros and cons of behavior
- Increase discrepancy



- Changes next exit graphic?

Types of Change Talk

Desire: I want to... I'd really like to... I wish...

Ability: I would... I can... I am able to... I could...

Reason: There are good reasons to... This is important...

Need: I really need to...

Commitment: I intend to... I will... I plan to...

Activation: I'm ready... I'm able...

Taking Steps: I haven't had a drink in two weeks.



Change & Sustain Talk




Preparatory language

- Desire
- Ability
- Reason (benefits)
- Need (cost of the alternative)


Mobilizing language

- Commitment
- Activation (ready, willing)
- Taking steps (engaging in behavior)



A woman with long dark hair, wearing a grey sweater, is shown in a dark setting. She has her right hand pressed against her forehead and eyes, suggesting a state of despair or emotional pain.

Using heroin has become
a huge problem in my
life.

A man with dark hair and a beard is shown in a dimly lit room. He has his eyes closed and his hand covering his mouth and nose, conveying a sense of hopelessness or exhaustion.

I tried residential treatment
programs. That doesn't
work.



MI Mountain

DARN

Preparatory Change Talk

CATs

Mobilizing Change Talk



Pre-

Contemplation

Preparation

Action