



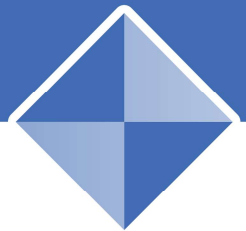
# A Taste of Motivational Interviewing: **Listening & Responding to Change Talk**

Presented by:  
**Jeremy Byard**



# Session Objectives

- ◆ Review the basic principles of Motivational Interviewing
- ◆ Review and apply MI techniques previously introduced.
- ◆ Apply techniques to enhance your MI and conversational skills
- ◆ Have some fun!





**Review**



# Compassionate Conversation







**Practical**

**Focused**

**Person-  
centered**

**Goal directed**

**Empathetic**

**Relational**

**Short-term  
process**

# Why MI?

**Ears**  
(to hear)

**Eyes**  
(to see)

**What is it to listen?**

**Attention**  
(to focus)

**Mind**  
(to think)

**Heart**  
(to feel)



## The Spirit of MI

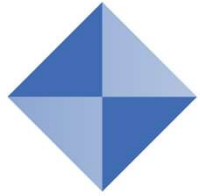




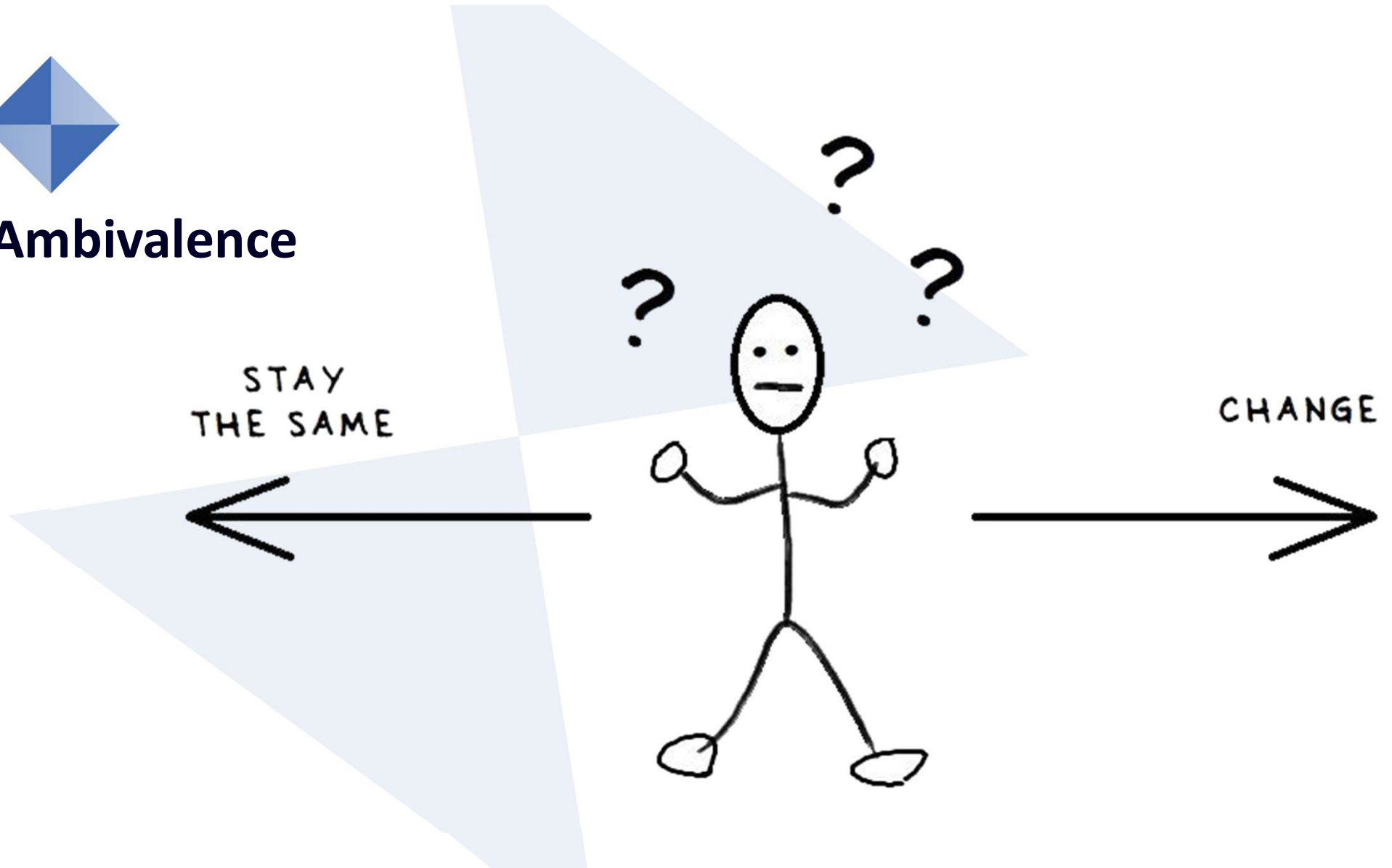
## **Four Fundamental Processes of Motivational Interviewing**





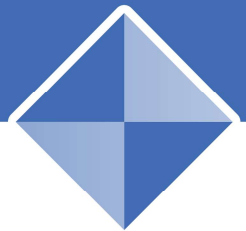


## Ambivalence



# 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





## Fundamental Belief

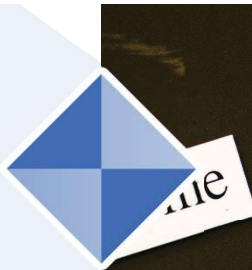
Within each person is the capacity and potential for change and adherence.



# 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



# 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.



# Motivational Interviewing

## UNDERLYING ASSUMPTIONS



Acceptance



Autonomy/Choice



Less is better



Elicit versus Impart



Michelangelo Belief



Ambivalence is normal



Non-Judgmental

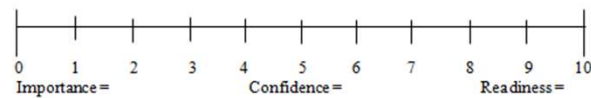
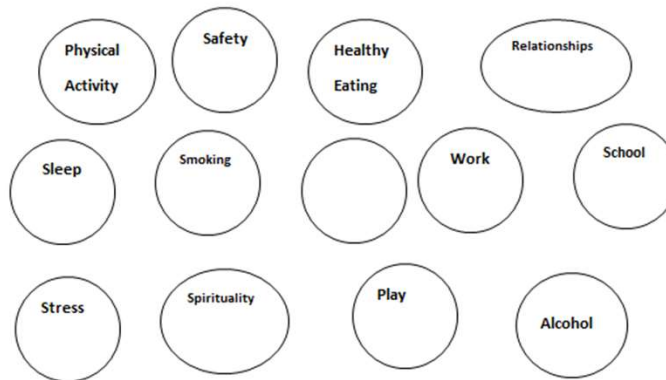


Change talk



Righting reflex





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<i>Goals:</i>	<i>Next Steps:</i>
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Adapted from Berg-Smith Training and Consulting 2006



# Bubble Sheet Steps

1. Choose the topic
2. Importance scale
3. Decisional Balance
4. Goal
5. Next steps
6. Confidence Scale
7. Readiness Scale
8. Finalize





# Mobilizing Change Talk – CATS

reflects resolution of ambivalence



## Commitment

- I will make changes

## Activation

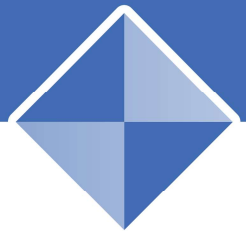
- I am ready, prepared, willing to change

## Taking Steps

- I am taking specific actions to change

# Open-Ended Question Practice

- ◆ I will act as the client; each person in 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.





## 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

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

Readiness

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



# Readiness Indicators

Checking  
Importance

How important is it to you to stop using?

0 1 2 3 4 5 6 7 8 9 10

Not at all Somewhat Very

Checking  
Confidence

How confident are you in your ability to stop using?

0 1 2 3 4 5 6 7 8 9 10

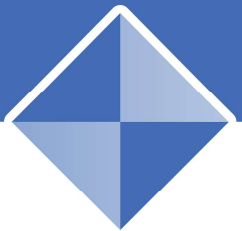
Not at all Somewhat Very

## Exploring...

- *What does that number mean to you?*
- *Why are you there, not lower (if appropriate)*
- *Where would you like to be?*
- *What would need to happen for your importance score to move towards that?*

# Exercise

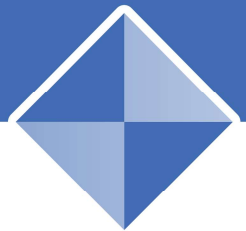
**The Speaker:** Talk about something about yourself that you want to change / need to change / should change / have been thinking about changing etc., but haven't changed yet (i.e., something you're ambivalent about.)



# 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.







# Change Talk



# Change & Sustain Talk

## Preparatory language

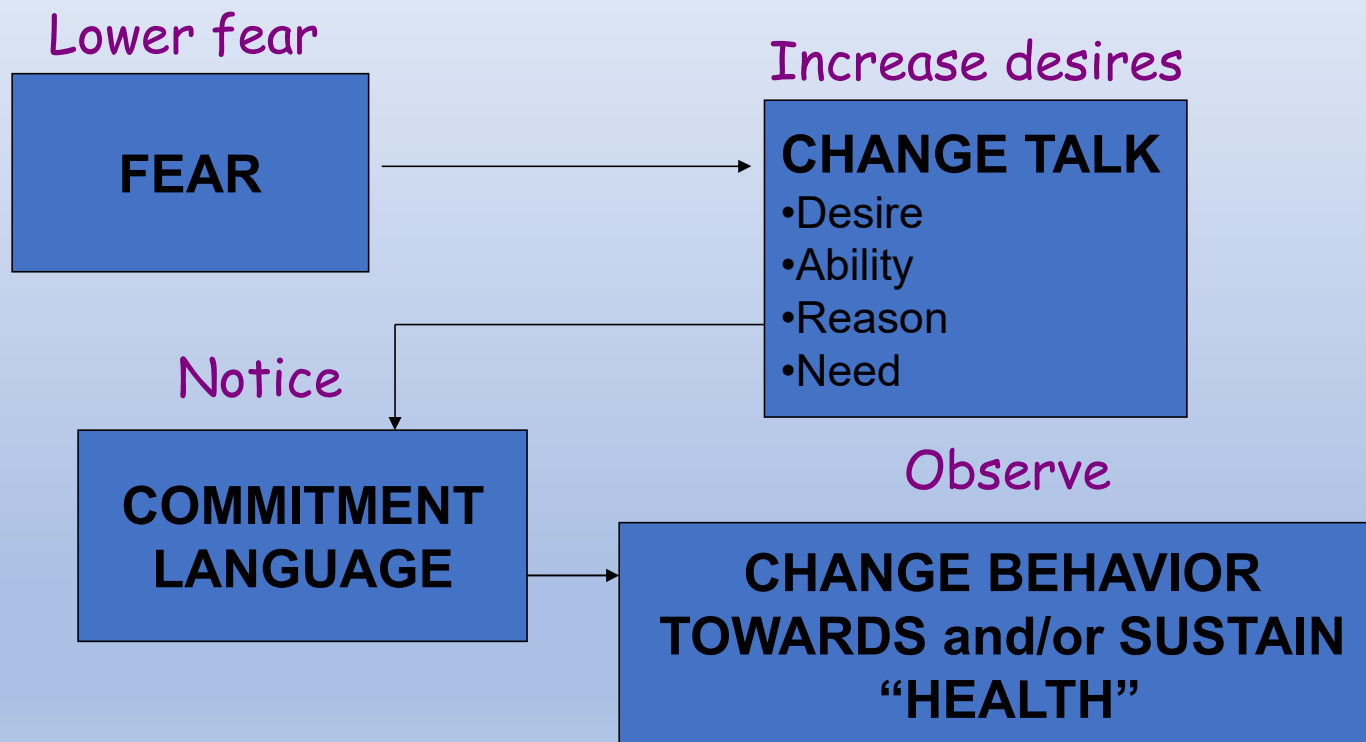
- Desire
- Ability
- Reason (benefits)
- Need (cost of the alternative)

## Mobilizing language

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



# Motivational Interviewing Process





# Preparatory Change Talk ♦ DARN



## Desire

- I would like to . . .
- I wish . . .
- I really want to weigh less

## Ability

- I think I could walk 2 times a week.
- I can skip that candy at bedtime.
- I am able to walk from the back of the parking lot.

## Reasons

- I know I would feel better if I lost 50 pounds
- I would have more energy if I started exercising
- I would worry less about my eyes if I went for regular check-ups.

## Need

- I should walk at least 3 times a week
- I should do this for my grandchildren.
- I have to lose weight if I am going to be able to walk upstairs.

# Strategies for Evoking Change Talk



## 6. Query Extremes

- What are the worst things that might happen if you don't make this change? What are the best things that might happen if you do make this change?

## 7. Use Change Rulers

- Ask, "On a scale from zero to ten, how important is it to you to [target change] - where zero is not at all important, and ten is extremely important? Follow up: And why are you at \_\_\_\_\_ and not zero? What might happen that could move you from \_\_\_\_\_ to [higher score]? Instead of "how important" (need), you could also ask how much you want (desire), or how confident you are that you could (ability), or how committed are you to \_ (commitment). Asking "how ready are you?" tends to be a bit confusing because it combines competing components of desire, ability, reasons and need.

## 8. Explore Goals and Values

- Ask what the person's guiding values are. What do they want in life? Using a values card sort can be helpful here. If there is a "problem" behavior, ask how that behavior fits in with the person's goals or values. Does it help realize a goal or value, interfere with it, or is it irrelevant?

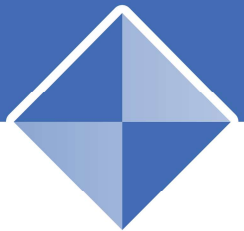
## 9. Come Alongside

- Explicitly side with the negative (status quo) side of ambivalence. Perhaps it is so important to you that you won't give it up, no matter what the cost.

# 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







Using heroin has become  
a huge problem in my  
life.



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

# 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.



# Identify the Change Talk

## Issue: Weight Loss

Match the sentence to the type of change talk

- I want to lose weight.
  - I could probably lose 20 pounds.
  - I'd have more energy.
  - I'm going to lose 20 pounds.
  - I've got to lose some weight.
- Reason**  
**Need**  
**Commitment**  
**Ability**  
**Desire**
- 
- The diagram shows five dashed blue arrows connecting the sentences to the change talk types. The connections are: 'I want to lose weight.' to 'Desire'; 'I could probably lose 20 pounds.' to 'Ability'; 'I'd have more energy.' to 'Reason'; 'I'm going to lose 20 pounds.' to 'Commitment'; and 'I've got to lose some weight.' to 'Need'.

# Identify the Change Talk

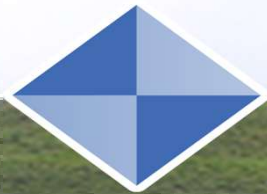
## Issue: Smoking Cessation

Match the sentence to the type of change talk

- I'd be healthier if I quit.
  - I wish I could quit.
  - I'll think about quitting.
  - I've got to quit smoking.
  - I think I can quit.
- Ability  
Activation  
Need  
Desire  
Reason
- 
- The diagram shows five dashed blue lines connecting the sentences to the change talk types. The connections are as follows: 'I'd be healthier if I quit.' connects to 'Reason'; 'I wish I could quit.' connects to 'Ability'; 'I'll think about quitting.' connects to 'Activation'; 'I've got to quit smoking.' connects to 'Desire'; and 'I think I can quit.' connects to 'Need'.

# Signs of Readiness for Change

**OARS**  
Building  
Motivation to  
Change



**EARS**  
Mobilizing  
Commitment to  
Change





# MI Mountain

DARN

Preparatory Change Talk

CATs

Mobilizing Change Talk

DARN CAT!



Pre-

Contemplation

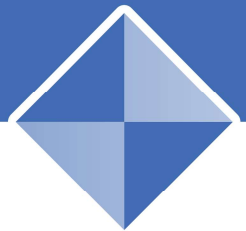
Preparation

Action



# Key Elements

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. Listen for and elicit change talk, and encourage
7. Be prepared to be amazed of what people can do when they feel heard and supported.





**Questions?**

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

  
Thank you!