





Motivational Interviewing

An Evidence Based Approach For Addressing
Ambivalence

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Learning Objectives

- Understand MI as a Counseling Approach
- Identify the 4 Processes of MI
- Review the 4 Basic Skills of MI (OARS)
- Explore Ways to Incorporate into your Counseling Approach



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What Is Motivational Interviewing

- ▶ Motivational interviewing is a **collaborative**, goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for and commitment to a specific goal by **eliciting** and **exploring** the **person's own reasons for change** within an atmosphere of **acceptance** and **compassion**.

(Motivational Interviewing: Helping People Change. William R Miller, PhD, Stephen Rollnick, PhD. Guilford Press, Sep 2012.)



“What fits your busy schedule better, exercising one hour a day or being dead 24 hours a day?”

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MI Defined

Client Centered

Directed

Guidance Toward
Change

Autonomy



How is MI important for the people we work with?

- Increases likelihood of following protocol
- Increases quality of care provided
- Increases follow through



Myths of MI

MI is just Carl Rogers with an attitude

Autotomy means we don't have goals for our clients

Best results if use MI as sole therapeutic approach

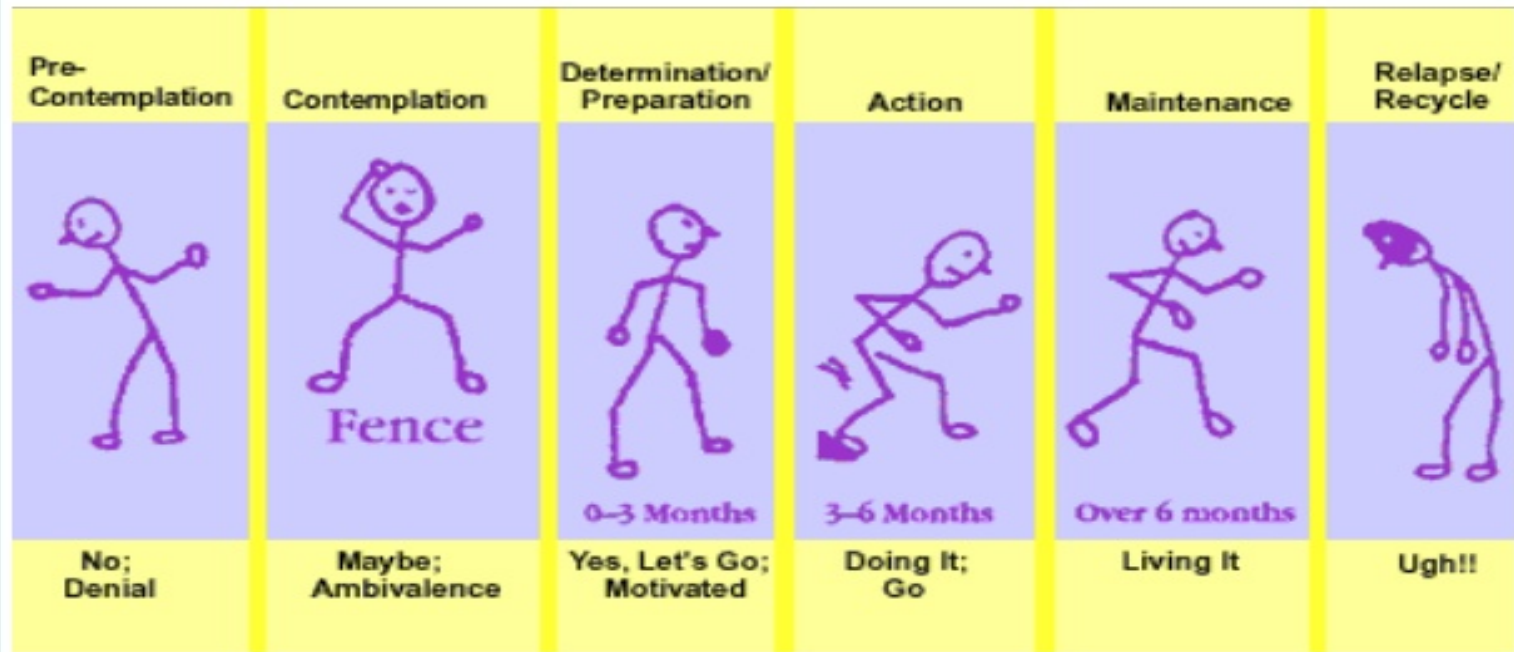
It is a way to trick our clients

Reflective listening is MI and it is EASY



What MI Is NOT

- ▶ <https://www.youtube.com/watch?v=Ow0lr63y4Mw>



Transtheoretical Model of Change (Prochaska & DiClemente, 1986)

Ambivalence

- The hallmark of the Contemplation Stage of Change
- A normal part of the change process
- Wanting and not wanting something
- Change talk and Sustain Talk





MI Spirit

A Way of Being

1

Partnership

2

Acceptance

3

Compassion

4

Evocation



MI Spirit



| | |
|-------|---------------|
| BEING | Compassionate |
|-------|---------------|

| | |
|-------|---------|
| BEING | Genuine |
|-------|---------|

| | |
|-------|------------|
| BEING | Empathetic |
|-------|------------|

| | |
|-------|---------|
| Being | Curious |
|-------|---------|

four processes in MI



Miller and Rollnick, 2012, p. 26



Engaging
The Client

EXPRESS EMPATHY

- **Verbally**
 - Reflect back what client is saying
 - Normalize, validate client's experience and feelings
 - Affirm their strengths
- **Non Verbally**
 - Body language (eye contact, open posture)

- 
- 
- ▶ Henry Nouwen stated “ Anyone who willingly enters into the pain of a stranger is truly a remarkable person” (2005)

Empathy vs. Sympathy



Focusing And Evoking

- ▶ Focus on particular agenda
- ▶ Direction toward goal
 - ▶ Change Plan
- ▶ Elicit the client's own motivation for change





Planning/Quiet Curiosity

- ▶ When your client begins thinking and talking more about when and how to change rather than whether they want to or why they need to change.
- ▶ What does it look like
 - ▶ Seeking advice, more information.
- ▶ **(SMART)**
 - ▶ Specific
 - ▶ Measurable
 - ▶ Attainable
 - ▶ Relevant
 - ▶ Timely

Righting Reflex

- ▶ *"A natural and instinctive response of trained care provers is **to fix the problem**, make things right, to use knowledge acquired from training and experience to help the individual seeking care to overcome their problems."* (Miller & Rollnick , 2012)
- ▶ Persuading-resistance trap
- ▶ Rescuing Client
- ▶ Overload with info
- ▶ Directing rather than guiding
- ▶ Pursuing Problems and weaknesses





<https://www.youtube.com/watch?v=vkSwXL3cGUg>



The 5
Principals
of MI



| | |
|---------|-----------------|
| Express | Empathy |
| Develop | Discrepancy |
| Avoid | Argumentation |
| Roll | With Resistance |
| Support | Self-Efficacy |

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THIRD EDITION

MOTIVATIONAL INTERVIEWING

Helping People Change

William R. Miller and Stephen Rollnick

MI's New Look At Resistance

- ▶ **Sustain Talk**- Relates to target behavior or change
 - ▶ "I have more energy to do what I need to do and be a fun mom for my kids when I use cocaine"
 - ▶ "Drinking makes me feel normal."
- ▶ **Discord**- Is about the relationship
 - ▶ "You're not an addict so you don't get it."
 - ▶ "This isn't the 1800's things are different from when you were my age."
 - ▶ "You have no idea what I go through"

Change and Commitment Talk

DARN CAT


- **D**esire
- **A**bility
- **R**easons
- **N**eed
- **C**ommitment
- **A**ctivation
- **T**aking Steps



Miller & Rollnick 2013



Keep Your EARS Open For Change Talk



Elaboration:
What? Why?
How? Tell me...

Affirm: As you affirm, it encourages more change talk

Reflect: allows the client to hear their own words/ideas about change

Summarize the change talk



Implementing Techniques into Practice

➤ OARS

- Open-ended questions
 - Mindful of direction of question (positive or negative)
- Affirmations
 - From I to You
- Reflections
 - Simple, complex, double sided, metaphor
- Summaries- Provide to the client as a *Bouquet of flowers*
 - Collecting,
 - Linking
 - transitional

OARS





Open Ended Questions

- Closed questions limit information we can gather from client
- Elicit Negative Consequences
 - In what ways does your drinking affect other people in your life?
 - What will happen if you don't make a change?
- Elicit Positive too
 - What do you like about getting high/drunk?
 - In what ways has your anxiety been helpful to you?



Affirmations

- ▶ Reinforces change talk
- ▶ Promotes empowerment/self-efficacy
- ▶ Acknowledges client's struggles
- ▶ Increases self awareness of strengths and struggles

Use YOU rather than I

"I am proud of you"

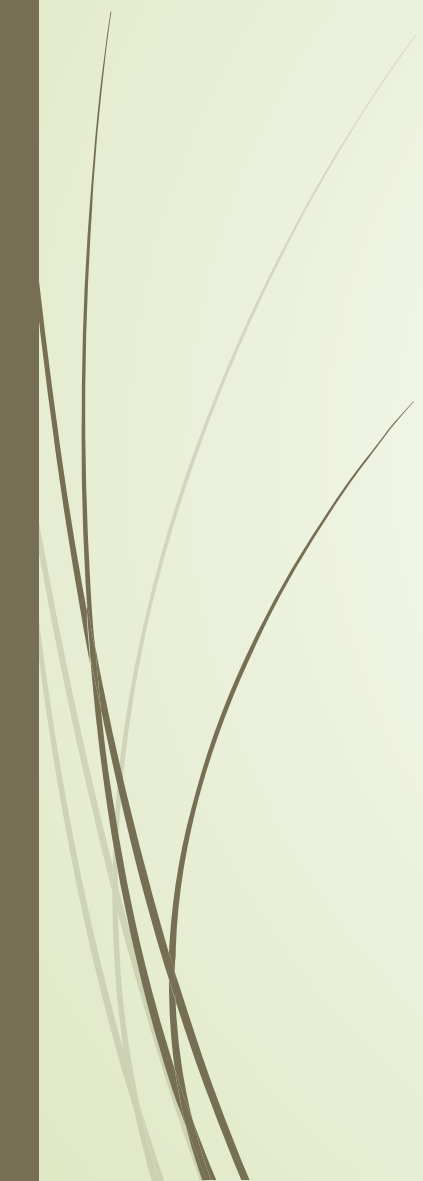


happen."

"You worked hard to make this



Reflections

- **Simple**- Stay close what the client states
 - **Amplified**- You want the client to correct you
 - **Double Sided**- Acknowledging both sides of ambivalence.
 - **Complex**- Evoking deeper meaning, creating awareness.
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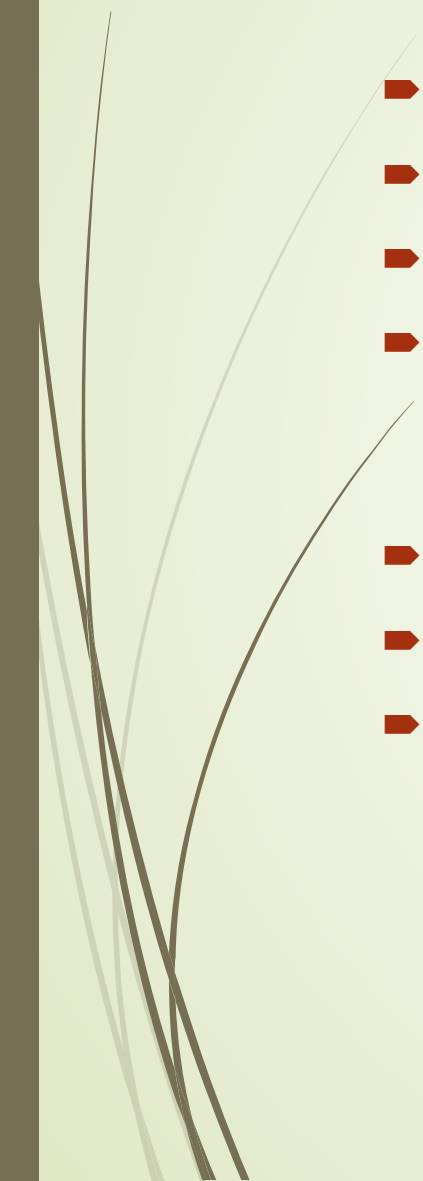


Summaries

- ▶ Reflections that collect what a person said and present them to a client as a “bouquet of flowers.” (Miller and Rollnick)
- ▶ Linking Summaries: clarify ambivalence and reflect on previously discussed items.
 - ▶ “I am confused....
- ▶ Transitional Summaries
 - ▶ Used toward the end of a session or when moving on to a new topic.



Tools To Help

- ▶ Decisional Balance
 - ▶ Values Clarification
 - ▶ Importance Ruler
 - ▶ Query Extremes
 - ▶ Open-ended questions that lead to extreme positive or extreme negative
 - ▶ Value Exploration
 - ▶ Looking Back
 - ▶ Looking Forward
- 



Summary: An MI Prayer

*Guide me to be a patient companion,
to listen with a heart as open as the sky.
Grant me vision to see through her eyes
and eager ears to hear her story.*

Create a safe and open mesa on which we may walk together.

Make me a clear pool in which we may reflect.

*Guide me to find in her your beauty and wisdom,
knowing your desire for her to be in harmony:*

healthy, loving, and strong.

*Let me honor and respect her choosing of her own path,
and bless her to walk it freely.*

*May I know once again that although she and I are different,
yet there is a peaceful place where we are one.*

William Rollnick, 2012

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