Motivational Interviewing: Brief Overview

**Spirit and Guiding Principles**
*Express empathy*
1. Collaborate with the person.
2. Support autonomy and self-efficacy.
3. Evoke a person’s own reasons to change.

**Goals:**
Explore and resolve ambivalence about change. Increase confidence about making a change.

**Key Techniques**
- Ask permission to give advice.
- Talk less, listen more.
- Use more open than closed questions.
- Affirm strengths, intentions, efforts, choice.
- Reflect back and summarize what you hear.

**You are not listening to me when:**
- You say you understand.
- You say you have an answer before I finish telling you my story.
- You cut me off before I have finished speaking.
- You finish my sentences for me.
- You tell me about yours or another person’s experiences, making mine seem unimportant.
- Your response is not consistent with what I said.

**You are listening to me when:**
- You really try to understand, even if I am not making much sense.
- You grasp my point of view, even when it’s against your own view.
- You allow me the dignity of making my own decisions, even when you feel they may be wrong.
- You do not take my problem from me but allow me to deal with it in my own way.
- You hold back the desire to give advice (or only offer it with permission).
- You give me room to discover what is really going on.

(Author unknown)

**BE CURIOUS**

*Ask about:*
- Goals and values
- Strengths and challenges
- Reasons to change or not change
- How they see and understand the situation

**LISTEN FOR CHANGETALK**

*Change Talk:*
- **Desire**
- **Ability**
- **Reasons**
- **Need**

**REMEMBER:**
Commitment is necessary for change to happen.
To get someone talking about change:

**Ask for it!**

- Why might you want to make this change?
- If you decided to change, how would you do it?
- What would be the best reasons to change?
- How will your life be better if you change?

**Explore pros and cons...of the behavior and of changing**

- What are the good things about smoking?
- ...and what are the not so good things about smoking?

**...and then reflect back**

- So, on the one hand...
- And on the other hand...

**Assess importance and confidence**

- On a scale from 0-10, how important is it to you to __________?
- On a scale from 0-10, how confident are you that you will be able to _______

0-10 Ruler to Assess Importance and Confidence:

```
0  1  2  3  4  5  6  7  8  9  10
```

**Followed by:**

- “What makes you a 4?” (for importance)
- “What would help you feel more confident?” (for confidence)
# Self-Communication Evaluation

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Reflection (What did you do well – what could you have done better?)</th>
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<tbody>
<tr>
<td>I contacted my “client” and arranged a time to meet.</td>
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<tr>
<td>I introduced myself and asked the client about their problem.</td>
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<tr>
<td>I helped the client identify ONE health behavior that they could change/I helped my client identify ONE action they can take to help themselves.</td>
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<tr>
<td>I asked permission before offering advice</td>
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<tr>
<td>I assessed the clients perceived importance of behavior change</td>
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<tr>
<td>I asked the client their perceived pro’s &amp; con’s of changing their behavior</td>
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<tr>
<td>I assessed my clients confidence in changing their behavior</td>
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<tr>
<td>I offered tools to help my client with their behavior change</td>
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<tr>
<td>I remembered to asked open-ended questions</td>
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<tr>
<td>I used parroting/summarizing/and reflection of feeling techniques</td>
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<td>I summarized what we talked about and implemented the teach-back method</td>
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<tr>
<td>I scheduled a follow-up appointment</td>
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<tr>
<td>I demonstrated appropriate non-verbal facial cues that made me feel comfortable</td>
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</tbody>
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Motivational Interviewing

Ten Strategies for Evoking Change Talk

1. **Ask Evocative Questions:** Ask open question, the answer to which is change talk.

2. **Explore Decisional Balance:** Ask first for the good things about status quo, then ask for the not-so-good things.

3. **Ask for Elaboration:** When a change talk theme emerges, ask for more details. In what ways? Tell me more…? What does that look like?

4. **Ask for Examples:** When a change talk theme emerges, ask for specific examples. When was the last time that happened? Give me an example. What else?

5. **Look Back:** Ask about a time before the current concern emerged. How were things better, different?

6. **Look Forward:** Ask what may happen if things continue as they are (status quo). Try the miracle question: If you were 100% successful in making the changes you want, what would be different? How would you like your life to be five years from now?

7. **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?

8. **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 _____ [lower number than they stated]? What might happen that could move you from ___ to [higher number]? 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 confusing because it combines competing components of desire, ability, reasons and need.

9. **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?

10. **Come Alongside:** Explicitly side with the negative (status quo) side of ambivalence. Perhaps ______ is so important to you that you won’t give it up, no matter what the cost.
Signs of Resistance to Change

Arguing
- Challenging
- Discounting
- Hostility

Interrupting
- Talking over
- Cutting off

Ignoring
- Inattention
- Non-answer
- No response
- Sidetracking

Denying
- Blaming
- Disagreeing
- Excusing
- Claiming impunity (no consequences)
- Minimizing
- Pessimism
- Reluctance
- Unwilling to change