

Motivational Interviewing Basics

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CHANGE



Why Don't People Change?

Think of a behavior in your life that if you changed it, your life would be better.

Why Don't You Make the Changes?

- I don't want to
- It would be hard
- I don't know if I could change
- I've tried in the past and failed

Change Facts

You can't change anyone but yourselves

Change is hard work

Behavior change takes time and is a process

Change requires motivation and willingness

Motivation to change is behavior specific

Change Factors

- **Importance** – is must be a priority
- **Autonomy** – own the decision to change. “I chose to do this.”
- **Competence** – believe they can make the change. “I can do this”
- **Relatedness** – people to support the client’s change. People tend to behave like those they associate with. Relationship between coach and client





Client motivation, retention and outcome vary with the particular Coach to whom they are matched.



Coach's style strongly drives participant resistance (confrontation drives it up, empathetic listening brings it down.)



The Coach is one of the biggest determinants of Client's motivation and change.

Coach/Client Relationship and Change

Coach/Client Relationship and Change

- You don't have to *make* change happen.
 - You can't.
- You don't have to come up with all the answers
 - You probably don't have the best ones.
- You're not wrestling
 - You're dancing (waltzing)



Why Motivational Interviewing?



An evidence-based practice



Shows a deep respect for the
wisdom of other

Ambivalence and the Righting Reflex

Ambivalence

The coexistence of opposite and conflicting feelings about a given subject, especially as applied to a potential target behavior.

A normal part of preparing for change where a person can remain stuck for some time.

Spiritual Battle

I do not understand what I do. For what I want to do I do not do, but what I hate I do. And if I do what I do not want to do, I agree that the law is good. As it is, it is no longer I myself who do it, but it is sin living in me. For I know that good itself does not dwell in me, that is, in my sinful nature. For I have the desire to do what is good, but I cannot carry it out. For I do not do the good I want to do, but the evil I do not want to do—this I keep on doing. Now if I do what I do not want to do, it is no longer I who do it, but it is sin living in me that does it...Thanks be to God, who delivers me through Jesus Christ our Lord!

(Romans 7:15-20, 25)

Righting Reflex

The righting reflex is a very natural temptation practitioners experience to set a client right or “fix” him/her in some way that the client is fundamentally capable of doing on his/her own.

Righting Reflex

When struggling with the righting reflex, what do you tend to do?

- Give advice
- Provide solutions
- Provide a next step

Response to Righting Reflex

- **Angry** – agitated, annoyed, irritated, not heard, not understood
- **Defensive** – discounting, judging, justifying, oppositional, unwilling to change
- **Uncomfortable** – ashamed, overwhelmed, eager to leave
- **Powerless** – passive, discouraged, disengaged



Righting Reflex RULE

R

Resist the righting reflex

U

Understand and explore the person's own motivations

L

Listen with empathy

E

Empower the client



Christian


- Pray for the client
- Let the Holy Spirit work in their life – you are not the Holy Spirit
- Teach Biblical truth when needed

MI Definition


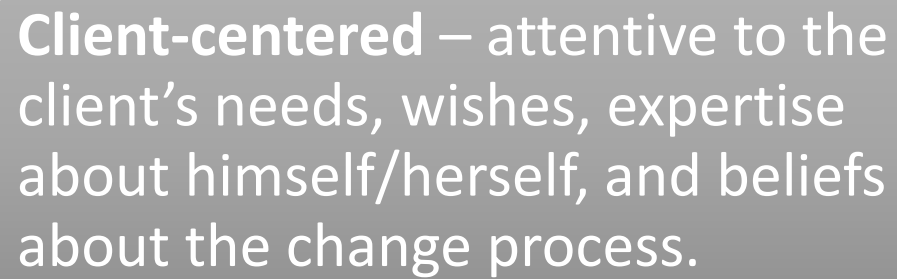
Motivational interviewing is a person-centered counseling style for addressing the common problem of ambivalence about change.

MI Description

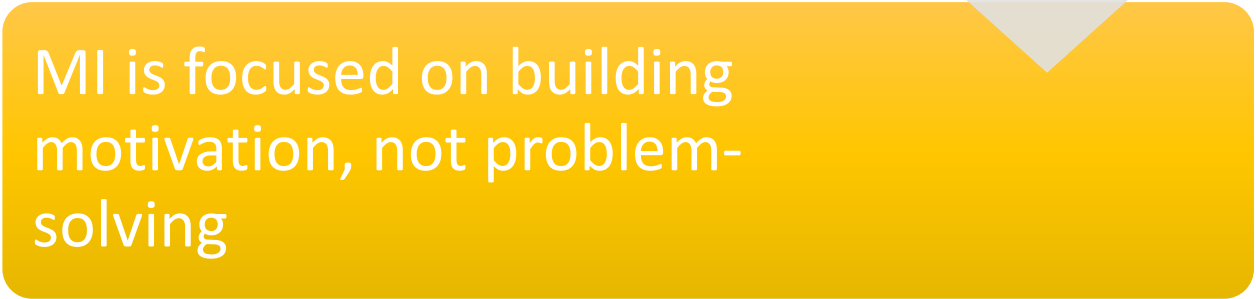
Directive – guided by the Coach toward specific behavior change



Client-centered – attentive to the client's needs, wishes, expertise about himself/herself, and beliefs about the change process.



MI is focused on building motivation, not problem-solving



Motivational Approaches/Characteristics

Directive/Confrontation

- Heavy emphasis on the client accepting they have a problem.
- Emphasis on labels such as 'addict', 'sex offender'
- Resistance is seen as 'denial'
- Resistance is met with argument and persuasion.
- The interviewer decides what the goals are and how to reach them.

Motivational Interviewing

- Emphasis on empathy and gradually building internal desire to change.
- Focus on behavior and believe that change is possible.
- Reluctance to change is a normal part of the change process.
- Argument and resistance is partly a response to the interviewer's style.
- Joint agreement of goals and agenda.

Response to MI

Engaged – interested, cooperative, liking the coach,
ready to keep talking



Empowered – able to change, hopeful, optimistic



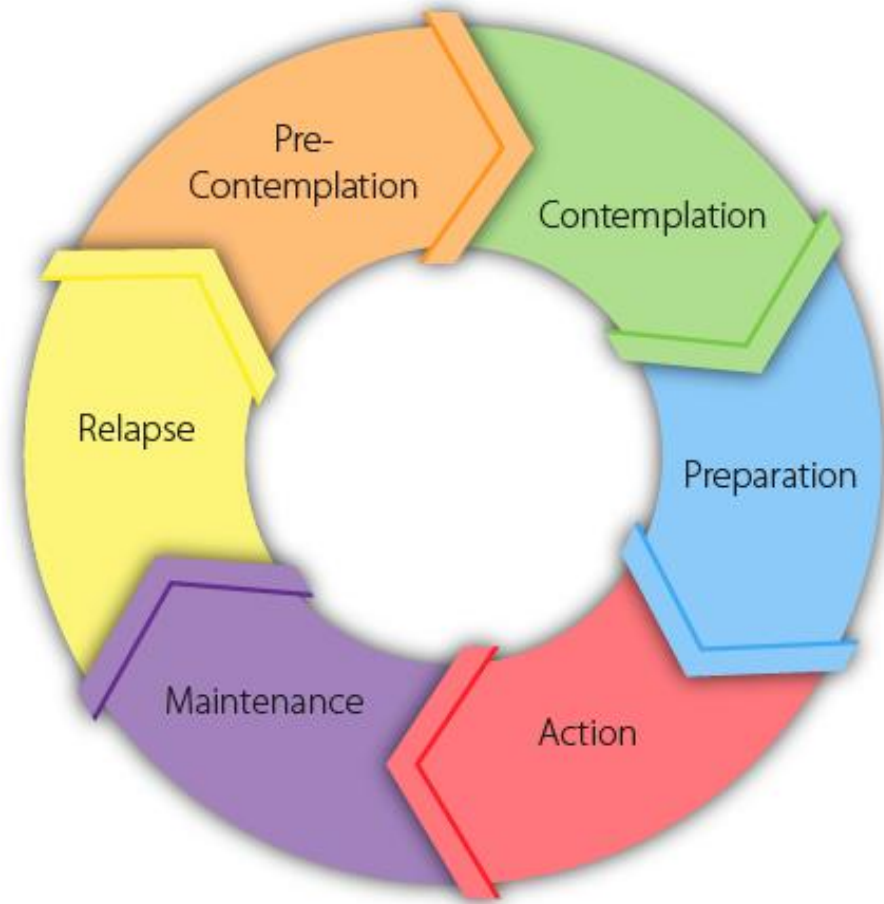
Open – accepted, comfortable, safe, respected



Understood – connected, heard, listened to

Stages of Change

Prochaska Model
of behavioral change



Pre- Contemplation

- “I haven’t got a problem, it is just others who disapprove.”
 - Strategies
 - Build rapport and trust
 - Increase problem awareness
 - Raise sense of importance of change

Contemplation

- “I might want to change but I’m not sure.”
 - Strategies
 - Acknowledge ambivalence (mixed feelings) about change
 - Explore discrepancy between present behavior and personal values or goals
 - Discuss pros and cons of change
 - Talk about ways to “experiment” with change

Preparation

- “I want to change and am figuring out how to change.”
 - Strategies
 - Build confidence
 - Talk about timing of change
 - Present information, options, and advice
 - Resist the urge to push; stay at the client’s pace

Action

- “I’ve started making changes and am working on reaching my goals.”
 - Strategies
 - Offer planning assistance
 - Support and encourage efforts to change
 - Develop reachable goals and monitor progress
 - Help develop plans to maintain behavior over time

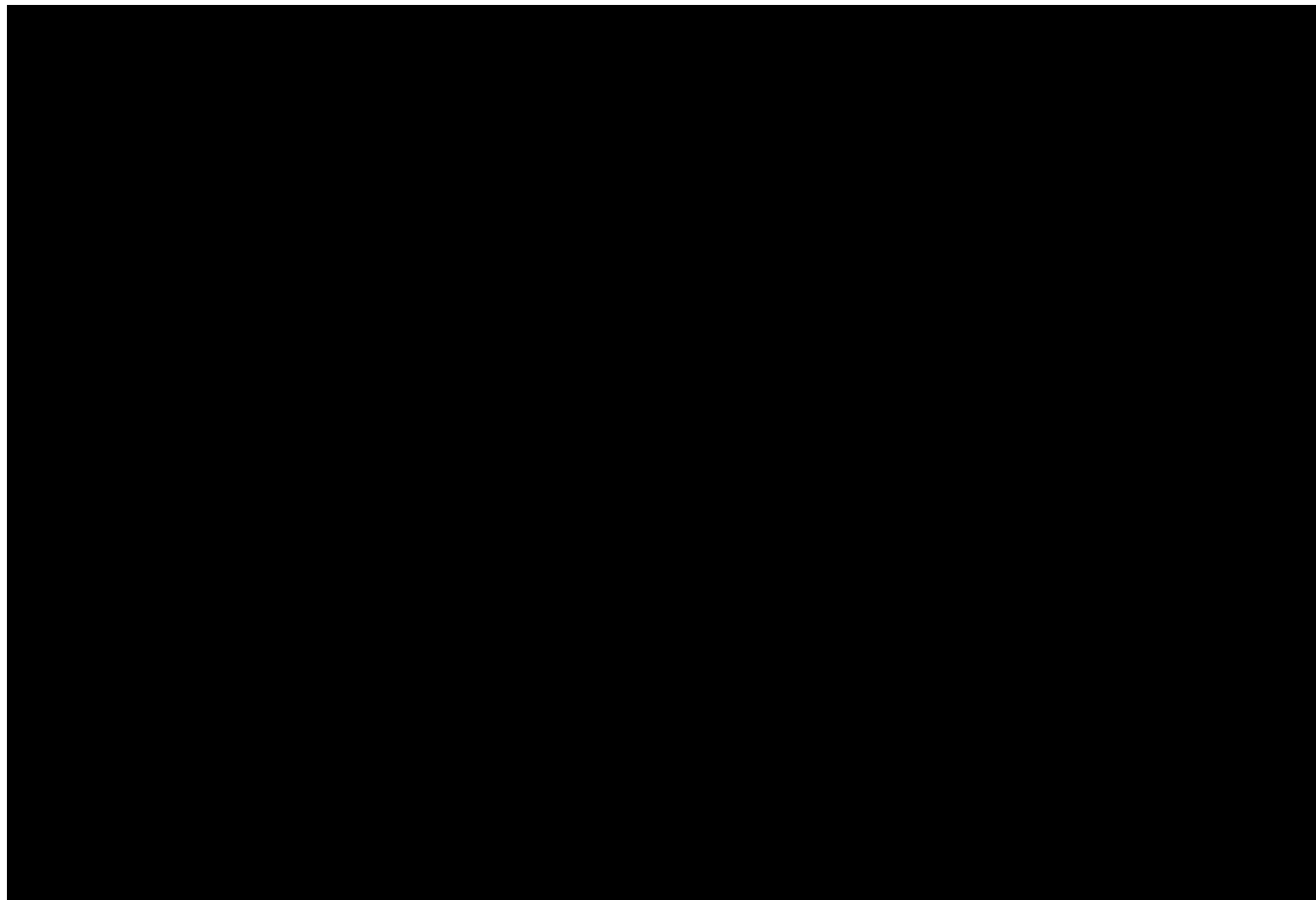
Maintenance

- “I’ve made my changes and behaving this way is normal for me now.”
 - Strategies
 - Support and encourage behavior change
 - Talk about possible trouble spots
 - Develop plans to manage relapse triggers

Relapse (set back)

- “I’ve fallen back, now all is lost.”
 - Strategies
 - Address relapse, but do not add to feelings of shame.
 - Assess and discuss what went wrong.
 - Raise importance or confidence for another attempt
 - Focus on successes and what worked

MI Video Example



Reflections/Observations

Empathetic

Rolled with
resistance

Provided
Reflections

Asked open-
ended
questions

Provided
affirmations

Summarized

Empowered

Provided
information
when asked

Directed
Conversation

Stayed
Focused

Listened for
Change Talk

Fundamental Motivational Interviewing Skills: OARS


Open Ended Questions





Closed Questions

- Have a short answer (like Yes/No)
- Ask for specific information
- Might be multiple choice
- Limit the Client's answer options



Open Questions

- Begin with “What,” “How,” “Tell me more about,” “Describe”
 - Encourage the Client to talk
 - Do not invite a short answer
 - Leave broad latitude for how to respond

Affirmations



AFFIRM EFFORT OR
ACHIEVEMENT



CATCH THEM DOING
SOMETHING RIGHT

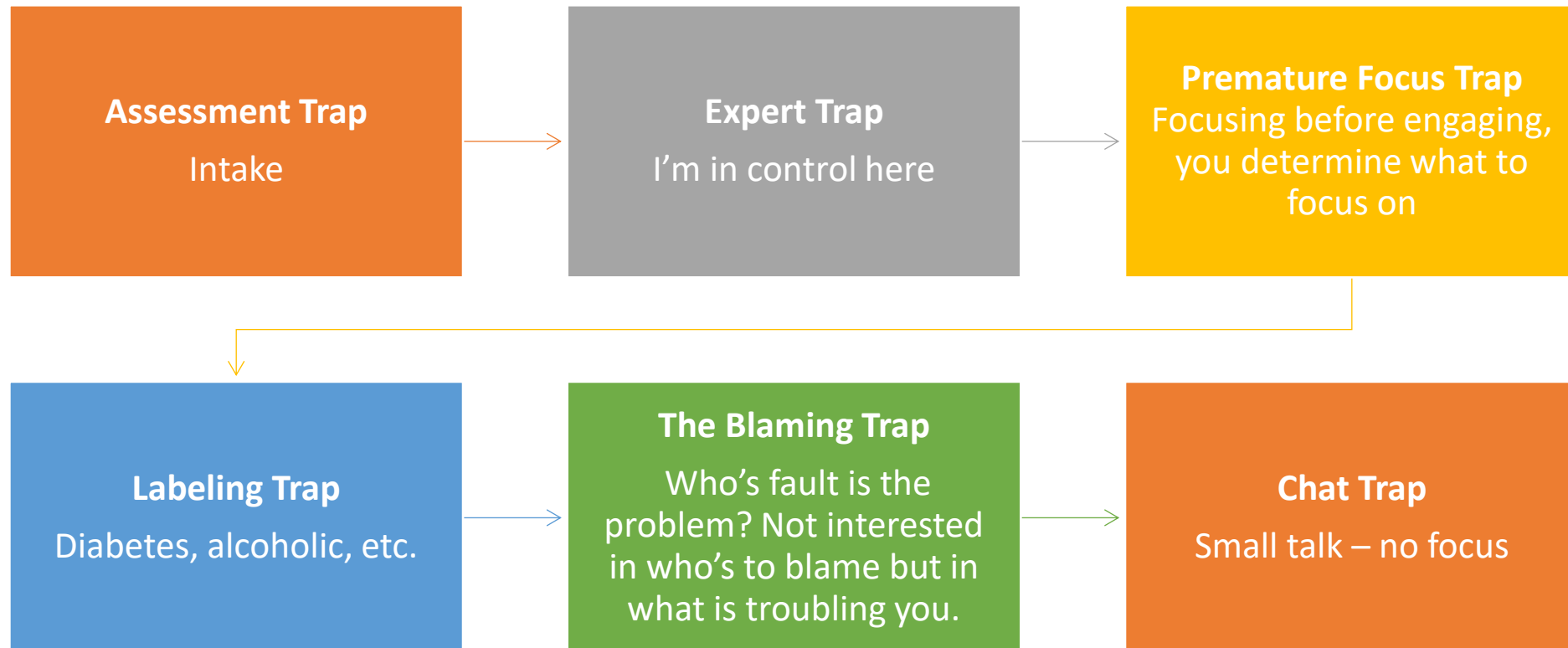


CAN RECOGNIZE A
STRUGGLE



EMPHASIZES A
STRENGTH

Traps to Avoid



Listening

- Nonverbal
 - Undivided attention – good eye contact – sit at an angle
 - Mirror emotional expression – except anger – respond with concern and calmness

Reflective Listening

A hypothesis (guess) about speaker's meaning

A statement to convey understanding

Intonation down

Short stems

- So ...
- Sounds like ...
- So you ...
- Seems like ...
- Its like ...
- You feel ...

Levels of Reflection

Simple

- Reflects content
- May paraphrase or re-state

Complex

- Reflects a deeper level
- Can reflect what has not been said
- Feeling/Meaning/Metaphor
- Helps client better understand what they have said
- Can help guide the conversation

Exercise: Reflection

For each statement,
develop a simple and
complex reflection.

1. "I don't really like the
AA meetings. The
people I meet are not
people I would hang
out with."

2. "Nobody will hire me
with a felony."

3. "This program has
too much 'Jesus' in it."

Summaries

01

Collect material
that has been
offered

02

Link something just
said with
something
discussed earlier

03

Draw together
what has happened
and transition to a
new task

Summarizations

Set up 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 ...”

Exercise (group of 3)

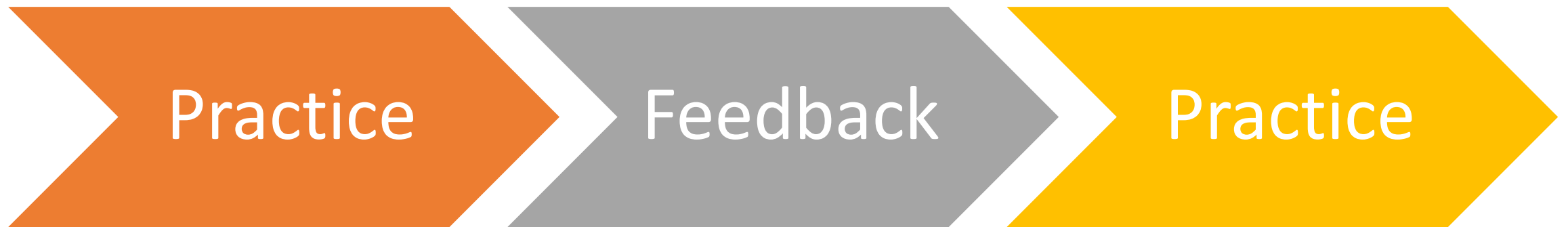
Client – What is a behavior in your life that if you changed it, your life would be better?

Coach – Applies OARS: Goal is engagement

Observer/Timer – 5 minutes – ask for summary

Debrief – Coach – what he/she did well. Client – how he/she felt. Observer – what the coach did well

Motivational Interviewing is a Skill





Questions?