An Introduction to Using Motivational Interviewing Skills

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An Introduction to Using Motivational Interviewing Skills

Helping Clients Identify And Set Goals

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Dedicated to all who are weary...

of trying to advise, entice, convince, coax, cajole, persuade, sweet-talk, smooth-talk, guilt-trip, bribe, manipulate, or otherwise...get people to change

Motivational Interviewing

"A client-centered, goal-oriented method for enhancing intrinsic motivation to change by exploring and resolving ambivalence"

Or...

Helping people talk themselves into changing

Why MI?

- Evidence-based practice
- Effective across populations and cultures
- Applicable to wide range of professional disciplines
- Effective in briefer and longer encounters
- Counters myth of the unmotivated client
- Actively involves individuals in own care

Spirit of Motivational Interviewing

• Collaborative - a partnership, honors client's expertise and perspectives

• Evocative - resources and motivation presumed to reside within the client

• Empowering - affirming of client's right and capacity for self-direction, facilitates informed choice

Four Guiding Principles

R: Resist the righting reflex

U: Understand your patient's motivations

L: Listen to your patient

E: Empower your patient

Why do people change?

Client motivation is key to change...

and client motivation is greatly influenced by the provider

Three Critical Components of Motivation

Ready - a matter of priorities

Willing - importance of change

Able - confidence to change

Education is Not Enough

- Knowledge-based education is important but not sufficient for sustained behavior change
- Interventions that address emotional and behavioral issues are more effective than those that focus only on knowledge and technical skills

Motivation

Involves external and internal factors

- Multi-dimensional
- Fluctuates, not static
- Influenced by relationships
- Can be elicited and enhanced

Three Core Communication Skills

Asking

Listening

Informing



OARS The Basic Tools of Motivational Interviewing

- Open Questions
- Affirmations
- Reflective Listening
- Summaries

Motivational Interviewing is <u>not</u> a series of techniques for doing therapy but instead is a way of being with patients.

OARS: Open Questions

• Be curious, invite story

Focus on seeking to understand

- Keep questions clear and short
- Avoid negating open questions with closed ones – e.g. How is it going? Have you been taking your medications?

OARS: Affirmations

 Statements that recognize individual's strengths, personal qualities, core values

Build confidence in ability to change

Must be congruent and genuine

Not the same as praise

Reflective Listening

"Reflective listening is the key to this work. The best motivational advice we can give you is to listen carefully to your clients. They will tell you what has worked and what hasn't. What moved them forward and shifted them backward. Whenever you are in doubt about what to do, listen."



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Reflective Listening

Every reflection opens a possibility

The speaker may correct, verify, add or refine

Summarizing "Let me see if I understand thus far..."

- Special form of reflective listening
- Ensures clear communication
- Use at transitions in conversation
- Be concise
- Reflect ambivalence
- Accentuate "change talk"

Commitment to Change comes from Two Interacting Elements

- Conviction: the person has beliefs about the importance of change
- Confidence: the person has beliefs and expectations about their skill and capacity to promote and maintain change

How Change Happens

"Habit is habit, and not to be flung out the window... but coaxed downstairs a step at a time.

Mark Twain

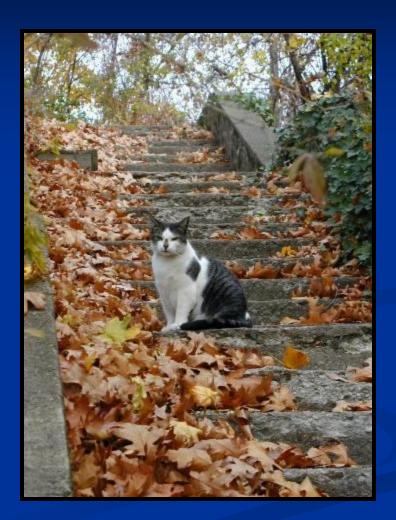


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The Change Process

- Ambivalence is normal
- Resistance happens; not a force to overcome
- The other person is an ally, not an adversary
- Recovery, change, growth are intrinsic to human experience

Eliciting Change Talk

Change talk – client speech that favors movement in the direction of change

How to Elicit Change Talk

- Ask evocative questions
- Ask for examples
- Ask for elaboration
- Query extremes
- Look back look forward
- Explore goals and values

Ambivalence: The Dilemma of Change

"My sweet tooth says I want to, but my wisdom tooth says no"

1930's Fletcher Henderson tune

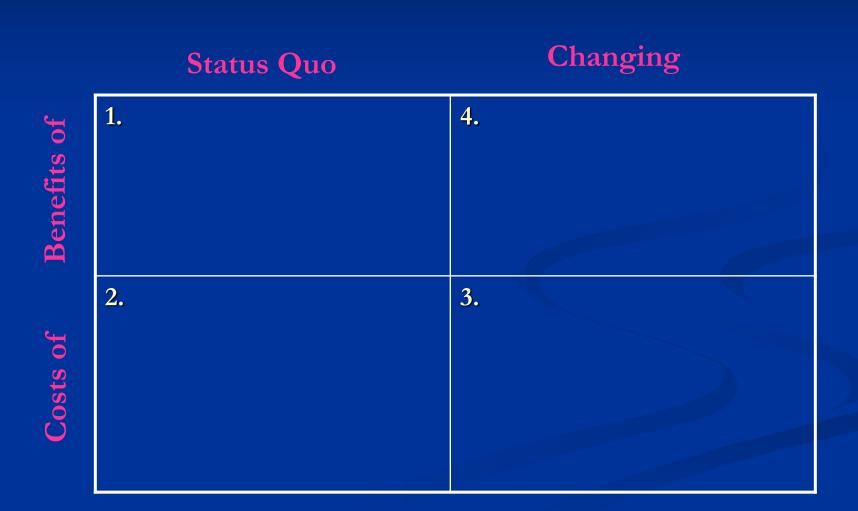
"I'm so miserable without you, it's almost like you're here."

Unknown country & western song

Ambivalence "I want to, but I don't want to"

- Natural phase in process of change
- Problems persist when people "get stuck" in ambivalence
- Normal aspect of human nature, not pathological
- Ambivalence is key issue to resolve for change to occur

Exploring Ambivalence: Benefits and Costs



Sounds like...

- I can't figure out what to do about...
- I think I should get tested, but...
- I can't make up my mind whether to...
- On the one hand...on the other hand...
- It scares me to take all these medicines, but I suppose...
- I know I'd be better off if...
- If only it weren't such a hassle to...

Resistance

A signal, information

Influenced by clinician responses



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Looks and sounds like...

Unengaged posture

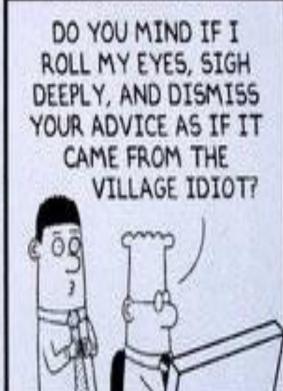
• Yes, but...

Arguing

Refusing

Giving Advice







Building Confidence

- Review past successes
- Define small steps that can lead to success
- Problem solve to address barriers
- Provide tools- strategies, resources, teach skills
- Attend to the progress and use slips as occasions to further problem solve rather than failure

Bearing Hope

"People who believe they are likely to change do so. People whose counselors believe that they are likely to change do so. Those who are told that they are not expected to improve indeed do not."

Thank You

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