

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”

Miller & Rollnick, 2002

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

Bodenheimer, 2002; Funnell and Anderson, 2003; Norris et al, 2002; Piette, 2001;
Wolf et al, Cochrane Review; Valk et al, Cochran Review

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



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OARS

The Basic Tools of Motivational Interviewing

- Open Questions
- Affirmations
- Reflective Listening
- Summaries

Motivational Interviewing is not 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



Photo © Sharon Morrison

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

Status Quo

Changing

Benefits of
Costs of

1.	4.
2.	3.

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.”

Miller & Rollnick, 2002

Thank You

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