

Building skills in
**MOTIVATIONAL
 INTERVIEWING**
 helping people change

t think • teach • transform **ken kraybill**

MI is...

A personal taste of MI

Dilemma/concern?
 What's okay about status quo? What's not?
 If no change, what would be at stake?
 If change, your reasons?
 If change, how...to be successful?
 How important?
 How confident you *could* change?
 If change, who/what could help?
 If change, next step(s)?

MI is about facing forward...
 coming alongside someone and
 facing the person's future together

Stephen Rollnick

When practicing MI, "you don't
 need to be clever and complex,
 just interested and curious. An
 uncluttered mind helps."

Miller & Rollnick, 2013, p. 61

What would you
 say next...?


"You have just explained to a
 fifty year old patient why it's
 recommended that he be
 screened for colon cancer."
 The man replies...

"I take good care of my health and
 don't have a family history, so I
 don't see why I need to be
 screened."
 Respond with a *statement* that shows
 you are listening.
 Respond with a helpful question.

"I have way too many issues in my life right now to have to worry about one more thing."

Respond with a *statement* that shows you are listening.

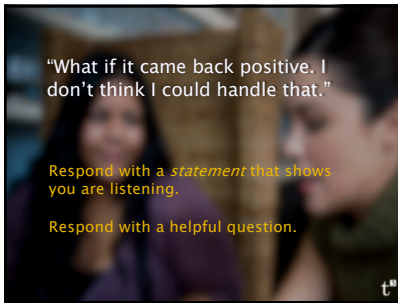
Respond with a helpful question.



"What if it came back positive. I don't think I could handle that."

Respond with a *statement* that shows you are listening.

Respond with a helpful question.



"No way! I have no interest in doing that. End of conversation!"

Respond with a *statement* that shows you are listening.

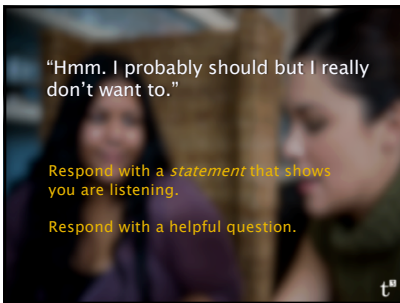
Respond with a helpful question.



"Hmm. I probably should but I really don't want to."

Respond with a *statement* that shows you are listening.

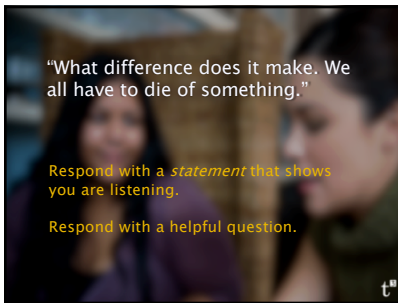
Respond with a helpful question.



"What difference does it make. We all have to die of something."

Respond with a *statement* that shows you are listening.

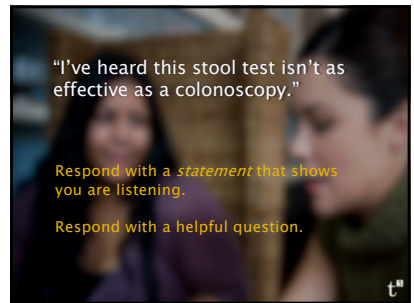
Respond with a helpful question.



"I've heard this stool test isn't as effective as a colonoscopy."

Respond with a *statement* that shows you are listening.

Respond with a helpful question.



"What would you do if you were in my shoes?"


Respond with a *statement* that shows you are listening.

Respond with a helpful question.



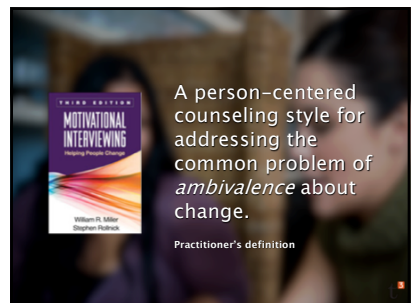

A collaborative conversation style for strengthening a person's own motivation and commitment to change.

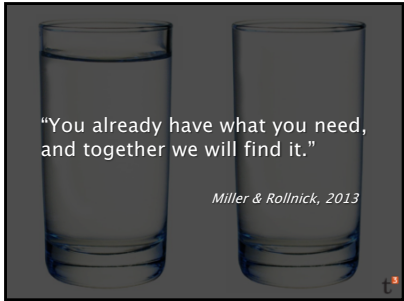
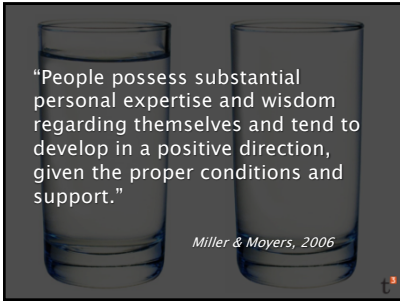
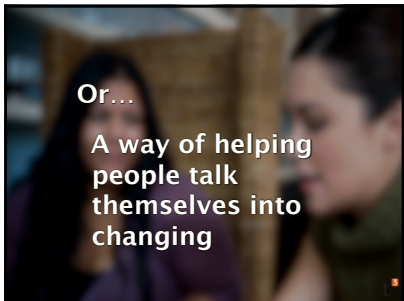
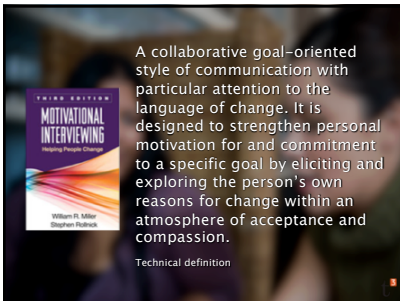
Lay definition

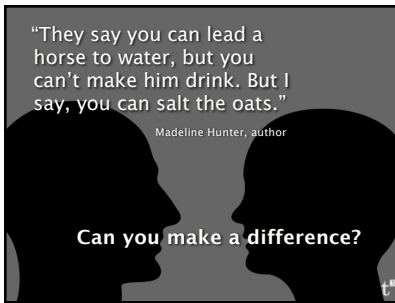



A person-centered counseling style for addressing the common problem of *ambivalence* about change.

Practitioner's definition







Relevance for your work

- Evidence-based practice
- Kindness with skill
- Effective across populations and cultures
- Applicable to range of professional disciplines
- Effective in briefer encounters

Relevance for your work

- Actively involves people in own care
- Improves adherence and retention in care
- Promotes healthy "helping" role for providers
- Instills hope and fosters lasting change

A few things MI is not

MI is not...

- Just being nice to people
- A way of tricking people into what you want them to do
- A technique
- A solution to all clinical problems
- The same as stages of change (TTM)
- Easy to learn

The spirit of MI


A mind-set and heart-set

Elements of MI spirit

- Partnership
- Acceptance
- Compassion
- Evocation


PARTNERSHIP – a collaboration; demonstrating profound respect for the person; both parties have expertise; dancing rather than wrestling; best practices are not done *on* or *to* people, but *with* and *for* them

What partnership looks like...



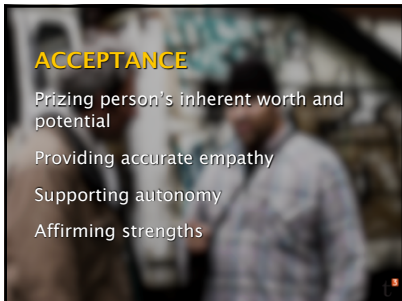
What partnership sounds like...

Would it be all right if we took a look at...?
 How do you feel about...?
 What is your understanding of...?
 I look forward to working together...
 How can I support you in this process?



ACCEPTANCE

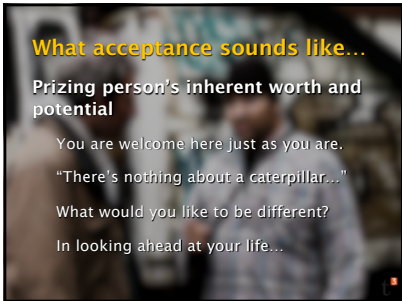
Prizing person's inherent worth and potential
 Providing accurate empathy
 Supporting autonomy
 Affirming strengths



What acceptance sounds like...

Prizing person's inherent worth and potential

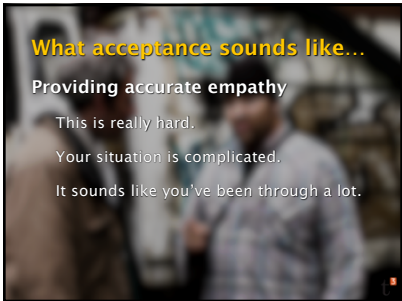
You are welcome here just as you are.
 "There's nothing about a caterpillar..."
 What would you like to be different?
 In looking ahead at your life...



What acceptance sounds like...

Providing accurate empathy

This is really hard.
 Your situation is complicated.
 It sounds like you've been through a lot.



Empathy: The Human Connection to Patient Care

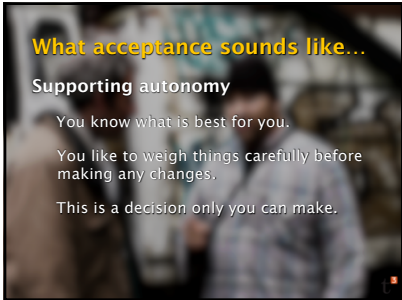
https://www.youtube.com/watch?v=03WUy_q-08



What acceptance sounds like...

Supporting autonomy

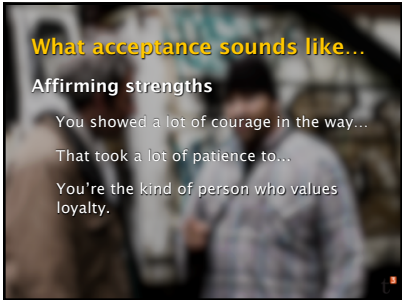
You know what is best for you.
 You like to weigh things carefully before making any changes.
 This is a decision only you can make.



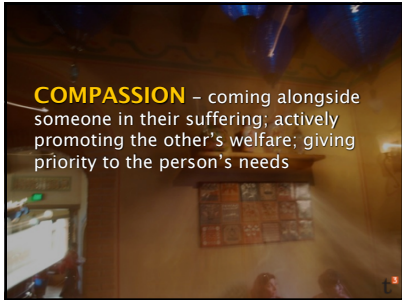
What acceptance sounds like...

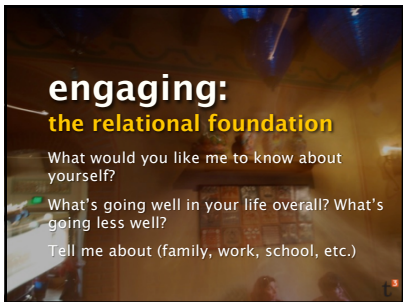
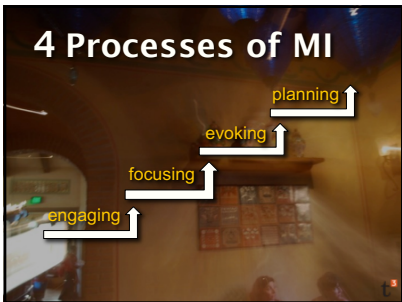
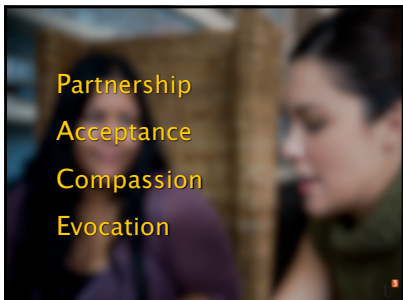
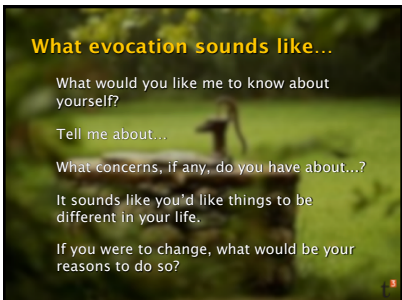
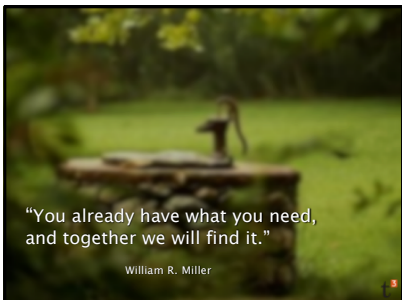
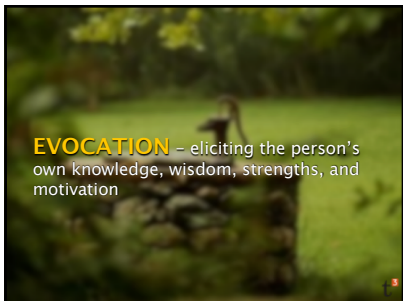
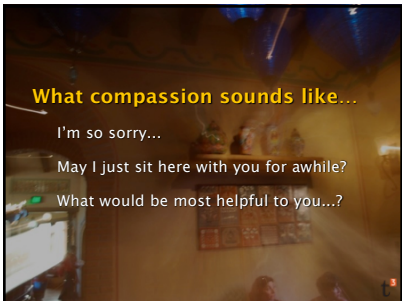
Affirming strengths

You showed a lot of courage in the way...
 That took a lot of patience to...
 You're the kind of person who values loyalty.



COMPASSION – coming alongside someone in their suffering; actively promoting the other's welfare; giving priority to the person's needs





focusing:
the strategic direction

Mutually establish the agenda. Ask what the person wants to focus on. State what you wish to address (if anything).

focusing:
the strategic direction

What would you like to focus on today?
We could discuss A, B, C or something else.
Would it be all right if we took a look at...

evoking:
preparation for change

Tell me a little more about...?
What's working? What's not?

evoking:
preparation for change

If you were to make this change...

What would be your reasons to do so?
What would be your *best* reason?
How might you go about it in order to succeed?

evoking:
preparation for change

How important is it to you to make this change?
How confident are you that you could make this change?

Importance ruler

Assess
On a scale from 0 to 10, how **important** is for you to make this change?

Explore
"What makes you say ___ and not ___ (several numbers lower)?"
"What would it take to move from a ___ to a ___ (next highest number)?"
"How might I or others help you with that?"

Confidence ruler

Assess
On a scale from 0 to 10, how **confident** are you that you could make this change?

Explore
What makes you say ___ and not ___ (several numbers lower)?
What would it take to move from a ___ to a ___ (next highest number)?
How might I or others help you with that?

planning:
the bridge to change

Ask what person plans to do next; assist with developing a change plan; discuss how you and others can provide support

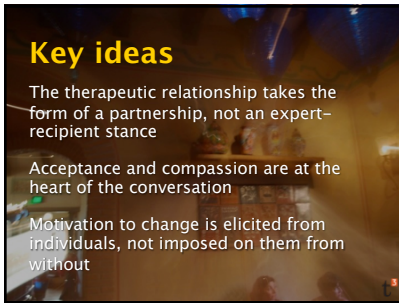
planning:
the bridge to change

What remaining concerns do you have?
What do you think you'll do next?
How might I or others help you with that?



Common responses to being listened to

Safe	Empowered
Feel understood	Hopeful
Want to talk more	Comfortable
Like the counselor	Collaborative
Accepted	Interested
Respected	Open to change
Engaged	Want to come back

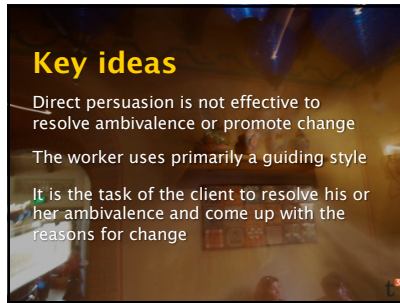


Key ideas

The therapeutic relationship takes the form of a partnership, not an expert-recipient stance

Acceptance and compassion are at the heart of the conversation

Motivation to change is elicited from individuals, not imposed on them from without



Key ideas

Direct persuasion is not effective to resolve ambivalence or promote change

The worker uses primarily a guiding style

It is the task of the client to resolve his or her ambivalence and come up with the reasons for change