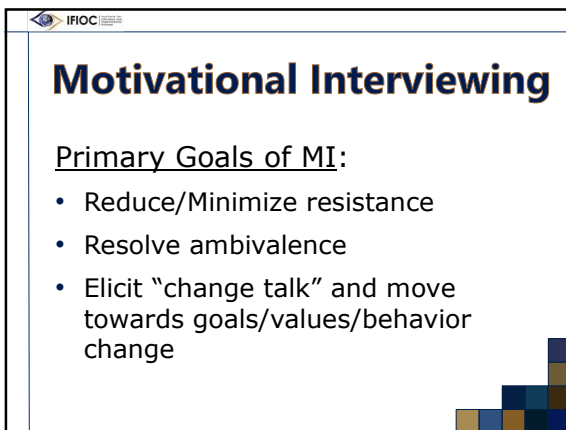




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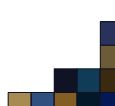
3

IFIOC

700+ Studies on MI Effectiveness

A systematic review that included 72 studies found that motivational interviewing outperformed traditional **advice giving** in 80% of studies.

"Providers who know how to effectively deal with resistance and ambivalence have adherence rates 5x higher than **information giving**."

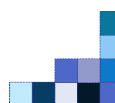


4

IFIOC

MI Intentions

- ▶ Supporting Autonomy & Activation
- ▶ Guiding
- ▶ Expressing Empathy
- ▶ Partnering
- ▶ Evoking

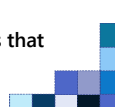


5

IFIOC

Supporting Autonomy & Activation

- Encourages and supports the **client's autonomy and freedom to choose**.
- Engages and affirms the client's self-efficacy and personal agency.
- Works from an assumption that individuals have an innate **desire and capacity for evolution and growth**.
- Operates from a strength-based approach that elucidates and supports the actuation of the client's goals, values, and choices.
- Actively provides meaningful affirmations that support and empower the client.

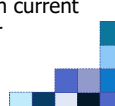


6

IFCC

Guiding

- Navigate the conversation towards the goal of the referral, presenting problem, target behavior or topic of concern.
- Work with the client to elicit insights, ideas, motivations, resources and potential next steps in manner that keeps the session moving forward towards a solution or resolution.
- Help the client remain/regain focus on the long-term goals while effectively moving through current and relevant issues, struggles, situations or barriers.

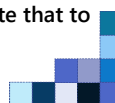


7

IFCC

Expressing Empathy

- Actively listen without judgment.
- Grasp the client's thoughts, feelings, experiences, and perspective.
- Conveys that understanding to the client.
- Includes reflective listening, validating the client's reality.
- Works to understand the client's inner experience and effectively communicate that to the client.




8

IFCC

Partnering

- Fosters a collaborative process with the client.
- Functions as one of two equal partners who are working together towards the client's goals.
- Encourages shared balance of power, wherein the client is the acknowledged expert regarding his life.
- Provides relevant and appropriately timed observations, knowledge, insights, and expertise that supports and advances client outcomes.



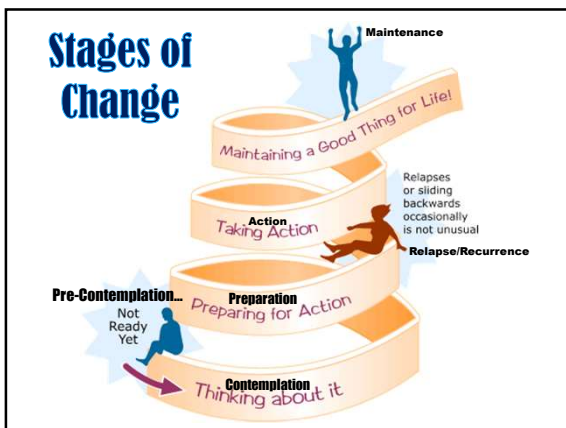
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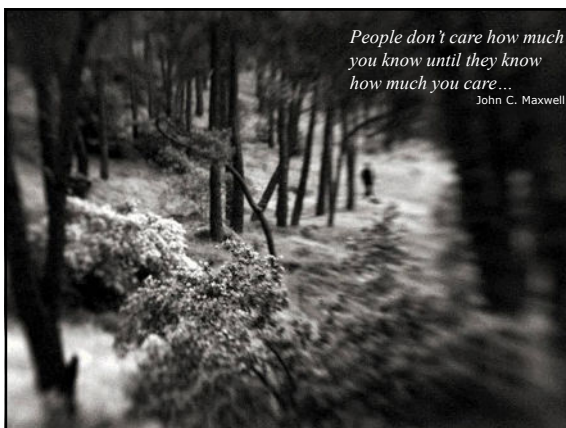
Evoking

- Elicits the client's perspective on his own thoughts, barriers, knowledge, feelings, ideas, motivators, goals, values, and solutions regarding the target behavior and change.
- Operates both from a place of genuine curiosity and from a belief that the motivation for change and the ability to change exists within the client.
- Skillfully elicit, explore, and expand those client perspectives.

10



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12

Equipoise

"Balance of forces or interests"

"Equally supported in a steady position"

"Internal state of equilibrium or balance"

13

'Righting Reflex'

...corrects the orientation of the body when it is taken out of its normal position...

Reaction people have to correct someone/something that is 'wrong'

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Resistance

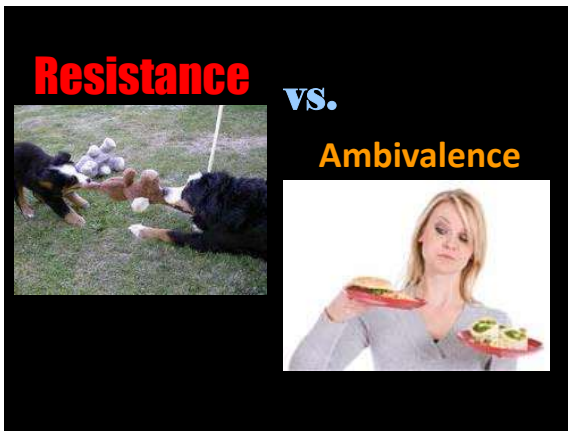
"The force that opposes motion"

- > Not individual - *relationship* oriented
- > Focusing outside the self
- > Message that someone or something else is the problem
- > Context of a relationship or system
- > Lightning rod

15



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IFCC

Strategic Reflections

"With being hospitalized and losing my apartment, I've been feeling more depressed lately. I don't think I need any counseling, I just need help to find a new apartment."

Empathy (How he/she feels)
"This situation has been way harder on you emotionally than you expected it to be."

DIRECTION (What he/she wants)
Finding a safe place to live is a top priority for you, and you are willing to work to find a place and keep it."

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IFCC

Equipoise

Righting Reflex

Speaker: Your thoughts and feelings about any topic you feel strongly about (i.e. healthcare reform, abortion, same-sex marriage, death penalty, prayer in school)

Listener: Primarily reflective listening

NO...

- ✓ agreements
- ✓ disagreements
- ✓ sharing of opinions
- ✓ other "roadblocks"

1. Equipoise
2. Reflections only
3. Strategic Reflections

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FOCUS MOUNTAIN

WHY

Equality Independence Wisdom Integrity Contribution
 Stability Growth Security Trust Freedom Fairness
 Authenticity Legacy Loyalty Peace
 Autonomy Respect Fulfillment Well-Being
 Connection Accomplishment

WHAT/HOW

Family Court Order Children Drunk
 boyfriend Homeless Medication
 Drugs Relationship Mental Illness FOOD Weed WARRANT
 LRA Arrest Abuse COURTS
 GANG HOUSING Assault ITA Parenting
 EMPLOYMENT Mental Health TREATMENT Alcohol Community Service
 Peer Supports SUCIDE girlfriend

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It's not hard to make decisions when you're clear about what your values are...

Roy E. Disney

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4 Types of Talk

- Resistance Talk**
- Sustain Talk**
- Change Talk**
- Commitment Talk**

22

IFCC

Strategically Responding to ST

- Client may have a need to explain the reluctance to change, obstacles related to change, concerns regarding change, stuckness, or desire for status quo.
- Practitioner responds to ST to express empathy, provide validation, or build rapport so that the client feels heard, seen, and understood.
- Amount, strength, and duration of ST decreases or diminishes
- ST is a source to identify and cultivate Change Talk.

Clutch on a manual transmission

23

IFCC

Strategically Responding to CT

- Practitioner strategically evokes, listens for, responds to, and strengthens client statements of desire, ability, reasons, need, commitment, or movement toward change.
- Change talk increases, strengthens, and deepens over the course of the conversation.
- There is curiosity and exploration about how change would occur that increases the exploration of, readiness for, and, possibly, commitment to change.

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SUSTAIN TALK
"I haven't taken my meds for three months because mental health excluded me for some stupid reason."

CHANGE TALK
"I got sick and rescheduled my med appointment which is what they told me to do."

CHANGE TALK & SUSTAIN TALK
"I would love to stop smoking weed, but for some reason I just can't get away from it."

ST CT
"What would it take for you to reconnect with mental health services?"
"And there is part of you that really wants to get back on your meds."
"Are there other reasons you haven't been taking your meds?"
"Mostly it's because you don't like taking your meds."
"How have you thought about following up on that?"
"You are working to hold up your end of the deal."
"So why didn't you follow-up after that?"
"You got sick, that's why you cancelled."

ST CT
"What are some of the reasons you'd like to quit?"
"Getting away from it is still important to you."
"So why won't you just give it another shot?"
"It feels almost impossible to not have it in your life."

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Eliciting Commitment Talk

Evoked, explore, expand Change Talk... work to *strengthen* and elicit **COMMITMENT** to Change:

I will, I'm going to, I plan on, I'm ready, I know I will

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Importance/Confidence Ruler

IMPORTANCE SCALE:
How important is it for you right now to...? On a scale from 0 - 10... what number would you give yourself?

0 _____ 10

CONFIDENCE SCALE:
If you did decide to change, how confident are you that you would succeed? On a scale from 0 -10... what number would you give yourself?

0 _____ 10

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Importance/Confidence Ruler

CONFIDENCE SCALE:
"You are at a six? What would it take for you to move from a six to a seven?"

PLAN:
 The answer is the new **TARGET**
 as part of the overall PLAN

CONTINUE... *"What else would move it..."*

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Change Balloon

Importance Balloon

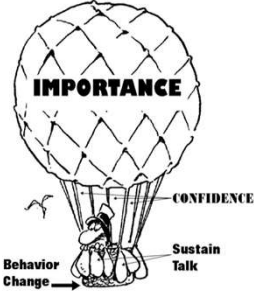
- * Includes the WHY for the client
- * Inflate balloon FULLY by evoking and elaborating on Change Talk

Confidence Cables

- * Strengths, skills, abilities, past success
- * What would be helpful to get you to that goal?


Behavior Change Basket

- * Commitment Talk
- * One thing sure you can do
- * Steps and Plan for Change



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PURSUE



- Affirmations
- Support Self Efficacy
- Reinforce VALUE focus vs. what/how
- Reassess and Revise as needed

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Affirmation

Latin *affirmare*: "to make firm"

Strategically reinforcing...

- ❖ Strengths
- ❖ Healthy coping skills
- ❖ Pro-social:
 - ❖ Thoughts
 - ❖ Beliefs
 - ❖ Values
 - ❖ Behaviors

...in relation to client goals or values.

33

Approve/Praise vs. Affirmation

"I'm sure proud of you, I told you that you could do it and to believe in yourself."

"You have worked so hard to become the role model you have wanted to be for your kids"

"Wow! Good job! I knew you had it in you."

"You knew you had it in you from the beginning and now you can see the progress you have made."

"I'm so glad you figured that out! It shows me that you are taking this process seriously."

"You consistently make it to your appointments, even when it is difficult, because you are so invested in having a better life."

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The graphic is a blue rectangular box divided into two sections. The left section contains the IFIOC logo (a red circle with 'courses by' and 'IFIOC'), the Facebook 'f' logo, and the Twitter bird logo. The right section contains the website URL <http://courses.ifioc.com>, the full name 'Institute for Individual and Organizational Change', the Twitter handle '@IFIOC', and the email address casey.jackson@ifioc.com.

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