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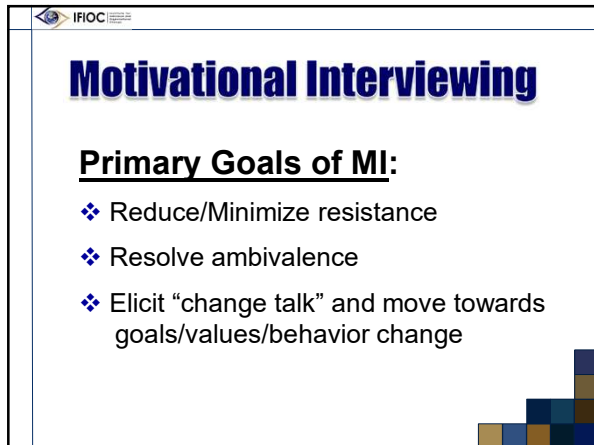
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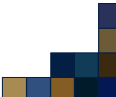
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IFIOC

## 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.



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IFIOC

## Guiding

- **Navigate the conversation towards the goal of the referral, presenting problem, target behavior, or topic of concern.**

*"The client is the captain whose ship may be stuck, off course, struggling to maintain a course, or have no specified course. The client provides information, feedback and insights while the practitioner helps determine, chart, correct, and maintain a clear course by skillfully navigating the conversation towards a path of insight/solution/resolution."*



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IFIOC

## 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.



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IFIOC

## 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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IFIOC

## 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.
- Focuses efforts to skillfully elicit, explore, and expand those client perspectives.

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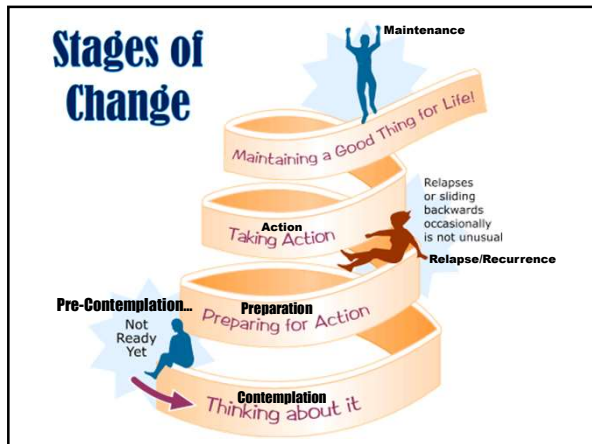
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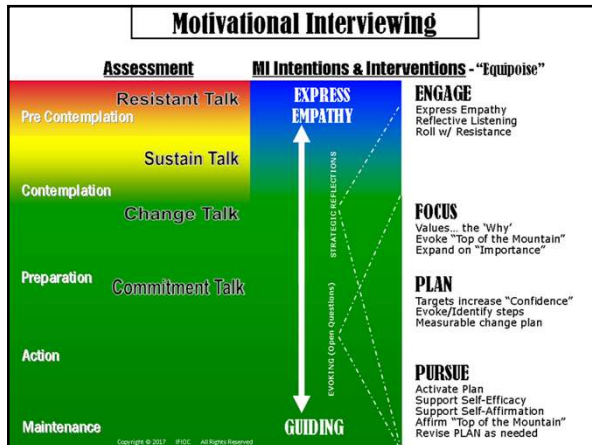
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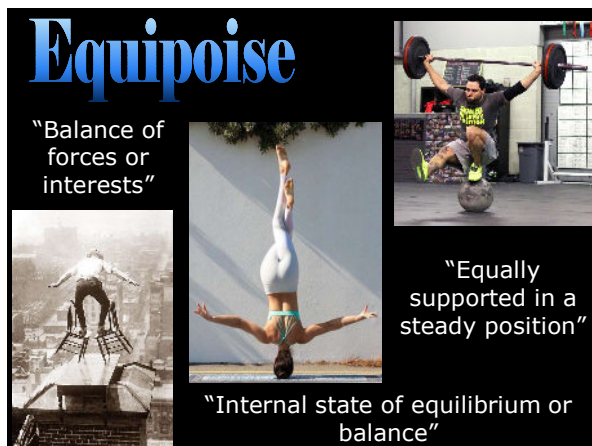
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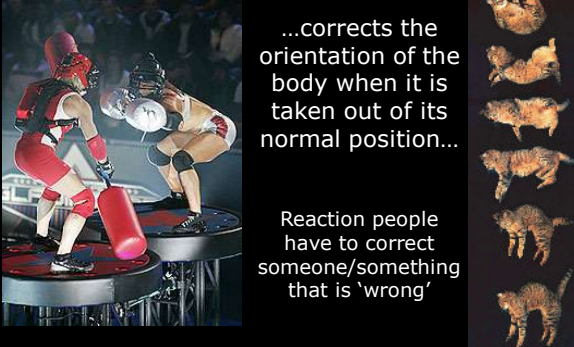
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# 'Righting Reflex'



...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

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## Resistance vs. Ambivalence



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IFIOC

## 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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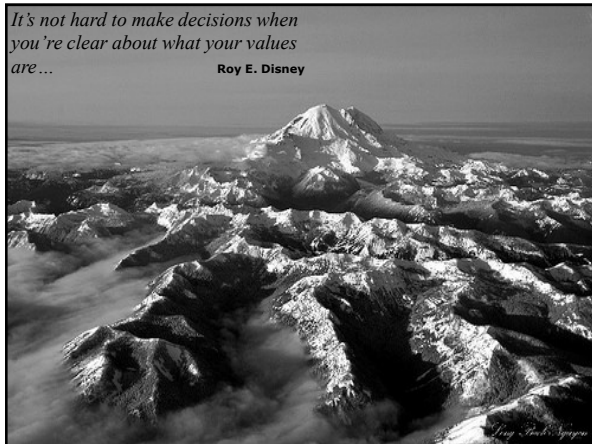
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## Affirmation

Latin *affirmare*: "to make firm"

Strategically reinforcing...

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

...in relation to client goals or values.

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## 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"*

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

*"You knew you had it in you from the beginning and you've proved yourself right."*

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*"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. You show yourself every day how invested you are in yourself."*

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# 4 Types of Talk

**Resistance Talk**

**Sustain Talk**

**Change Talk**

**Commitment Talk**

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**Sustain  
Talk**



**Change  
Talk**

- Any rationale for why behavior is not going to change
- Any message of being stuck or planning on staying the same
- One side of the coin of ambivalence
- Staying with status quo
- Perceptions of inability to change
- Values and/or Goals
- Your sense of his/her "Top of the Mountain"
- Vision of happier and/or healthier
- Hypothetical statements about change
- Problem recognition

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 **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**

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**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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**Strategically Responding...**

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

**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."

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

**CT**  
 "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."

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

**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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**PLAN**  
 3<sup>rd</sup> MI Process

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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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## Change Talk



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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

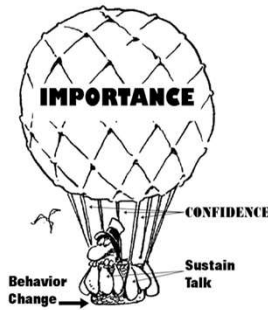
- \* Includes the WHY for the client
- \* Inflate balloon FULLY by evoking and elaborating on Change Talk

## 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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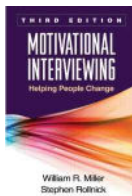
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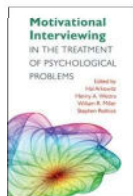
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# Motivational Interviewing



Motivational Interviewing, Third Edition: Helping People for Change by William Miller & Stephen Rollnick



Motivational Interviewing in the Treatment of Psychological Problems by William Miller, Stephen Rollnick, Hal Arkowitz, & Henry Westra



How To Do Motivational Interviewing: A Guidebook for Beginners by Bill Matulich

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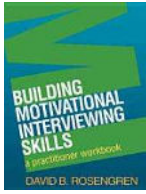
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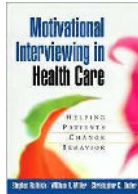
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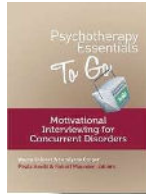
# Motivational Interviewing



Building Motivational Interviewing Skills by David Rosengren



Motivational Interviewing in Health Care: Helping Patients Change Behavior by William Miller, Stephen Rollnick, & Christopher Butler



Psychotherapy Essentials: Motivational Interviewing for Concurrent Disorders by Wayne Skinner and Carolyne Cooper

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The Institute For Individual And Organizational Change

@IFIOC

The slide features a blue vertical bar on the left containing the IFIOC logo (an eye with a globe) and social media icons for Facebook and Twitter. The right side is white with the website URL, full name, and Twitter handle.

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