

John Gilbert
MS, RD, RHC-III, ACSM-CEP®

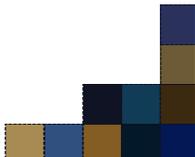
Motivational Interviewing: Evidence-Based Communication to Improve Outcomes



12 Communication Roadblocks

(Thomas Gordon)

1. Ordering, directing
2. Warning, threatening
3. Giving advice, making suggestions, providing solutions
4. Persuading with logic, arguing, lecturing
5. Moralizing, preaching
6. Judging, criticizing, blaming

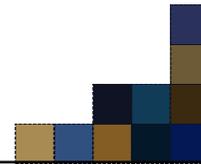




12 Communication Roadblocks

(Thomas Gordon)

7. Agreeing, approving, praising
8. Shaming, ridiculing, name calling
9. Interpreting, analyzing
10. Reasoning, sympathizing
11. Questioning, probing
12. Withdrawing, distracting, humoring, changing the subject

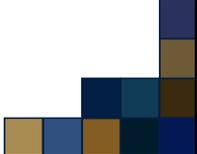




Motivational Interviewing

Primary Goals of MI:

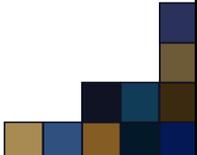
- Reduce/Minimize resistance
- Resolve ambivalence
- Elicit “change talk” and move towards goals/values/behavior change

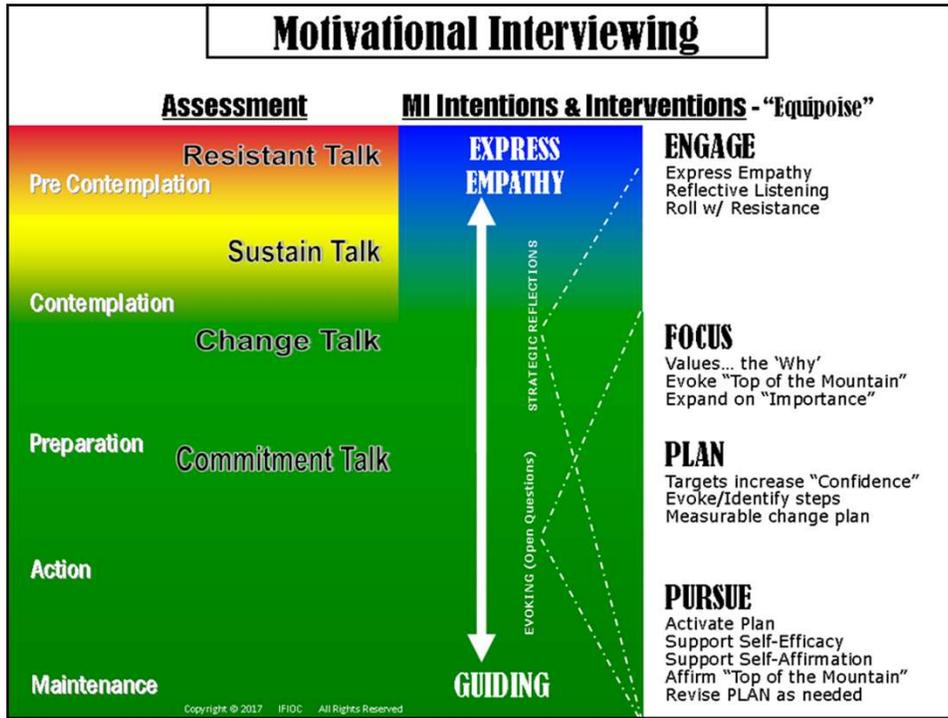


300+ Studies on MI Effectiveness

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.”



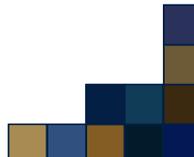


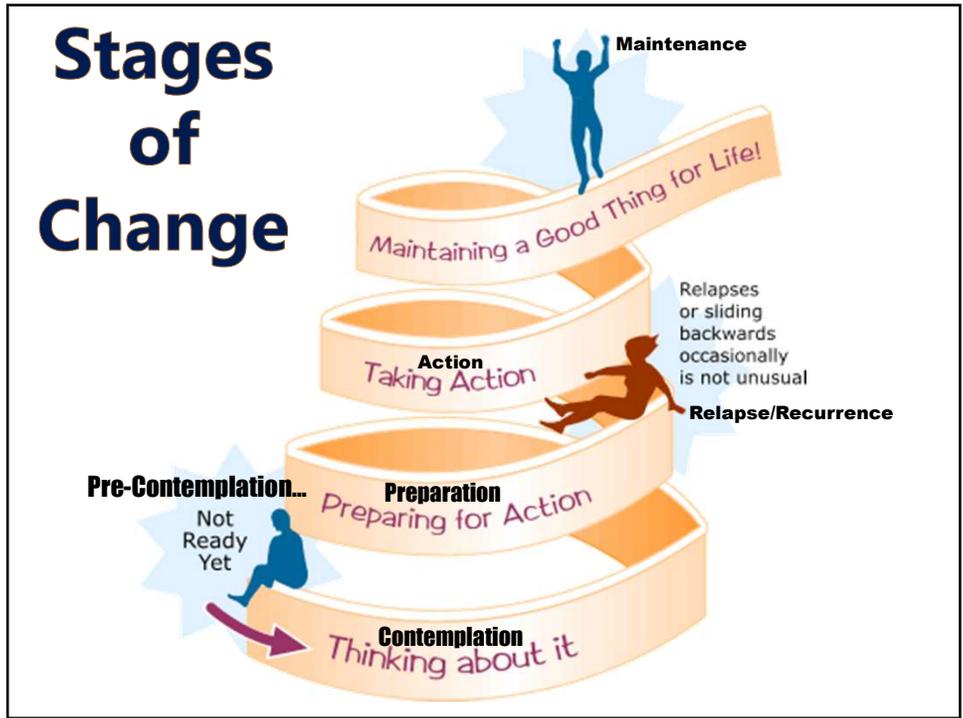


Realities of Change

"He who would learn to fly one day must first learn to stand and walk and run and climb and dance; one cannot fly into flying." Friedrich Nietzsche

- **Most change does not occur overnight**
- **People resist being pushed to change**
- **Contextual: H.A.L.T.**





Cues for Pre-Contemplation

Unaware that a problem exists

Does not intend to change

IGNORES/RESISTS EVIDENCE

Too discouraged to change

Mania Neyestani
Iran

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Pre-Contemplation

CHARACTERISTICS

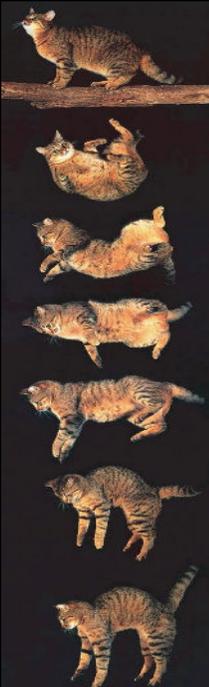
Appear to be hesitant, argumentative, hopeless or in "denial."

TRAP

Natural tendency is to try to "convince" them or push into action



'Righting Reflex'



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

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



Equipoise

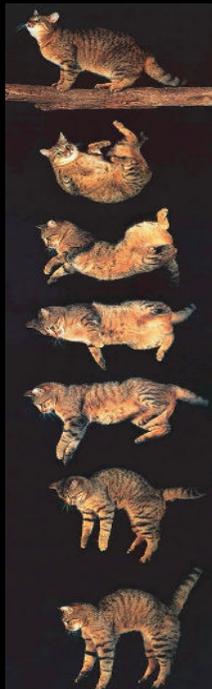
"Balance of forces or interests"



"Equally supported in a steady position"

"Internal state of equilibrium or balance"

'Righting Reflex'



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

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





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

Removing need to defend

“When a person feels accepted for who they are and what they do—no matter how unhealthy or destructive—it **allows them the freedom to consider change** rather than needing to resist it.”

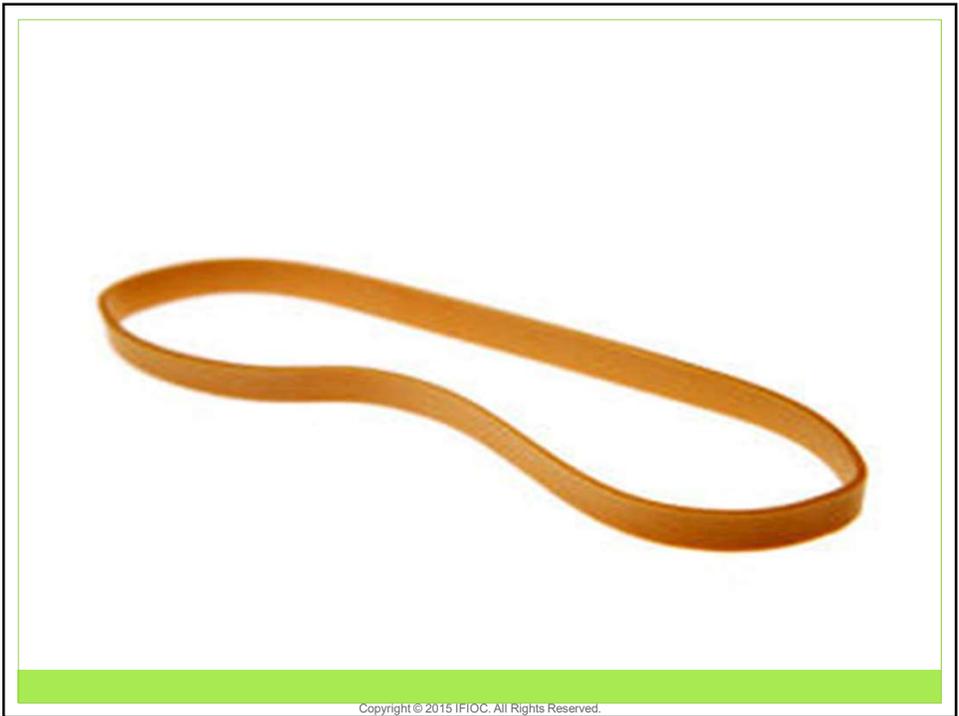
- Steve Berg-Smith on Carl Roger’s Paradox

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Resistance vs. **Ambivalence**



The image is a comparison between two concepts: Resistance and Ambivalence. On the left, under the word "Resistance" in red, is a photograph of two dogs pulling on a rope attached to a toy, representing a physical struggle. On the right, under the word "Ambivalence" in yellow, is a photograph of a woman holding a burger in one hand and a plate of salad in the other, representing a mental conflict between two choices.

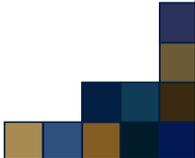


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Contemplation



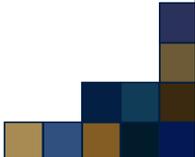
- Aware that a problem exists
- Considering the possibility of change
- Acknowledges concerns with change
- Ambivalent – reasons to change & reasons not to change

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Preparation

- **Plan for change relatively soon**
(aiming within a month)
- **Examining strengths & resources**
- **Setting goals and making commitments**
- **Commitment strengthen**

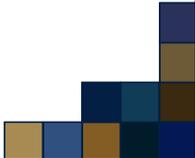


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Action

- **Actively** modifying...
 - Behaviors
 - Emotions
 - Surroundings

...in specific ways
- Working on the actual target behavior



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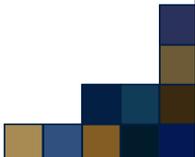
Maintenance

(takes minimum 6 mo Action – up to 2 yrs Action)

“We are what we repeatedly do. Excellence, therefore, is not an act, but a habit.”

Aristotle

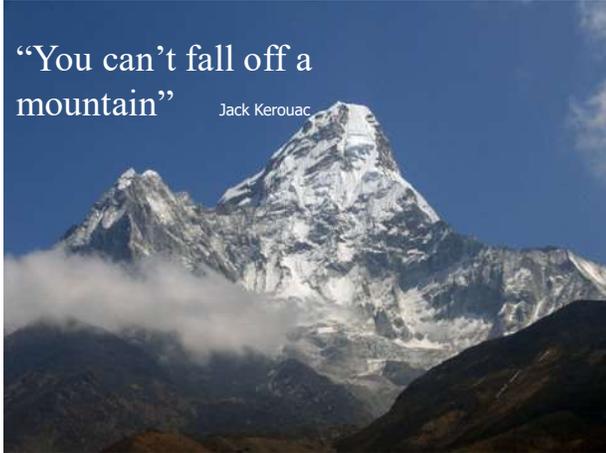
- ❖ Achieved goal and sustaining the gains
- ❖ Continuing healthy strategies
- ❖ Maintaining focus
- ❖ Pursuing new goals





Relapse/Recycle:

A step back, **NOT** a failure



“You can’t fall off a mountain”
Jack Kerouac



Relapse/Recycle:

- Total behavior change in the beginning is rare
- People backslide, even those serious about behavior change
- Triggers exist for all of us (**HALT**)
- Intensity of this stage is **MAJOR** indicator of who’s most invested



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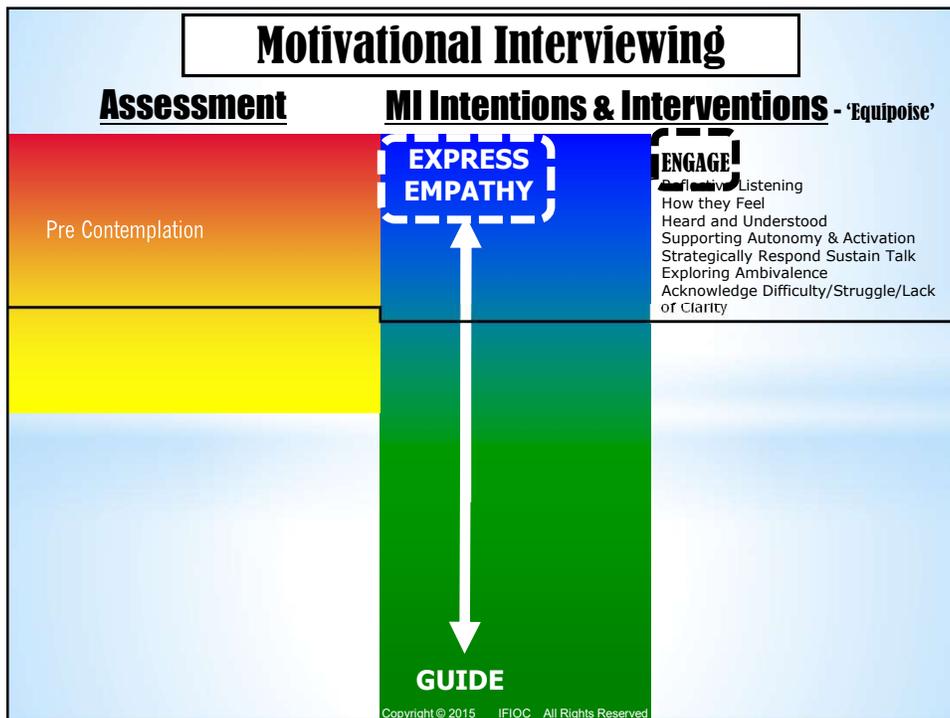
Stages of Change Model

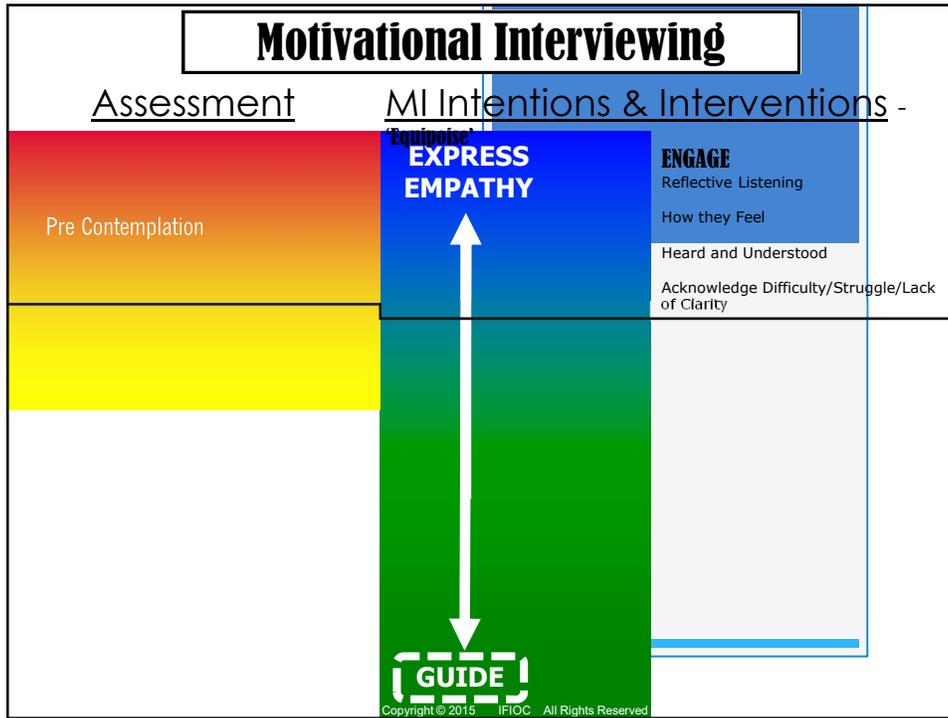
- Normal to move back and forth through stages
- Time in any stage may be transient (lasting for moments, minutes, days, weeks...)

Motivational Interviewing

Assessment	MI Intentions & Interventions - "Equipoise"
Pre Contemplation Resistant Talk	EXPRESS EMPATHY EXPRESS EMPATHY STRATEGIC REFLECTIONS EVOKING (Open Questions) GUIDING
Contemplation Sustain Talk Change Talk	
Preparation Commitment Talk	
Action	
Maintenance	
	ENGAGE Express Empathy Reflective Listening Roll w/ Resistance
	FOCUS Values... the 'Why' Evoke "Top of the Mountain" Expand on "Importance"
	PLAN Targets increase "Confidence" Evoke/Identify steps Measurable change plan
	PURSUE Activate Plan Support Self-Efficacy Support Self-Affirmation Affirm "Top of the Mountain" Revise PLAN as needed

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Strategic Reflections

"With losing my job, I can barley provide for my family anymore. I've been feeling more depressed lately, but I don't think I need any counseling. I just need help getting a better living situation with some more money."

Empathy (How he/she feels)

"So things have been very difficult and even depressing because of not being able to live up to your own expectations for your family."

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Strategic Reflections

"With losing my job, I can barley provide for my family anymore. I've been feeling more depressed lately, but I don't think I need any counseling. I just need help getting a better living situation with some more money."

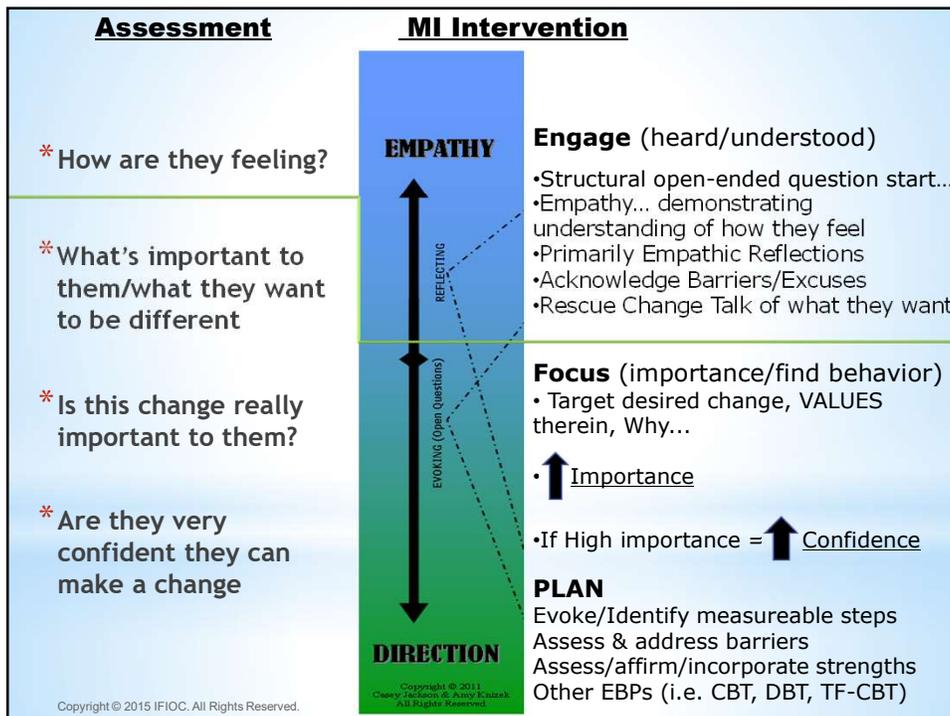
Expressing Empathy (How he/she feels)

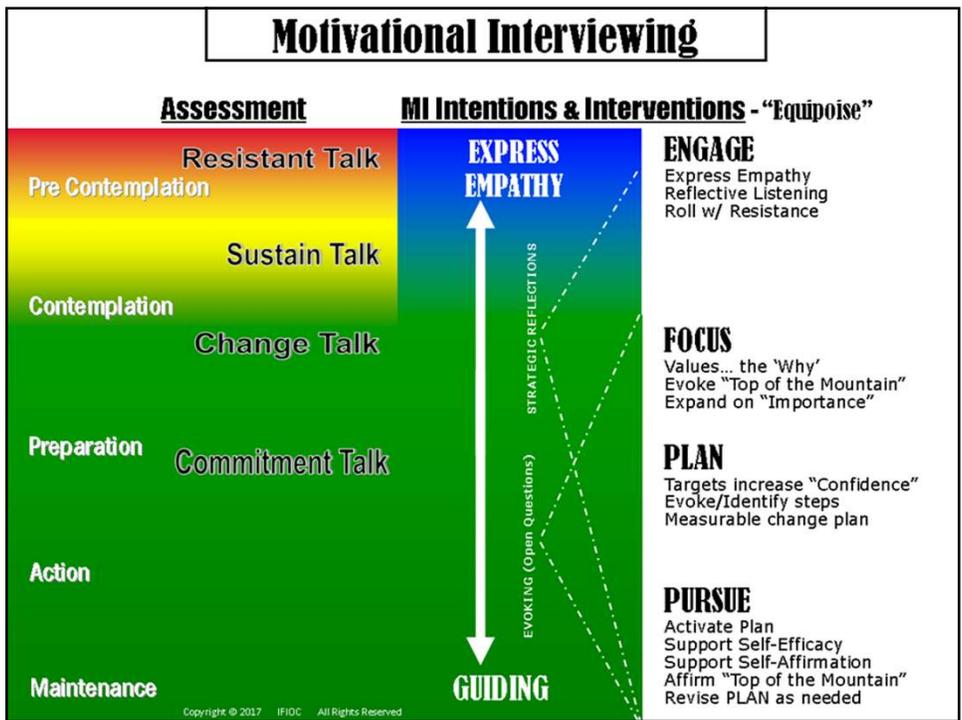
"So things have been very difficult and even depressing because of not being able to live up to your own expectations for your family."

Guiding (What he/she wants)

So you want to figure out how to be that provider for your family so you all have stability and a better quality of life. And you are already taking steps to further improve the situation and want to do more to achieve that stability for you and your family.

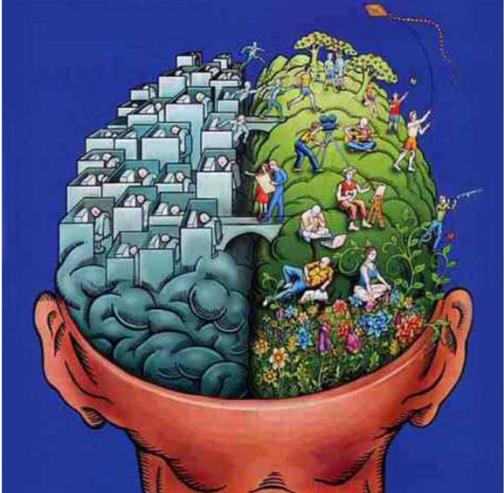
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Strategic Reflections



*“Listening
looks easy,
but it’s not
simple.
Every head
is a world.”*

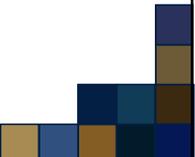
Cuban proverb



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Carl Roger’s Paradox

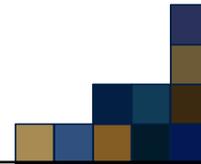
*People are often more persuaded
by what they **hear themselves say**
than by what other people tell them.*



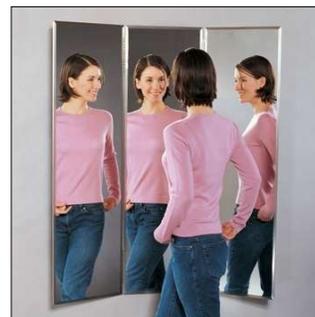


Strategic Reflections

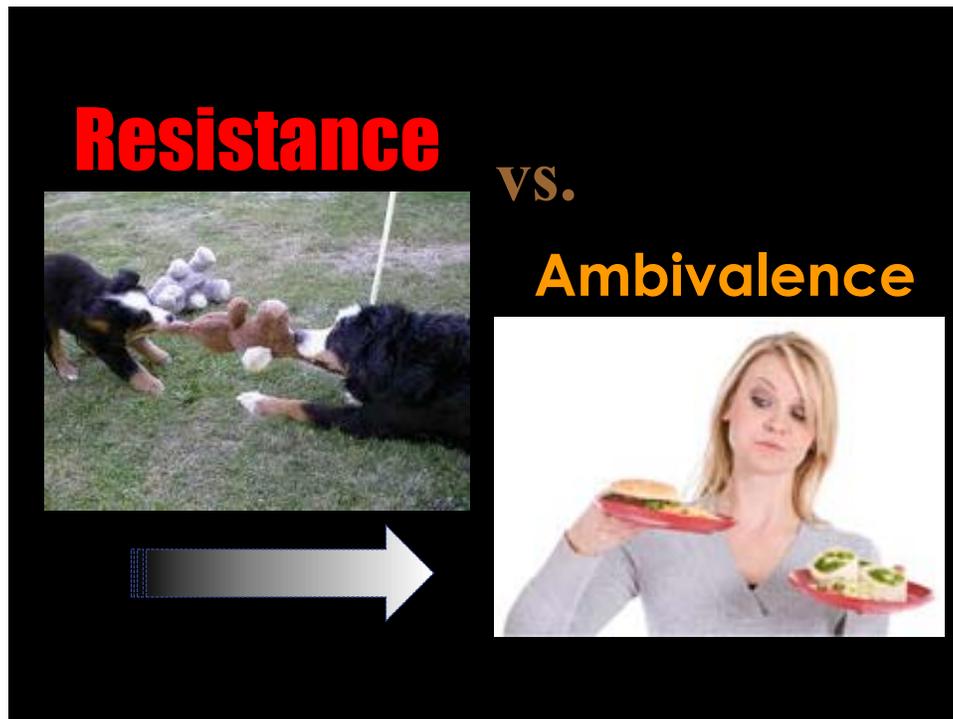
- Verbalizing who they are and what they are about
 - "You..."
 - "It's..."
 - "So..."
- **Inferences** and implications regarding what he/she feels, wants, and seeks for goals
- Step inside their reality



Strategic Reflections



Rogers: **Non-directional**
MI: **Strategic**

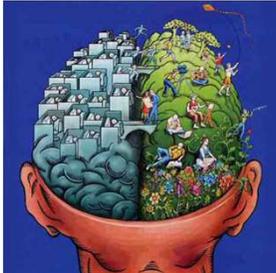
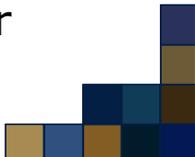


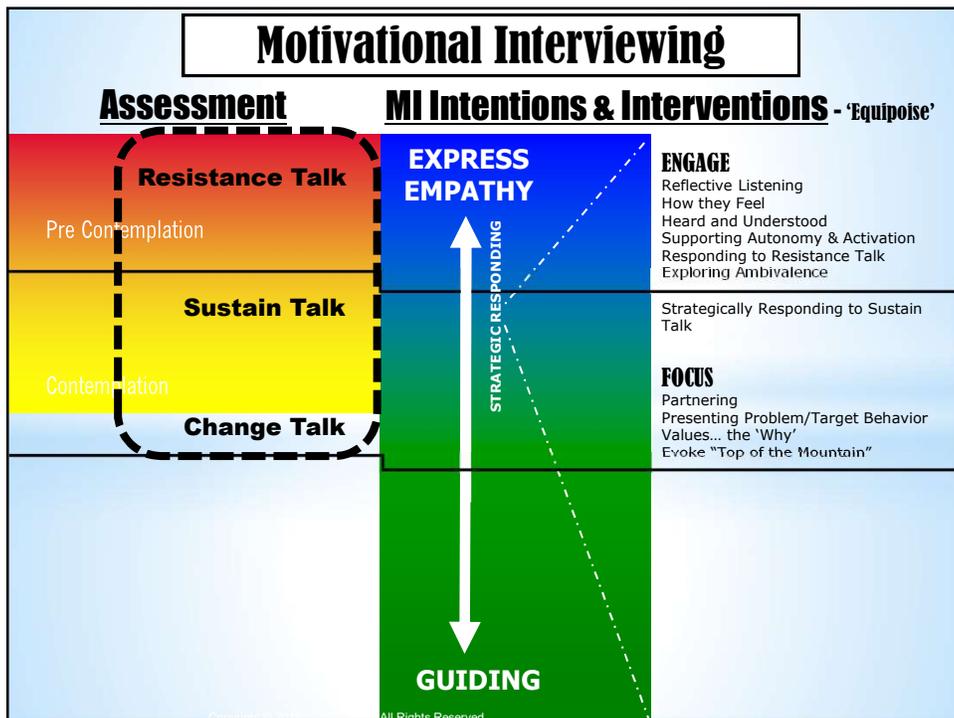
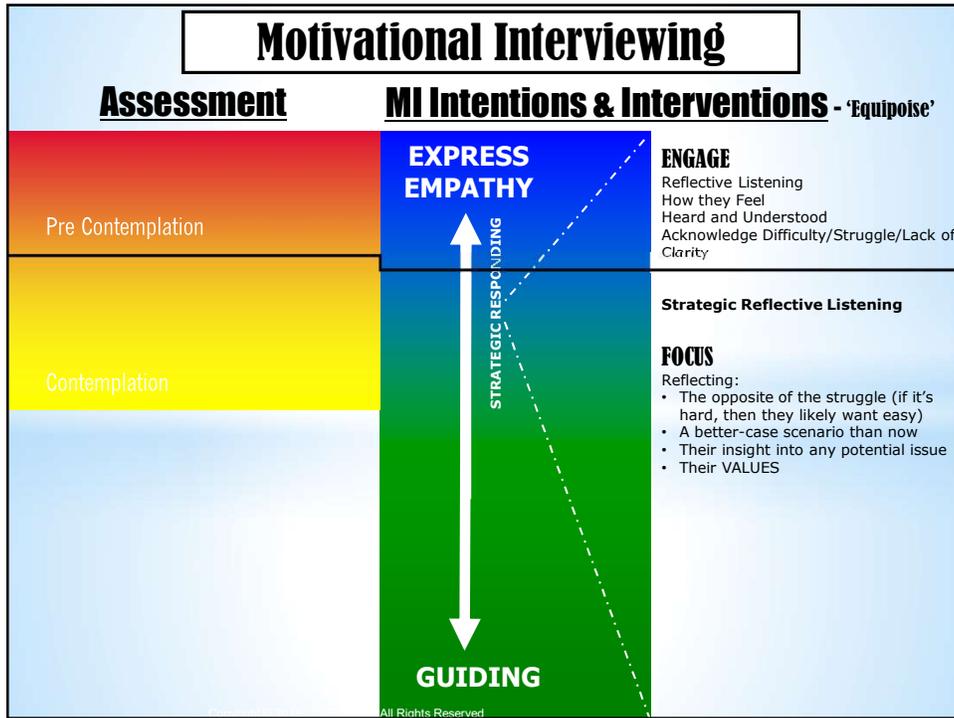
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Strategic Reflections

Reduces RESISTANCE...

- Seeking to understand their ideas
- Gets their thoughts out of their head
- Helps clarify unspoken feelings
- NOT a matter if we are right or wrong



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4 Types of Talk

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



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Resistance Talk



- Focusing attention outside of self
- Any message that someone or something else is the problem
- Making it personal towards you
- 'Fight' or 'Blame' talk



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Sustain 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



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Sustain Talk

↓

Commitment to Status Quo

↓

No Behavior Change





Resistance vs. Sustain

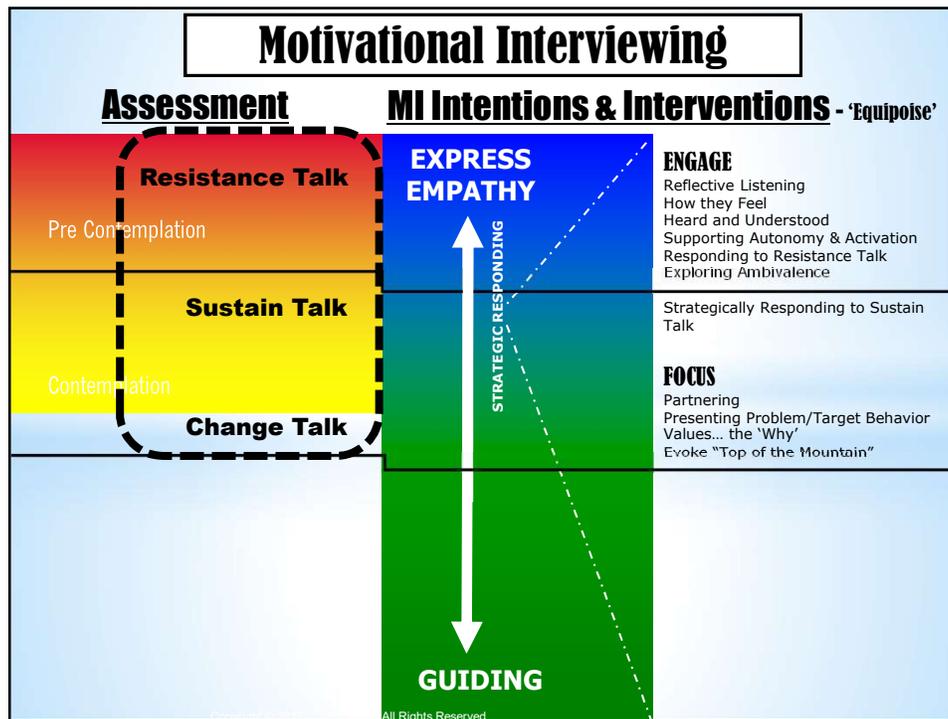
<p><u>RESISTANCE Talk</u></p> <ul style="list-style-type: none"> ✓ Focusing outside self ✓ Relationally oriented ✓ Fight Talk ✓ Lightning Rod language ✓ Making it personal 	<p><u>SUSTAIN Talk</u></p> <ul style="list-style-type: none"> ✓ Focusing internally ✓ Staying the same ✓ Stuck talk ✓ Status quo ✓ About his/her behavior ✓ Natural w/ ambivalence
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Resistance vs. Sustain

<p><u>RESISTANCE Talk</u></p> <ul style="list-style-type: none"> ✓ Focusing outside self ✓ Relationally oriented ✓ Fight Talk ✓ Lightning Rod language ✓ Making it personal between you two <p>RESPONSE: Empathic Reflection "You feel..."</p>	<p><u>SUSTAIN Talk</u></p> <ul style="list-style-type: none"> ✓ Focusing internally ✓ Staying the same ✓ Stuck talk ✓ Status quo ✓ About his/her behavior ✓ Natural w/ ambivalence <p>RESPONSE: Rescue change talk "You want..."</p>
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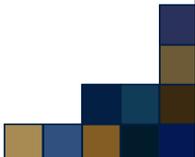
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Change

Change Talk

- ❖ Change talk is speech that favors the direction of the change
- ❖ Natural with ambivalence – opposite side of Sustain Talk
- ❖ What the client really wants... underlying goals &/or values



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Listening for Change Talk



DESIRE: *want, wish, like*
 ABILITY: *how could, might, can*
 REASONS: *should, because*
 NEED: *have to, need, important*



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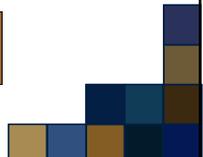
Change Talk



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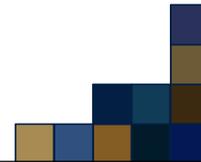
graph TD
    A[Change Talk] --> B[Commitment]
    B --> C[Activation]
    C --> D[Taking steps]
    D --> E[Behavior Change]
  
```

Commitment
Activation
Taking steps
 Behavior Change



Listening for Change Talk

- ❖ Your sense of the “Top of the Mountain”
- ❖ Vision of happier and/or healthier
- ❖ Hypothetical statements about change
- ❖ Problem recognition
- ❖ Stating the case or virtues of changing
- ❖ Identity (I’m not THAT person)
- ❖ “Should” statements



Strategic Reflections



Empathy

How he/she feels

GUIDING

What he/she wants



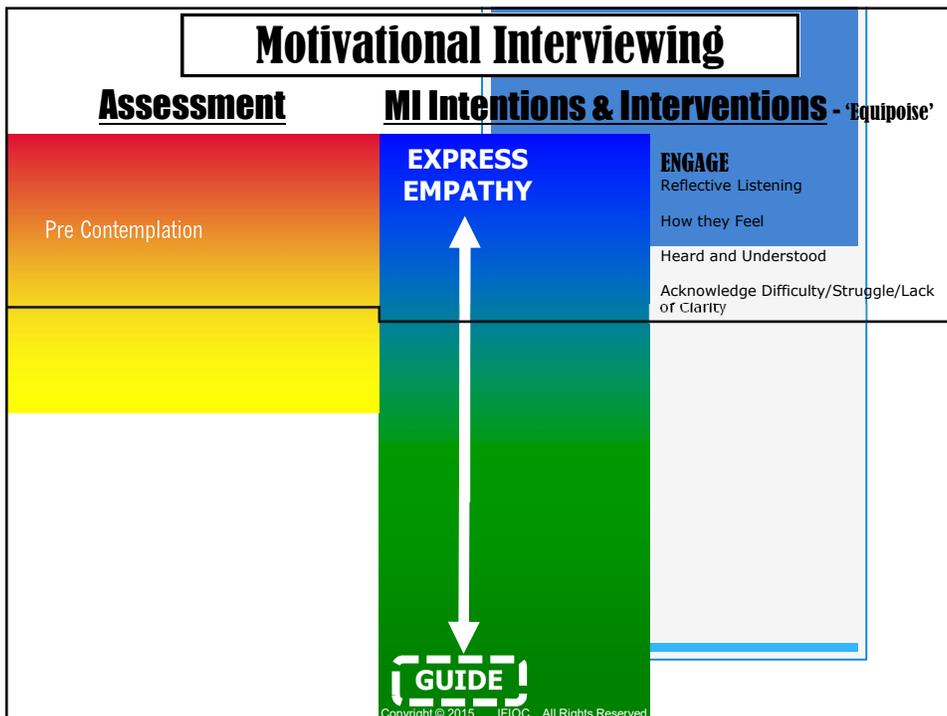
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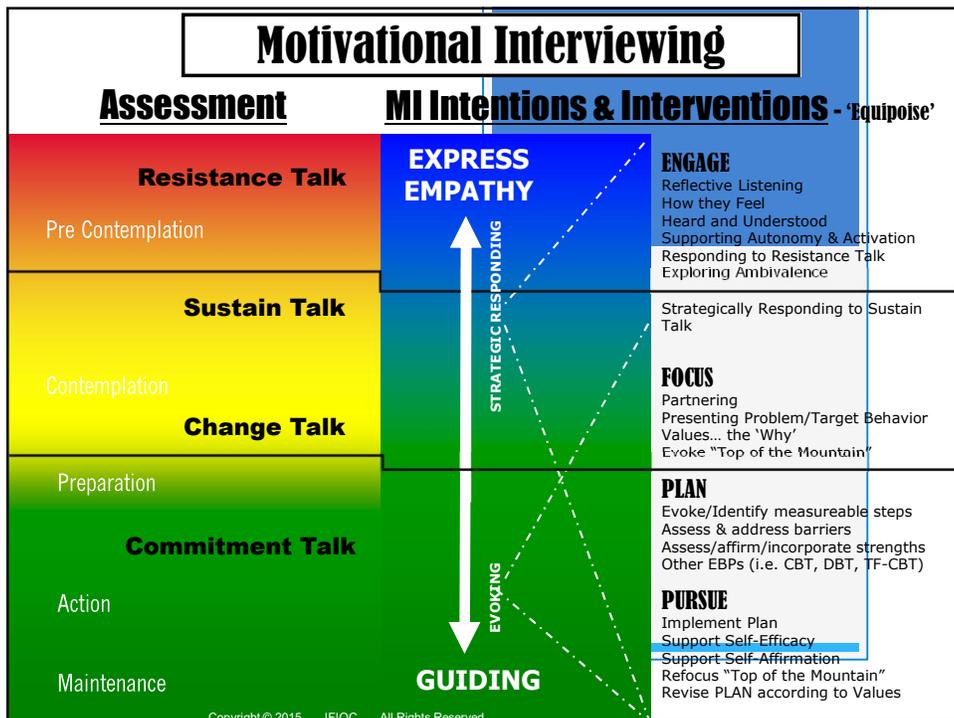
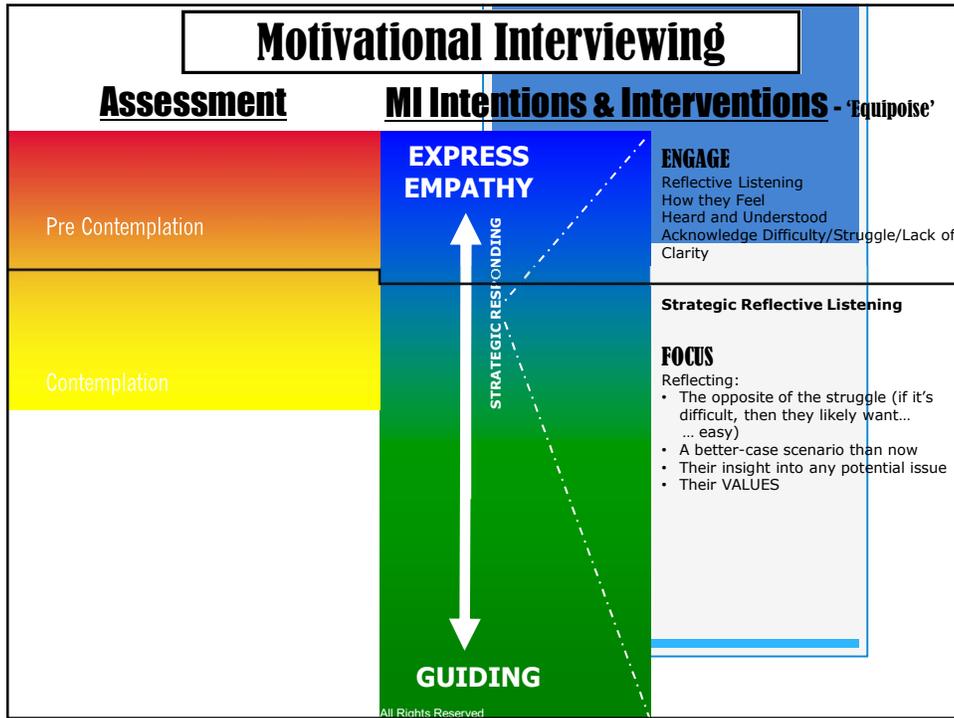
Strategic Reflections

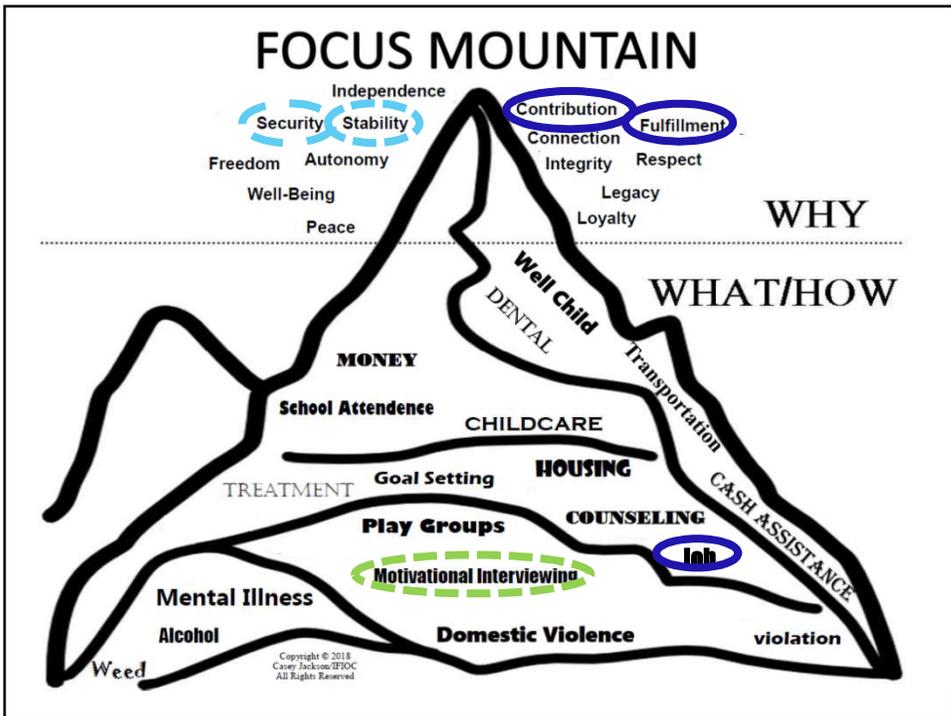
“I just feel so stressed and depressed and nothing seems to help. I don’t know how much more I can take.”

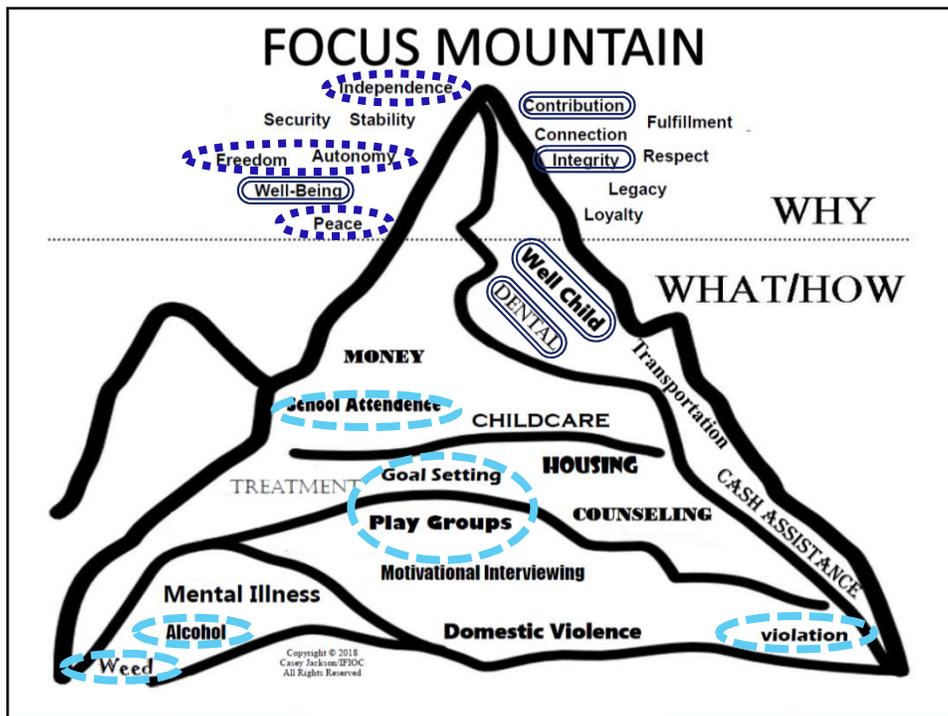
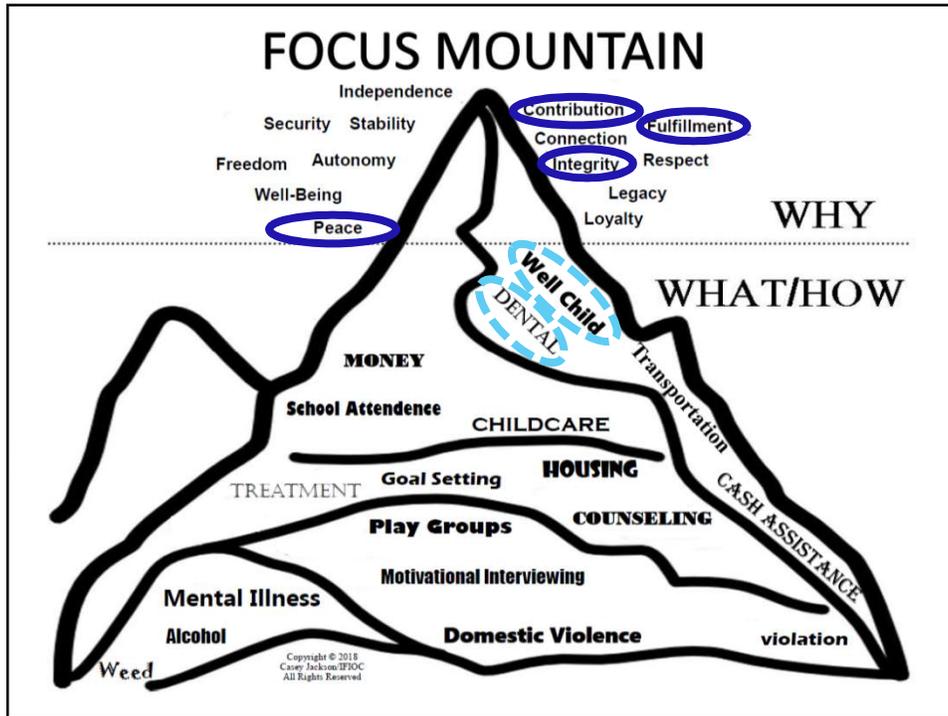
Empathy (How he/she feels)
“Your situation is really taking its toll on you, more than anyone really understands.”

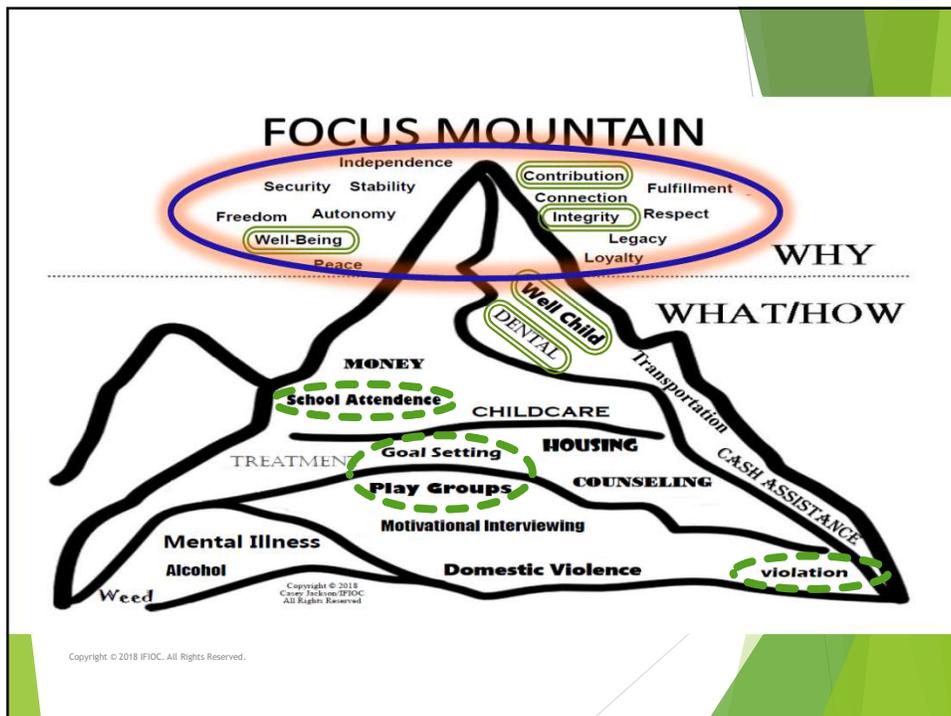
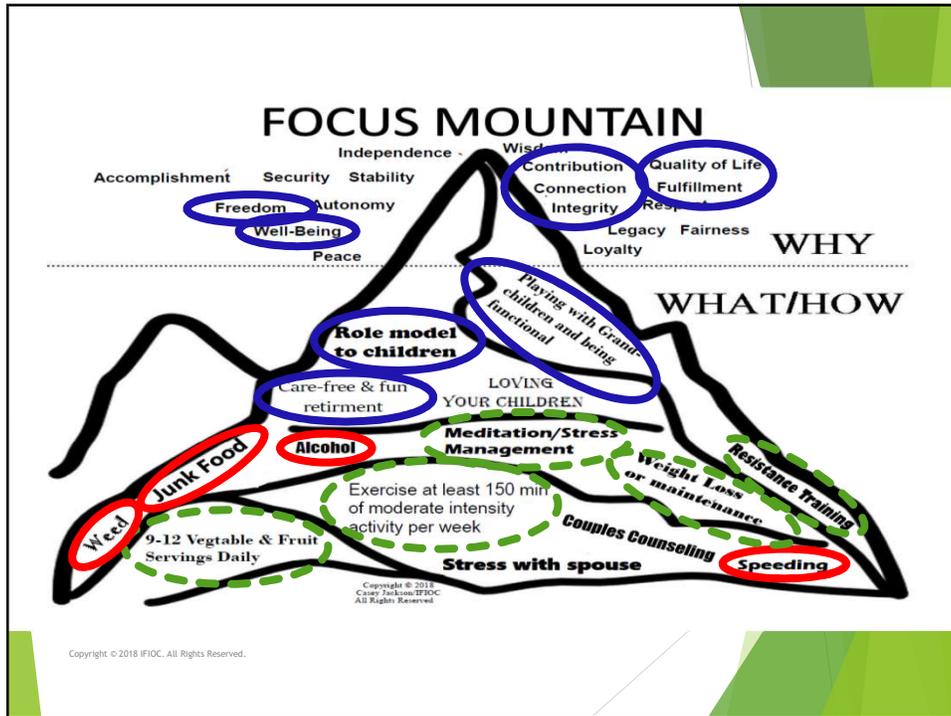
GUIDING (What he/she wants)
“Your thinking that you need to find a solution that will provide some relief.”

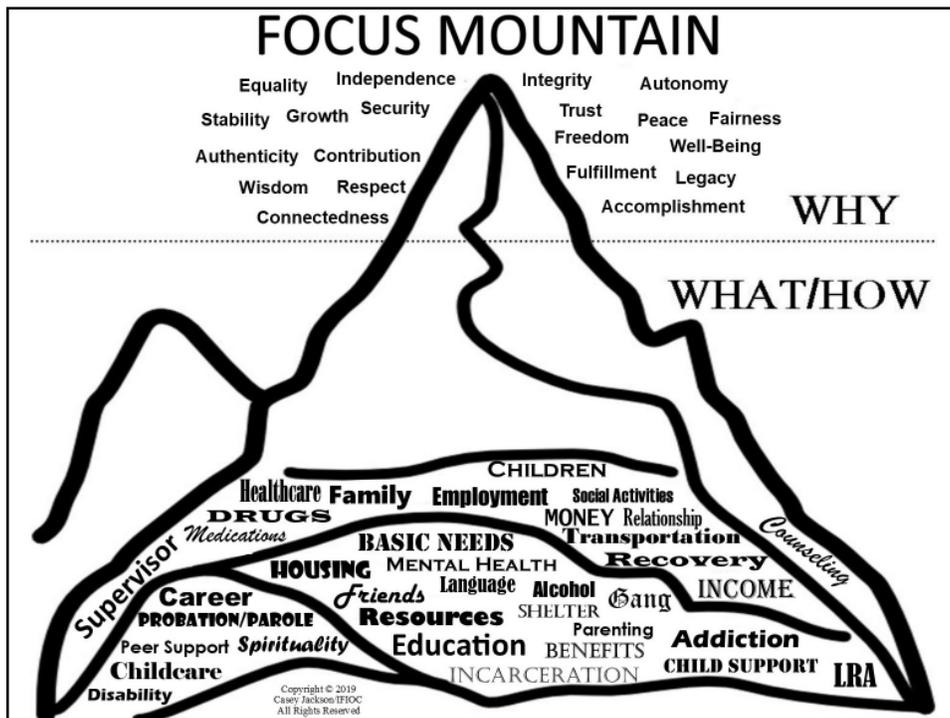
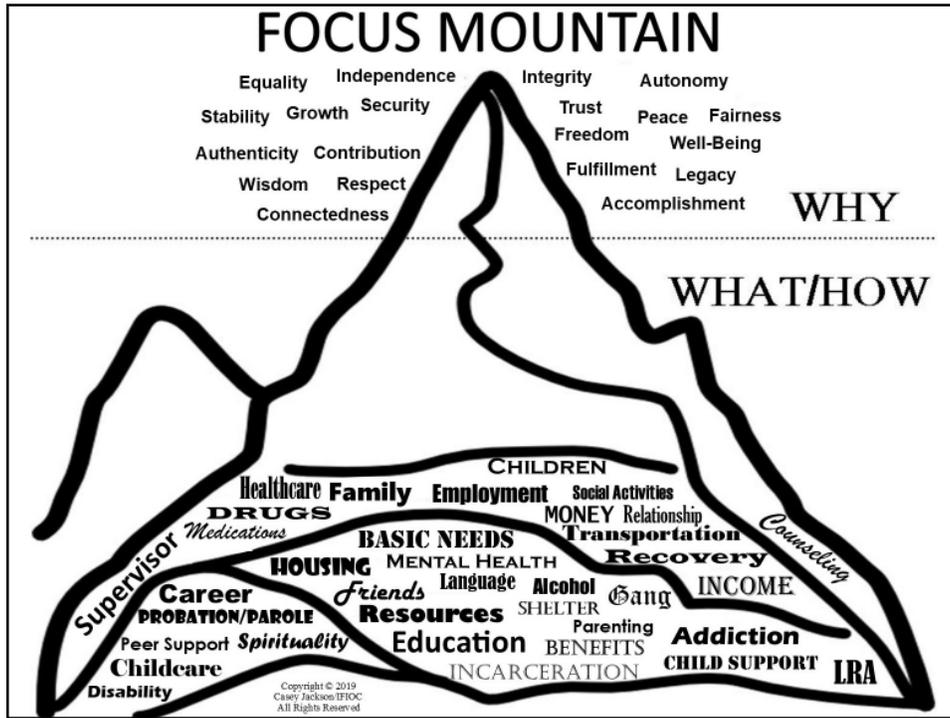






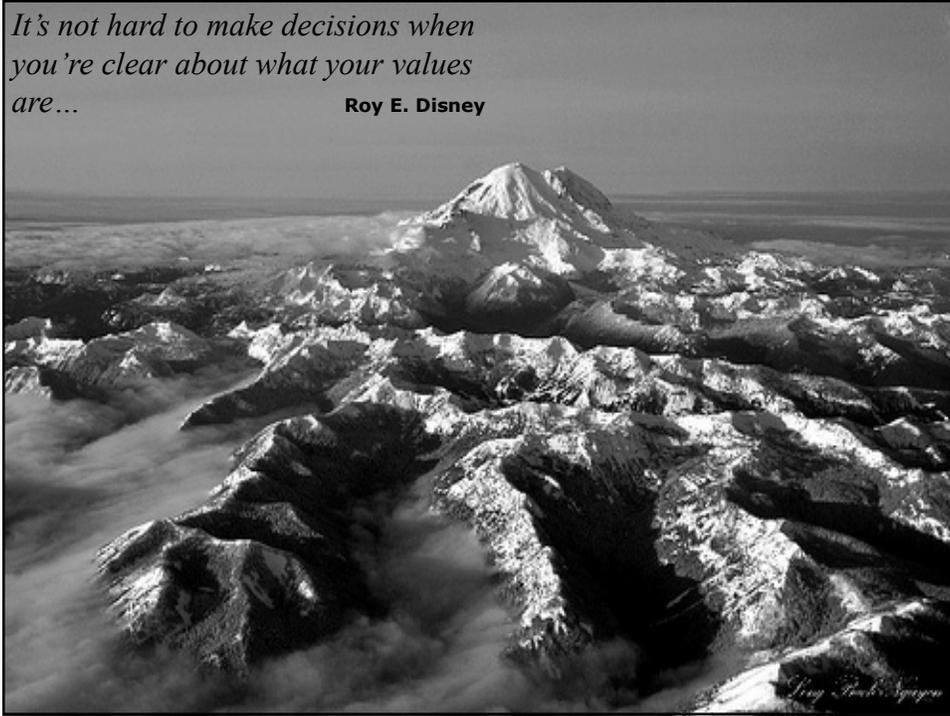






*It's not hard to make decisions when
you're clear about what your values
are...*

Roy E. Disney



Change Balloon

Importance Balloon

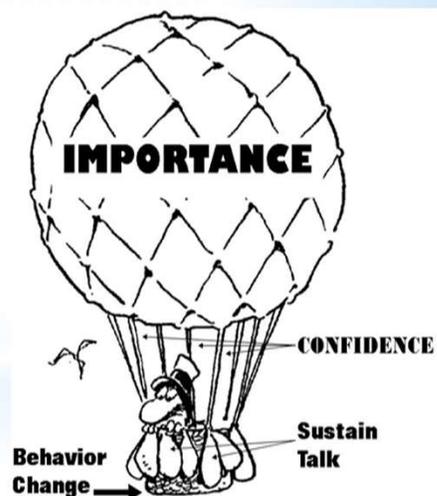
- * Includes the WHY for the client
- * Inflate balloon FULLY by evoking and elaborating on Change Talk

Confidence Cables

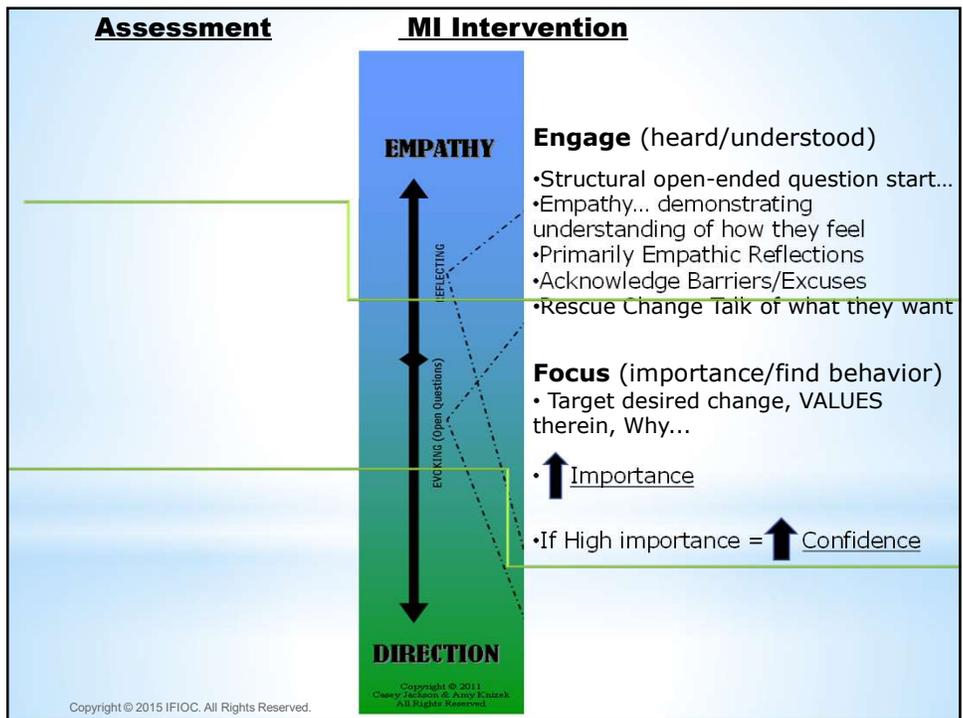
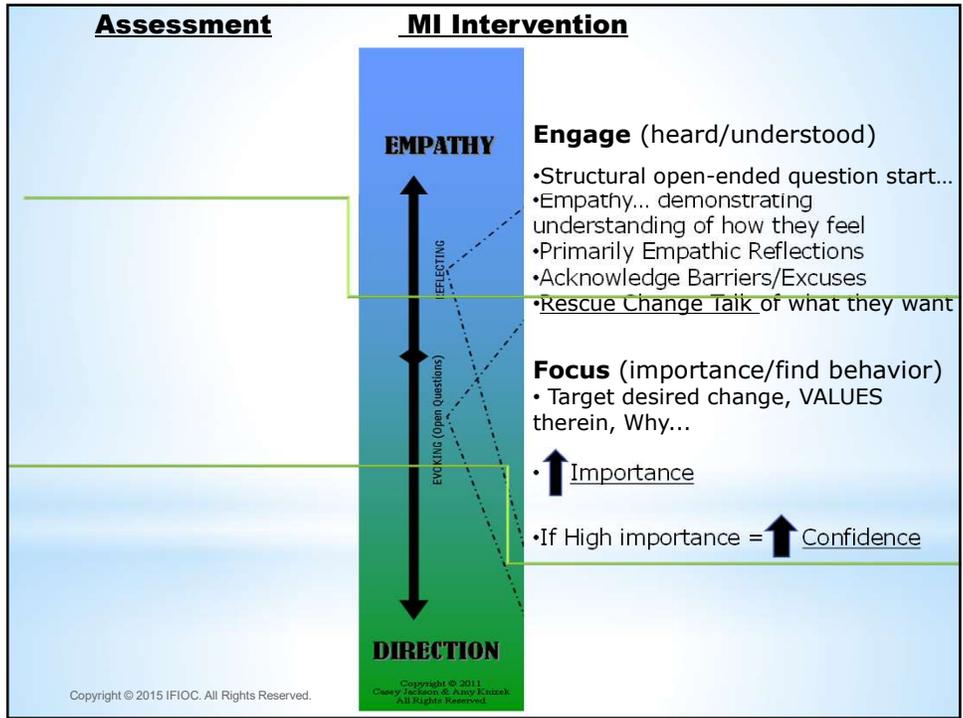
- * Strengths, skills, abilities, past success
- * What would be helpful to get you to that goal?

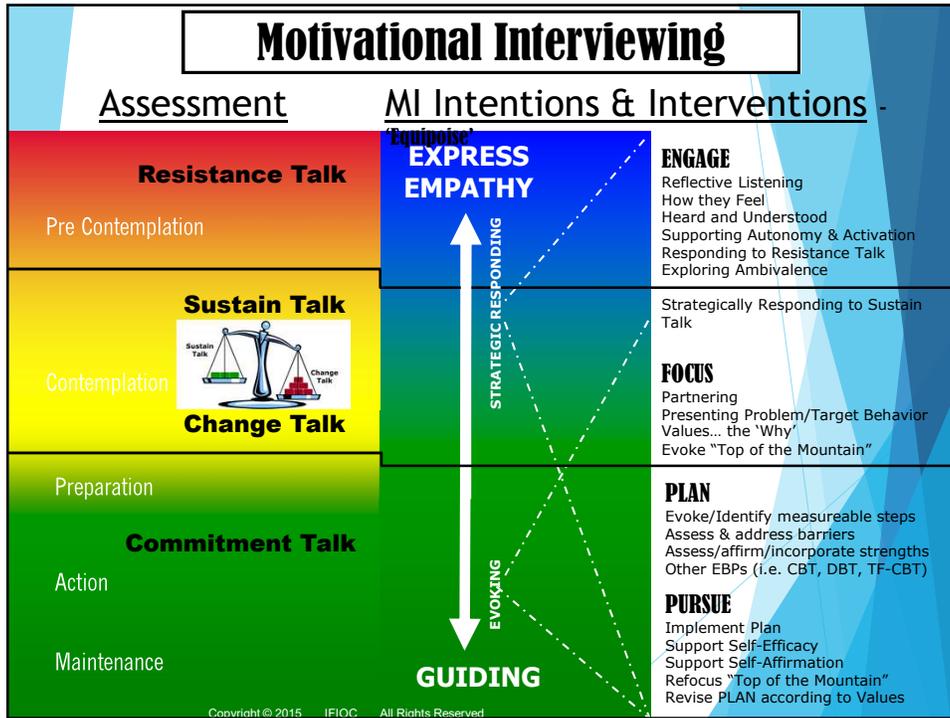
Behavior Change Basket

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



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Eliciting Commitment Talk

Evoke, 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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Cues for Preparation

- ❖ **Specific planning for change relatively soon (aiming within a month)**
- ❖ **Examining strengths & capabilities**
- ❖ **Setting goals and making commitments**
- ❖ **Commitment is strengthened**

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Building A Plan



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



Importance/Confidence Ruler

CONFIDENCE SCALE:

"You are at a six...

So why are you at a six and not a 1 or 2?

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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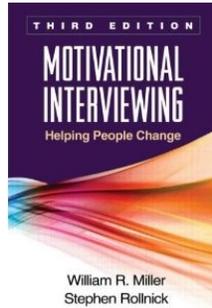
SAME Discussion Topic

Ambivalence

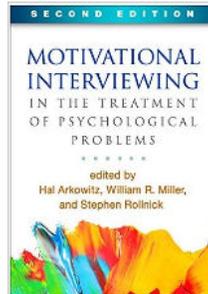
Use these open questions, and then...

- ✓ **Actively listen** w/ genuine interest to understand the dilemma...
- ✓ **Practice Reflections:** critical elements, change talk, empathy, direction
- ✓ **Ask** "Anything else?" "What else?" "Tell me more about that"

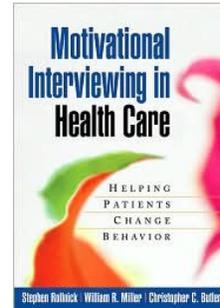
Motivational Interviewing



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

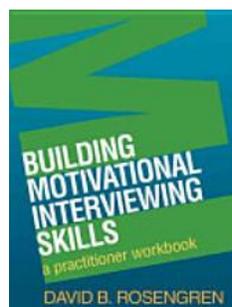


Motivational Interviewing in the Treatment of Psychological Problems
by William Miller, Stephen Rollnick, Hal Arkowitz, & Henry Westra

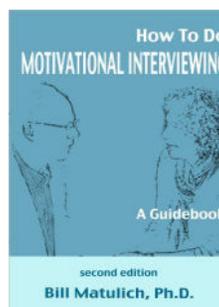


Motivational Interviewing in Health Care: Helping Patients Change Behavior by William Miller, Stephen Rollnick, & Christopher Butler

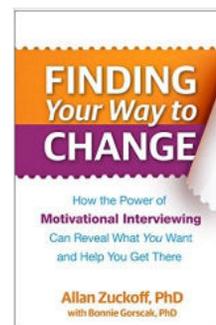
Motivational Interviewing



Building Motivational Interviewing Skills
by David Rosengren



How To Do Motivational Interviewing
by Bill Matulich



Finding Your Way to Change
by Allan Zuckoff



Additional Resources

casey.jackson@ifioc.com
john.gilbert@ifioc.com
tami.calais@ifioc.com

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