

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

**Motivational Interviewing:**  
Evidence-Based Communication  
to Improve Outcomes

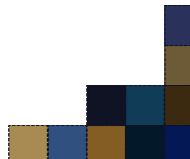
IFIOC

IFIOC

## 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

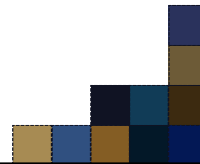




## 12 Communication Roadblocks

(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

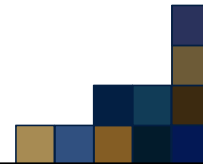




# Motivational Interviewing

## Primary Goals of MI:

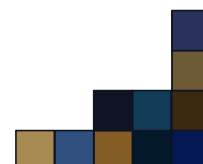
- Reduce/Minimize resistance
- Resolve ambivalence
- Elicit "change talk" and move towards goals/values/behavior change

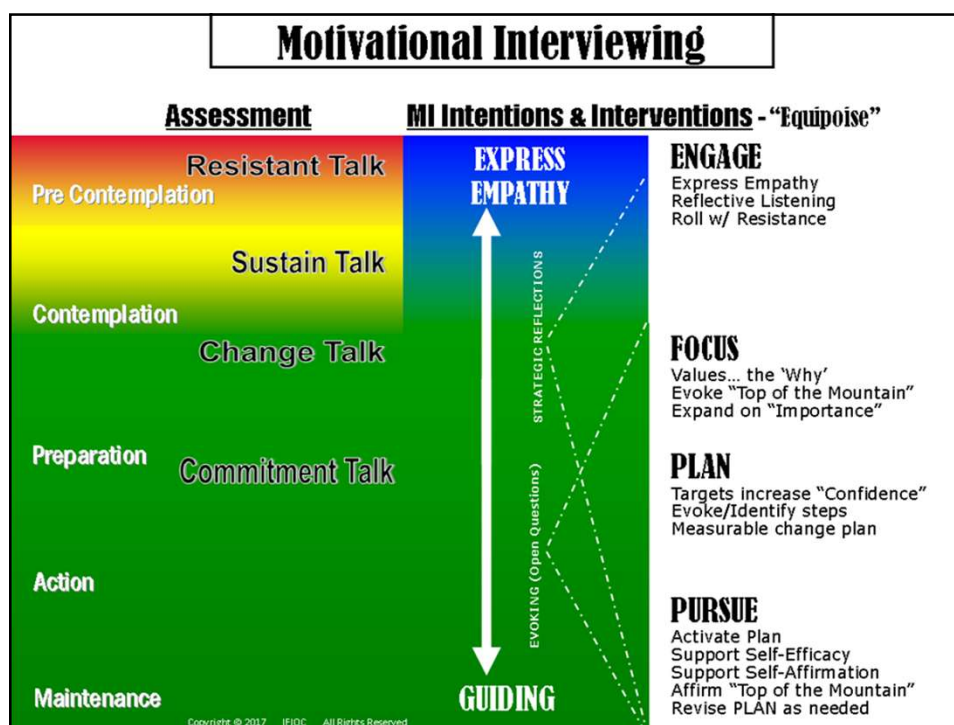



## **300+ Studies on MI Effectiveness**

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."



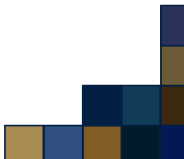


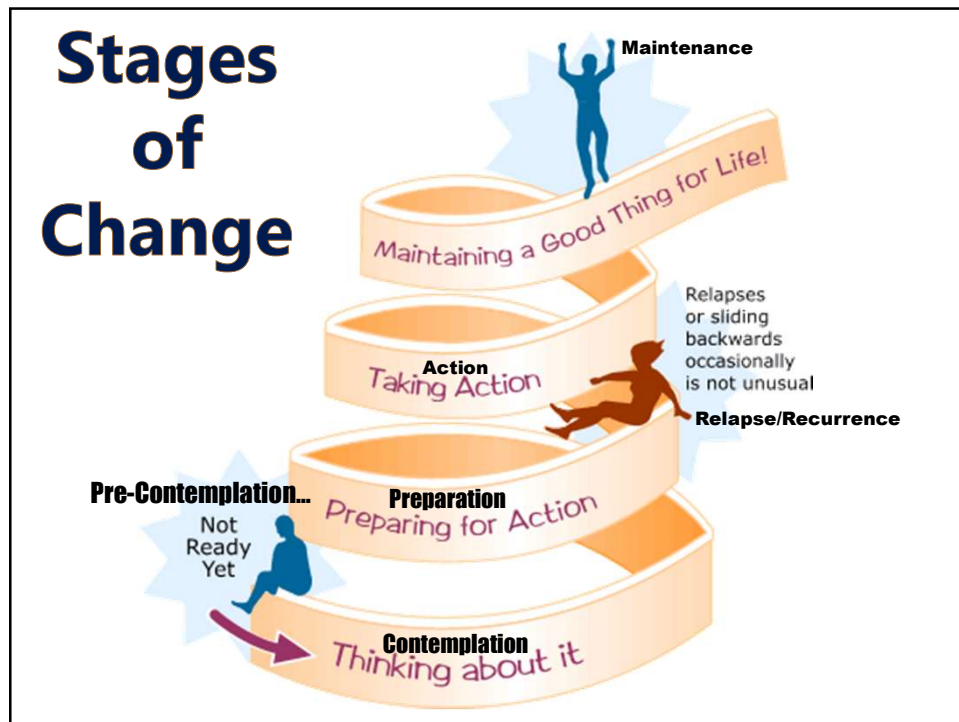

**IFIOC**

## 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


Mona Noyestani  
Iran

**Does not intend to change**

**IGNORES/RESISTS EVIDENCE**


**Too discouraged to change**




**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'



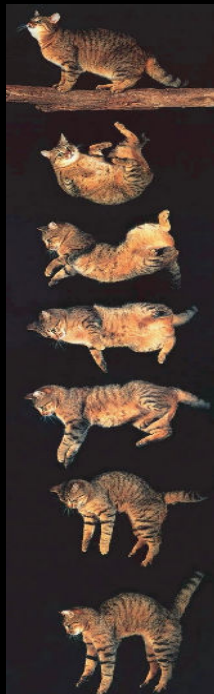
# Equipoise

"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

Copyright © 2015 IFIOC. All Rights Reserved.

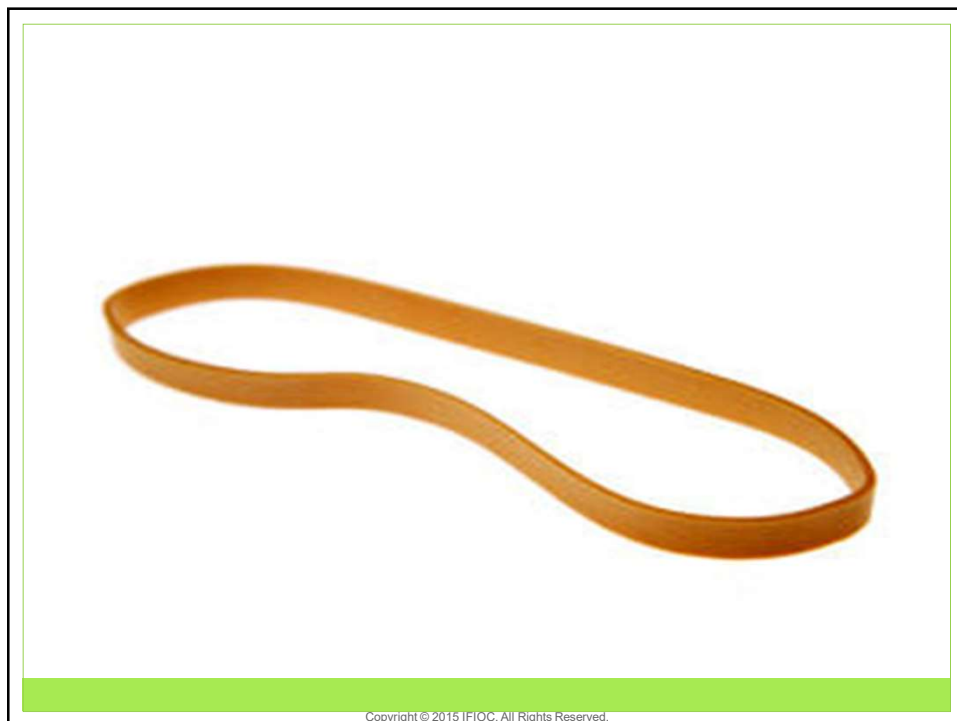


**Resistance**




**VS.**


**Ambivalence**



Copyright © 2015 IFIOC. All Rights Reserved.




## Contemplation

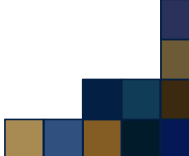



- Aware that a problem exists
- Considering the possibility of change
- Acknowledges concerns with change
- Ambivalent – reasons to change & reasons not to change

PRO

CON

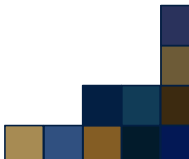







## Preparation

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


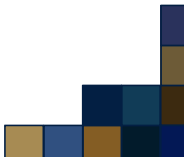




# Action

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

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

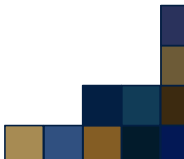


# Maintenance

(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




 IFIOC

# Relapse/Recycle:

A step back, **NOT** a failure




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

 IFIOC

# 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



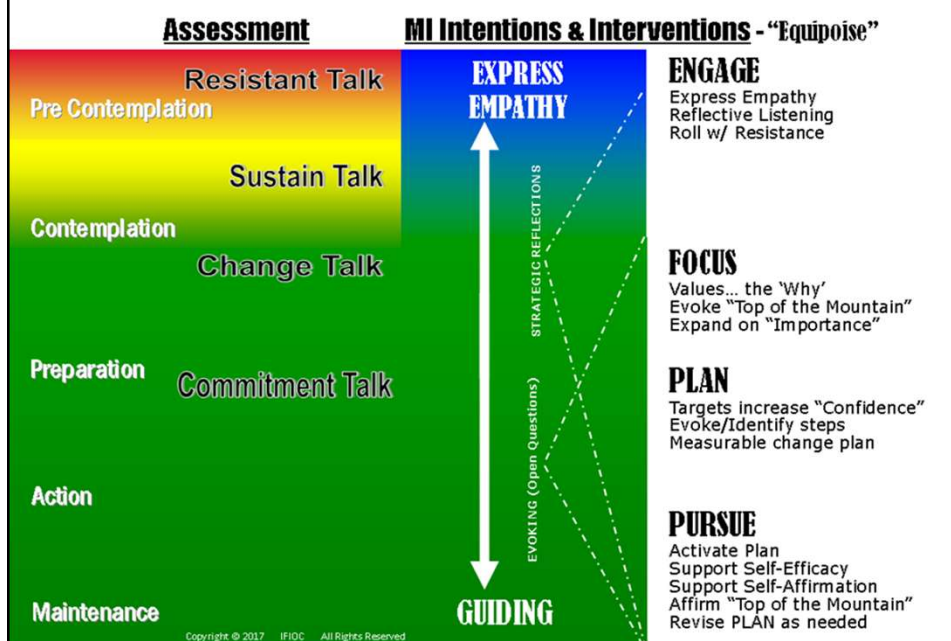


# Stages of Change Model

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



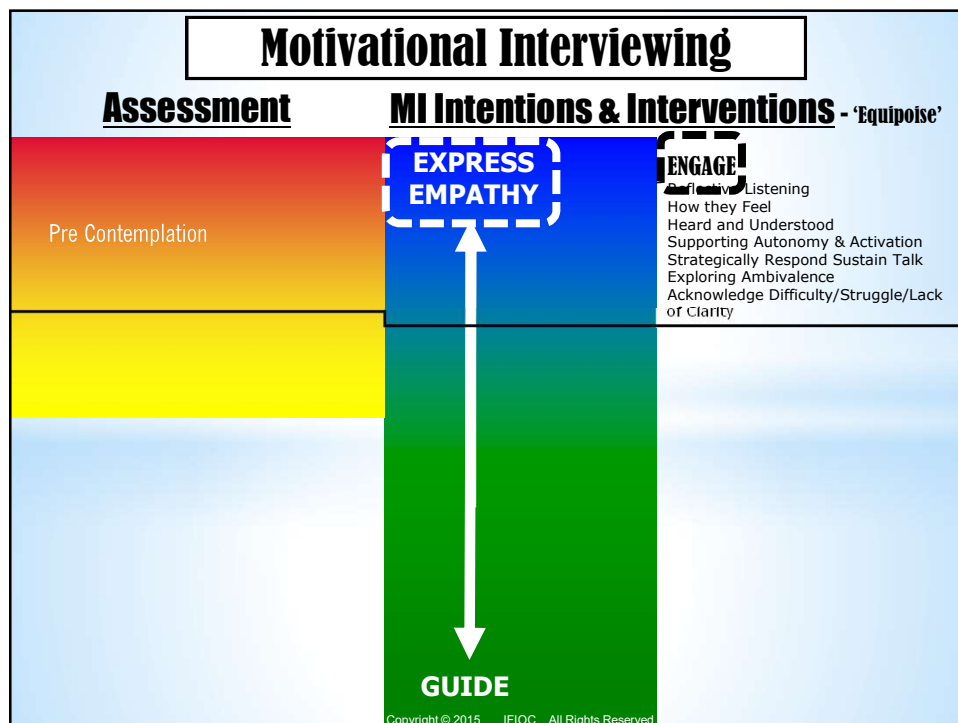
## Motivational Interviewing

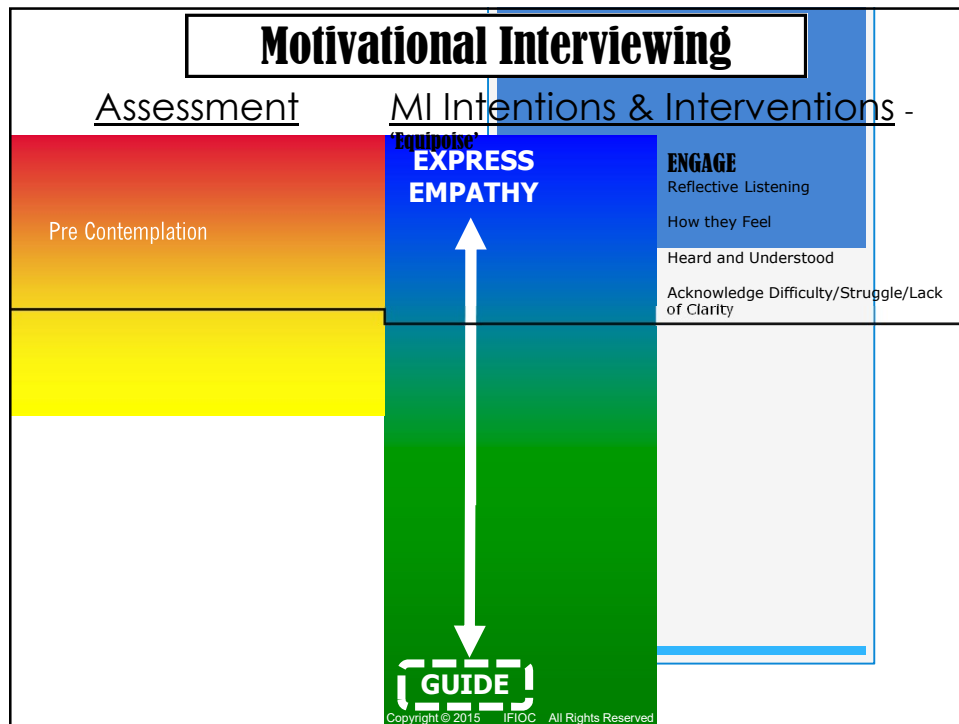




# ENGAGE

## 1<sup>st</sup> MI Process





## 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."*

Copyright © 2017 IFIOC All Rights Reserved

# 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."*

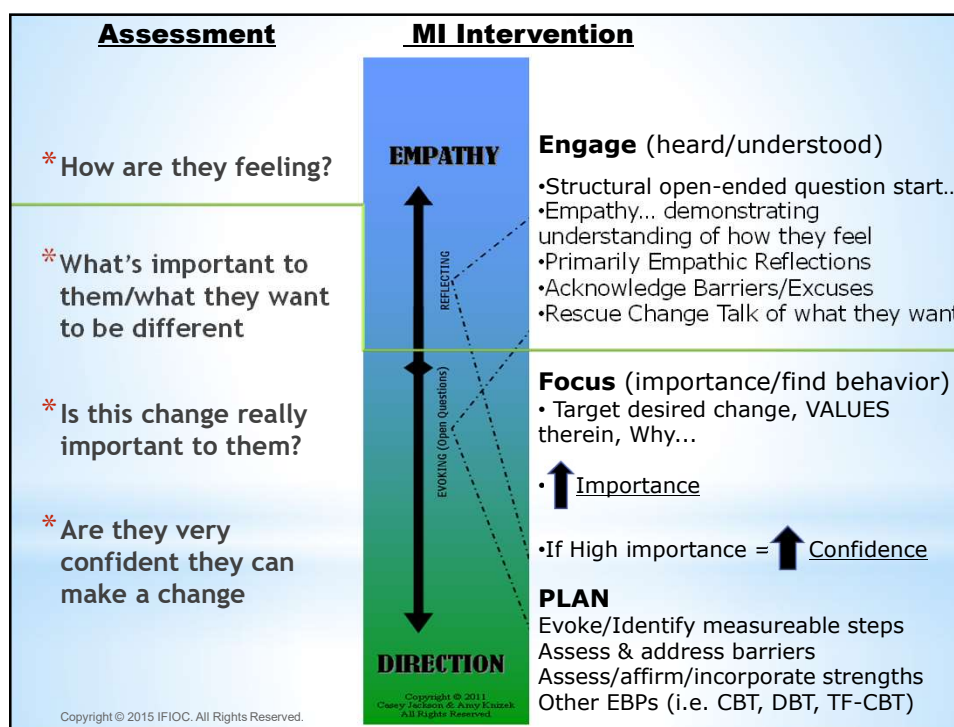
## Expressing Empathy (How he/she feels)

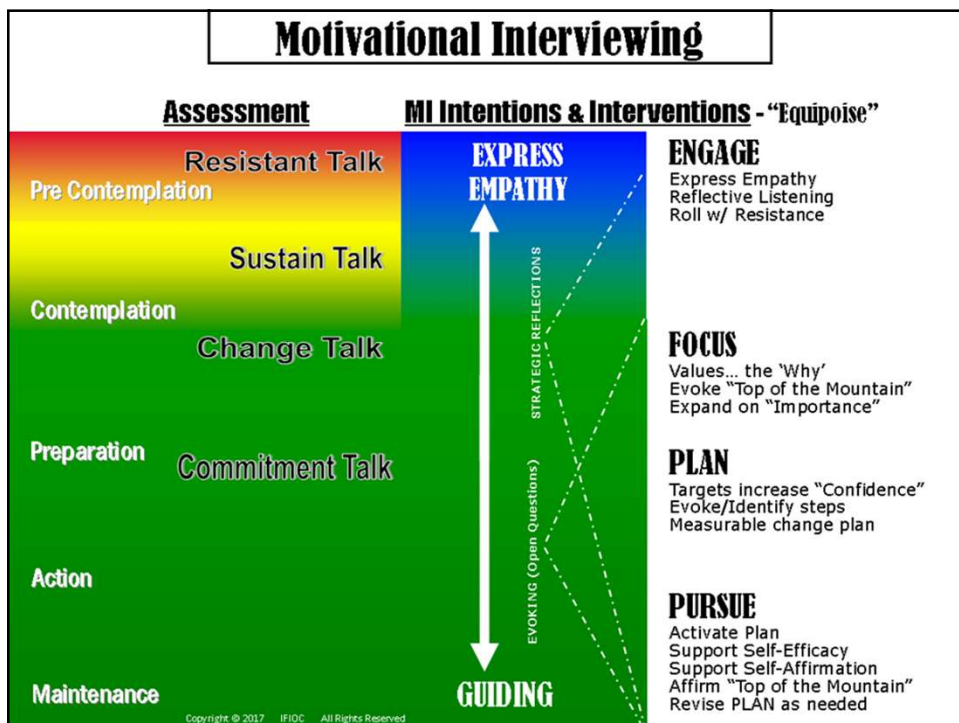
*"So things have been very difficult and even depressing because of not being able to live up to your own expectations for your family."*

## 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.*

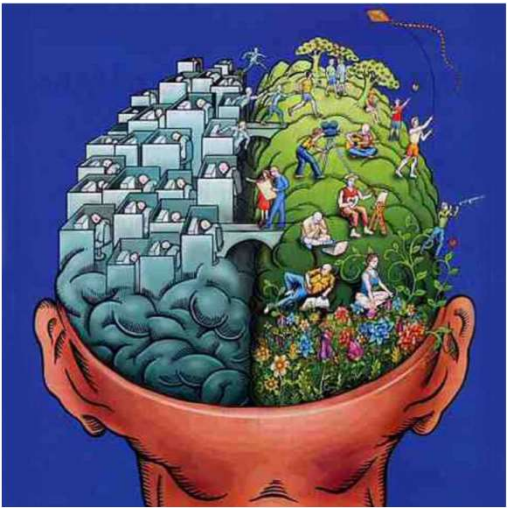
Copyright © 2017 IFIOC All Rights Reserved





IFIOC

## Strategic Reflections



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

Cuban proverb

IFIOC

## Carl Roger’s Paradox

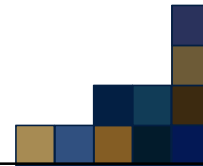
*People are often more persuaded  
by what they **hear themselves say**  
than by what other people tell them.*





## 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**

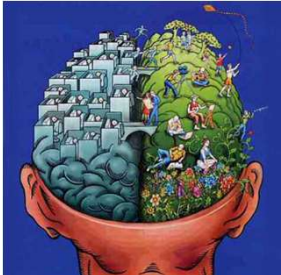
**Resistance** vs. **Ambivalence**

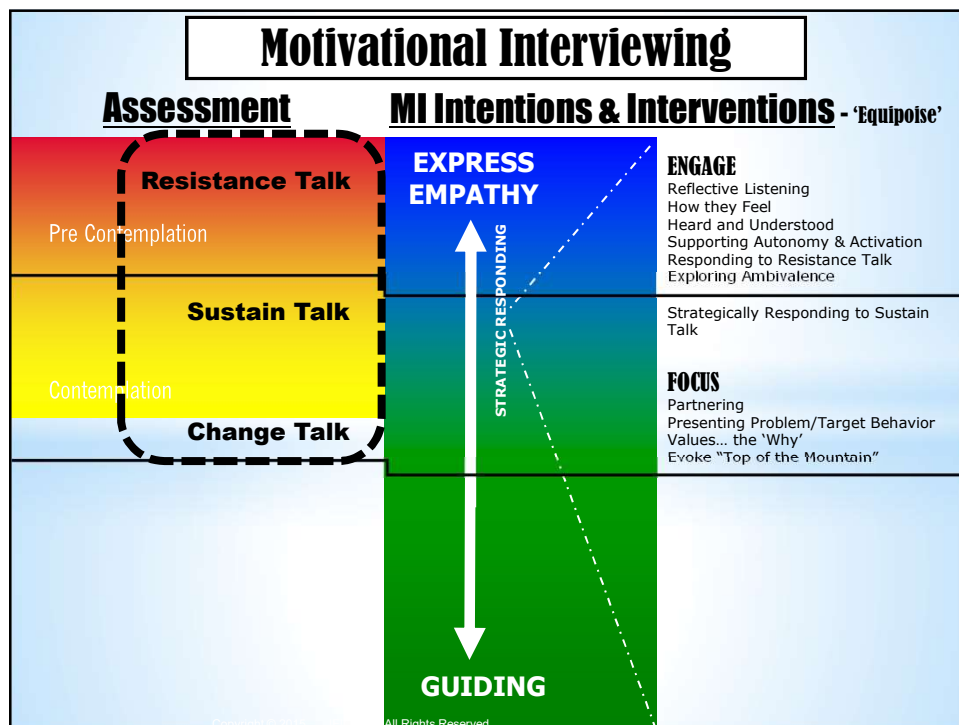
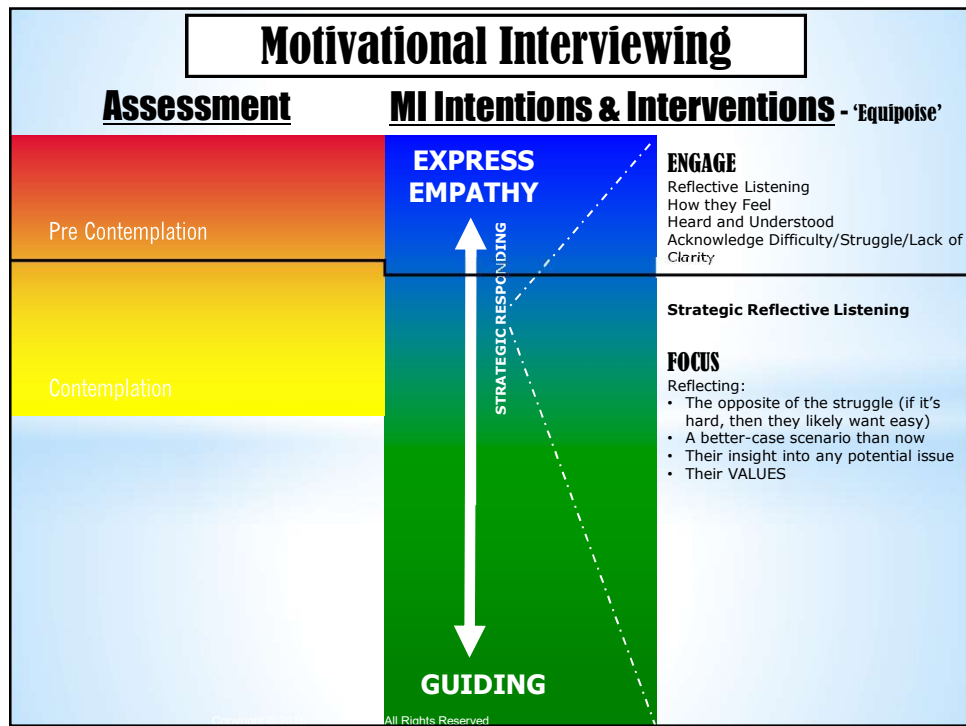


**Strategic Reflections**

**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






 IFIOC

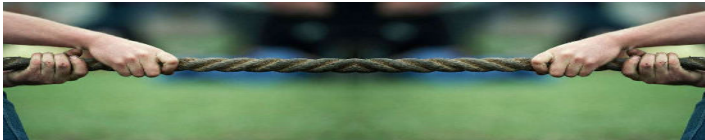
# 4 Types of Talk

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




 IFIOC

## 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



# 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



## Sustain Talk



**Commitment to  
Status Quo**




**No  
Behavior Change**



 IFIOC

## Resistance vs. Sustain

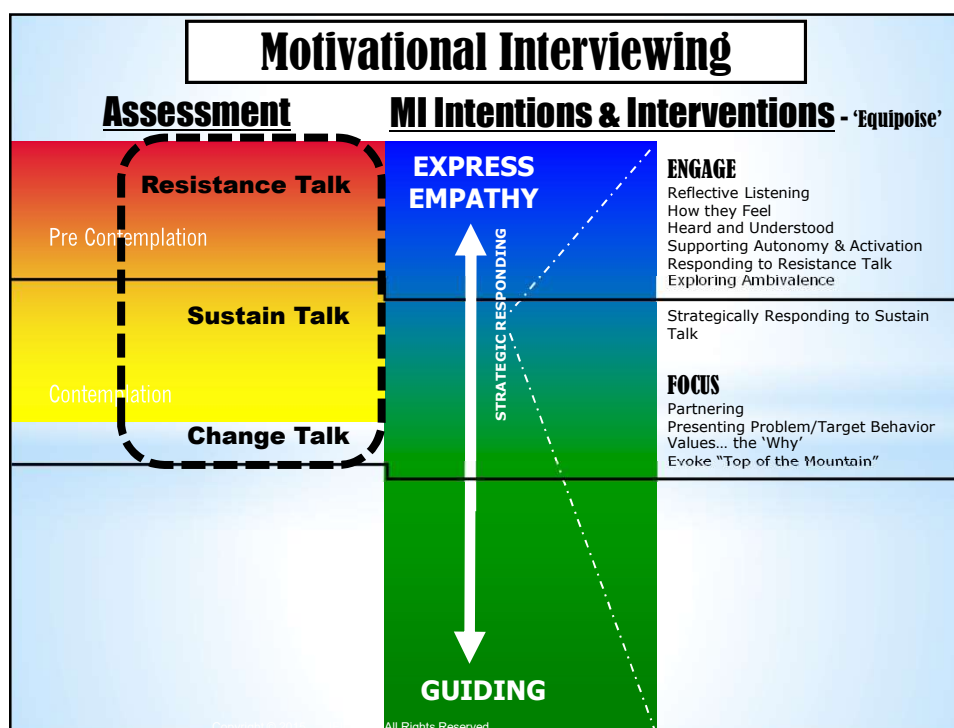
<h3><u>RESISTANCE Talk</u></h3> <ul style="list-style-type: none"> <li>✓ Focusing outside self</li> <li>✓ Relationally oriented</li> <li>✓ Fight Talk</li> <li>✓ Lightning Rod language</li> <li>✓ Making it personal</li> </ul>	<h3><u>SUSTAIN Talk</u></h3> <ul style="list-style-type: none"> <li>✓ Focusing internally</li> <li>✓ Staying the same</li> <li>✓ Stuck talk</li> <li>✓ Status quo</li> <li>✓ About his/her behavior</li> <li>✓ Natural w/ ambivalence</li> </ul>
--	--




## Resistance vs. Sustain

<h3><u>RESISTANCE Talk</u></h3> <ul style="list-style-type: none"> <li>✓ Focusing outside self</li> <li>✓ Relationally oriented</li> <li>✓ Fight Talk</li> <li>✓ Lightning Rod language</li> <li>✓ Making it personal between you two</li> </ul> <p><b>RESPONSE:</b> <b>Empathic Reflection</b> "You feel..."</p>	<h3><u>SUSTAIN Talk</u></h3> <ul style="list-style-type: none"> <li>✓ Focusing internally</li> <li>✓ Staying the same</li> <li>✓ Stuck talk</li> <li>✓ Status quo</li> <li>✓ About his/her behavior</li> <li>✓ Natural w/ ambivalence</li> </ul> <p><b>RESPONSE:</b> <b>Rescue change talk</b> "You want..."</p>
---	--

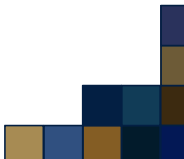
Copyright © 2017 IFIOC All Rights Reserved





**IFIOC**


## 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

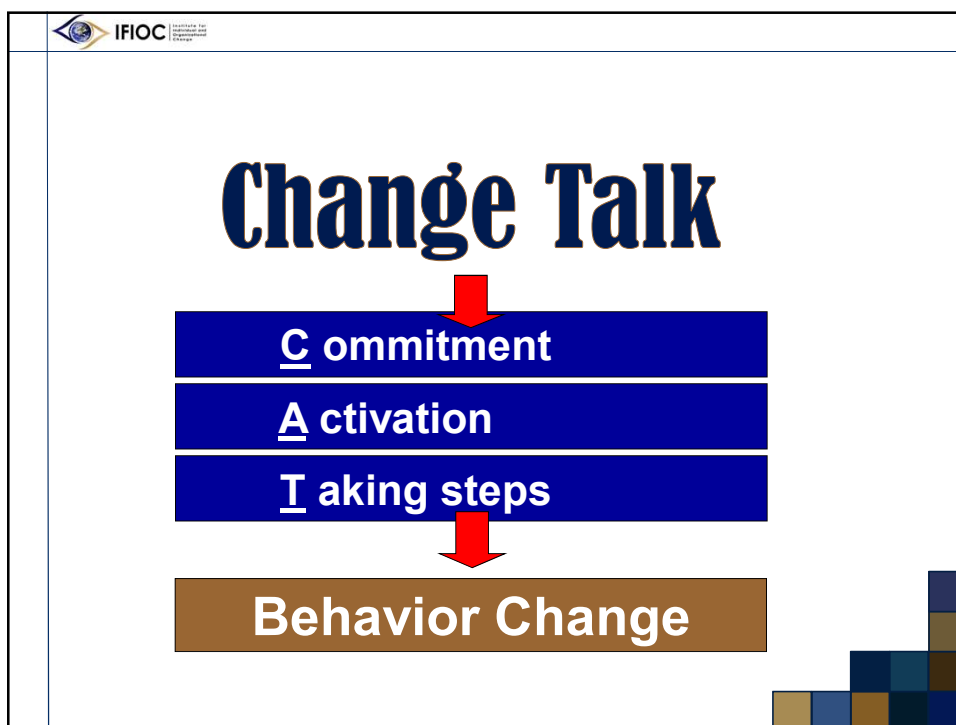



 IFIOC

# Listening for Change Talk



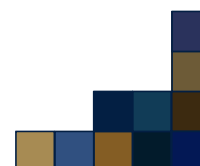
DESIRE: *want, wish, like*  
ABILITY: *how could, might, can*  
REASONS: *should, because*  
NEED: *have to, need, important*





## 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



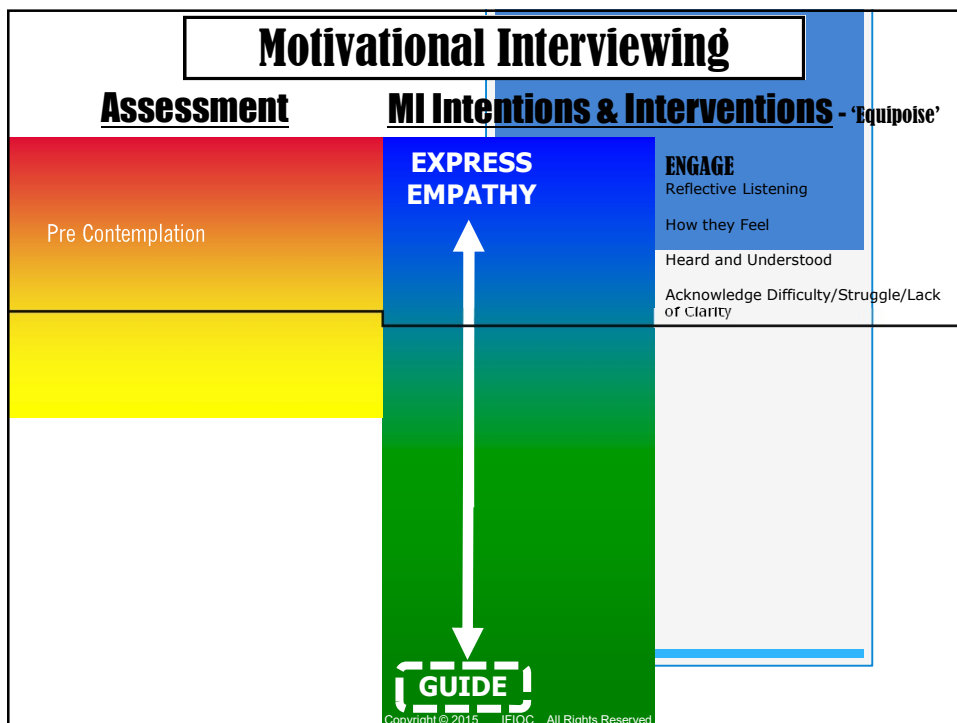
 IFIOC

# Strategic Reflections

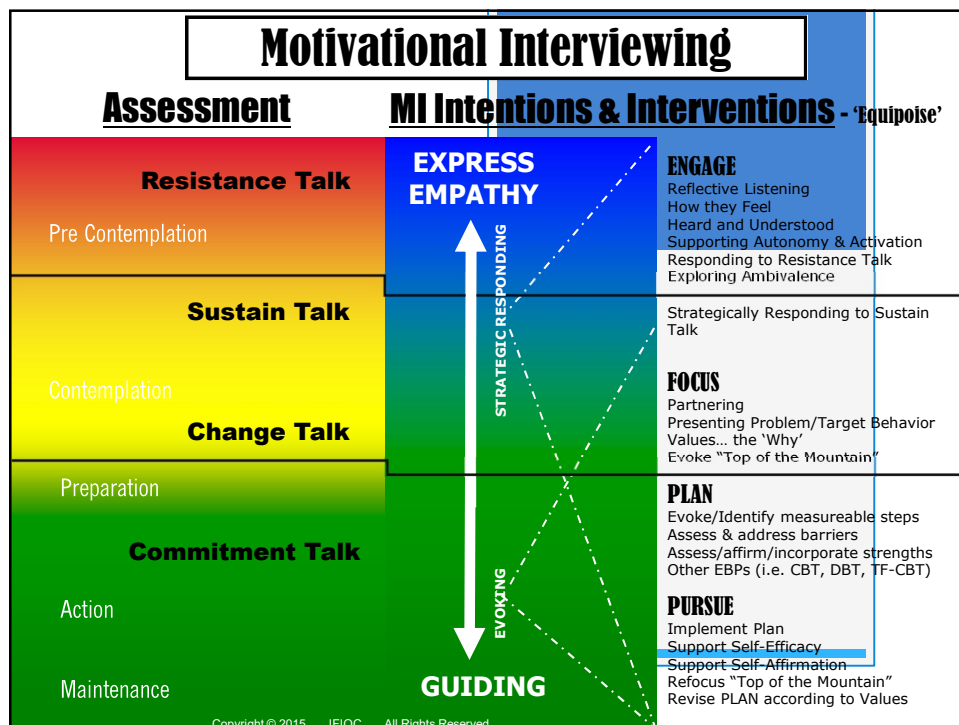
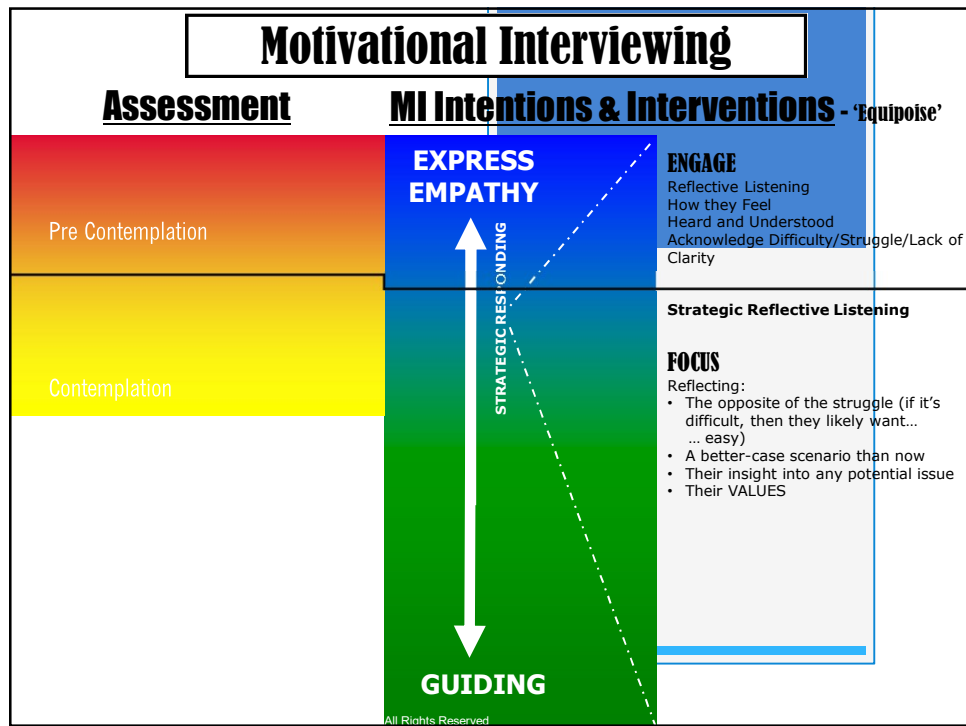
*"I just feel so stressed and depressed and nothing seems to help. I don't know how much more I can take."*

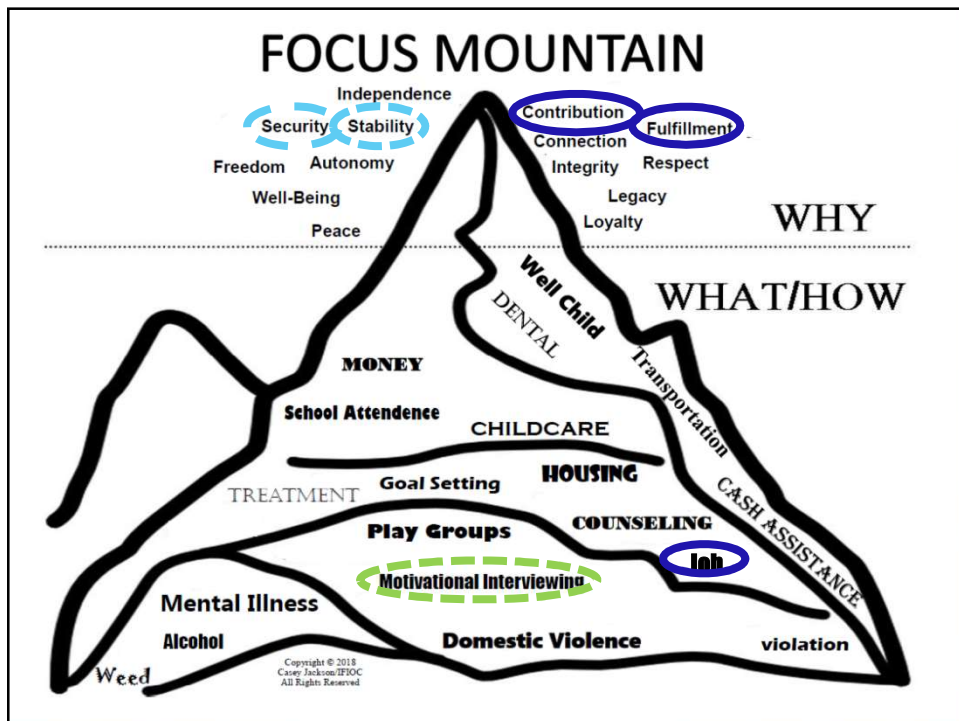
**Empathy** (How he/she feels)  
*"Your situation is really taking its toll on you, more than anyone really understands."*

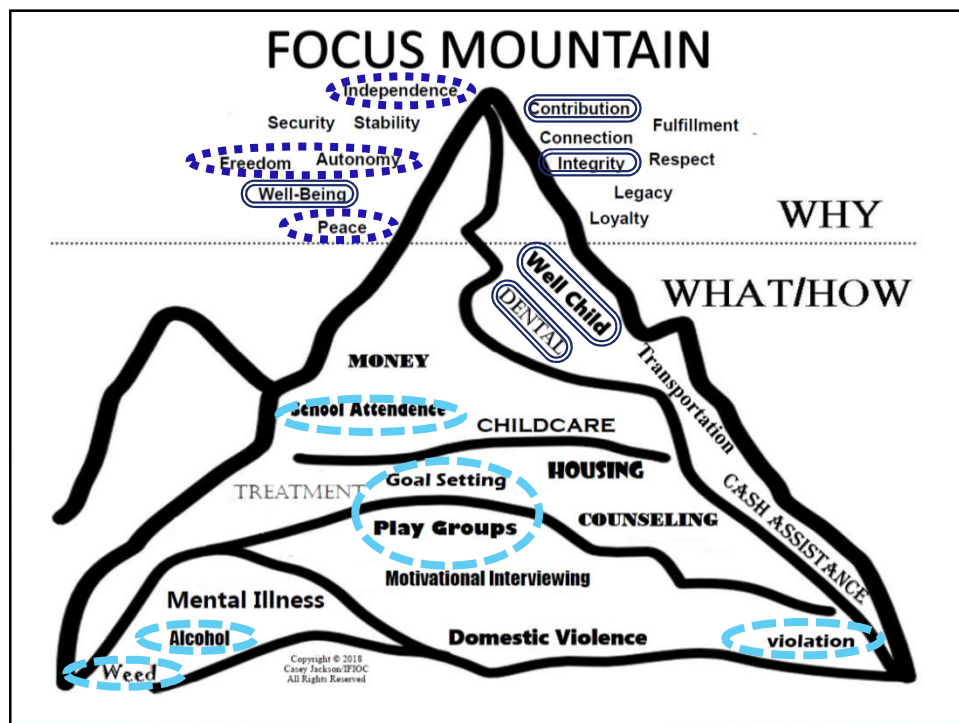
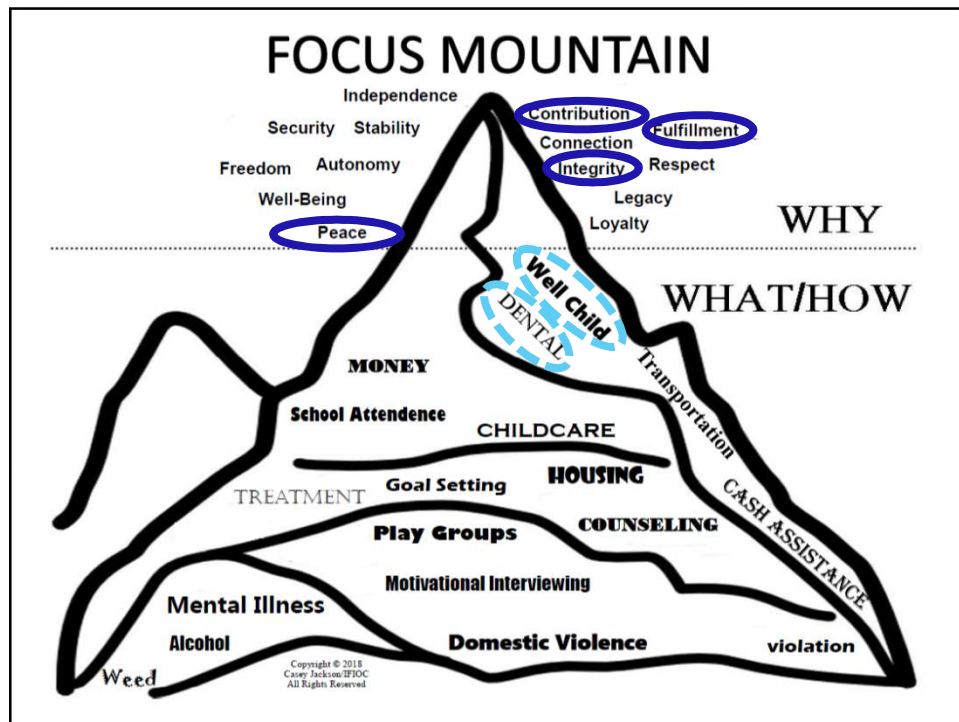
**GUIDING** (What he/she wants)  
*"Your thinking that you need to find a solution that will provide some relief."*

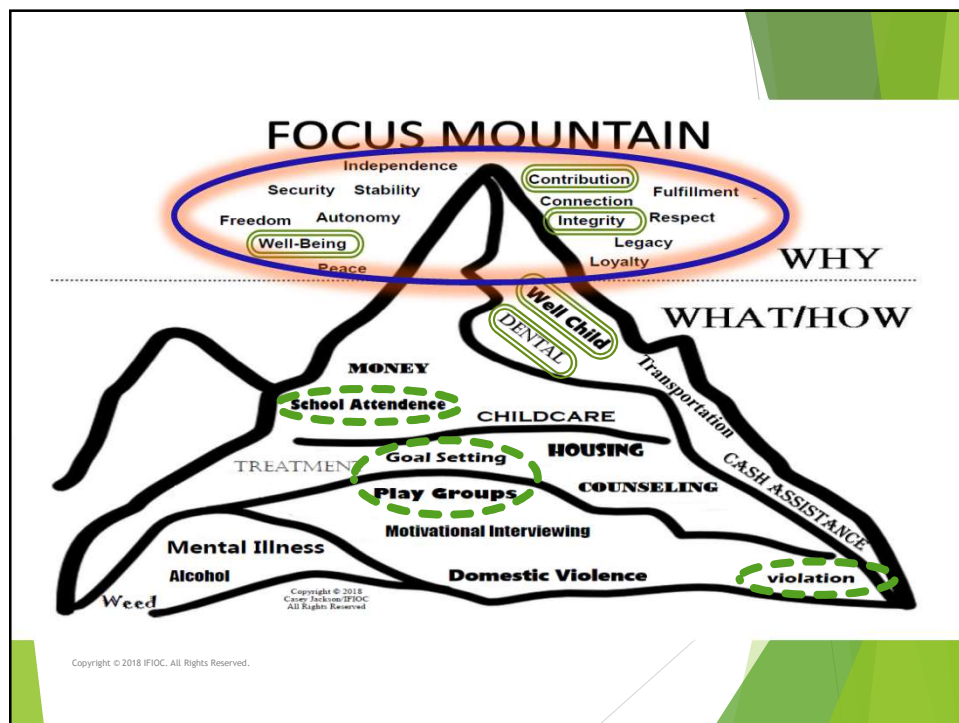
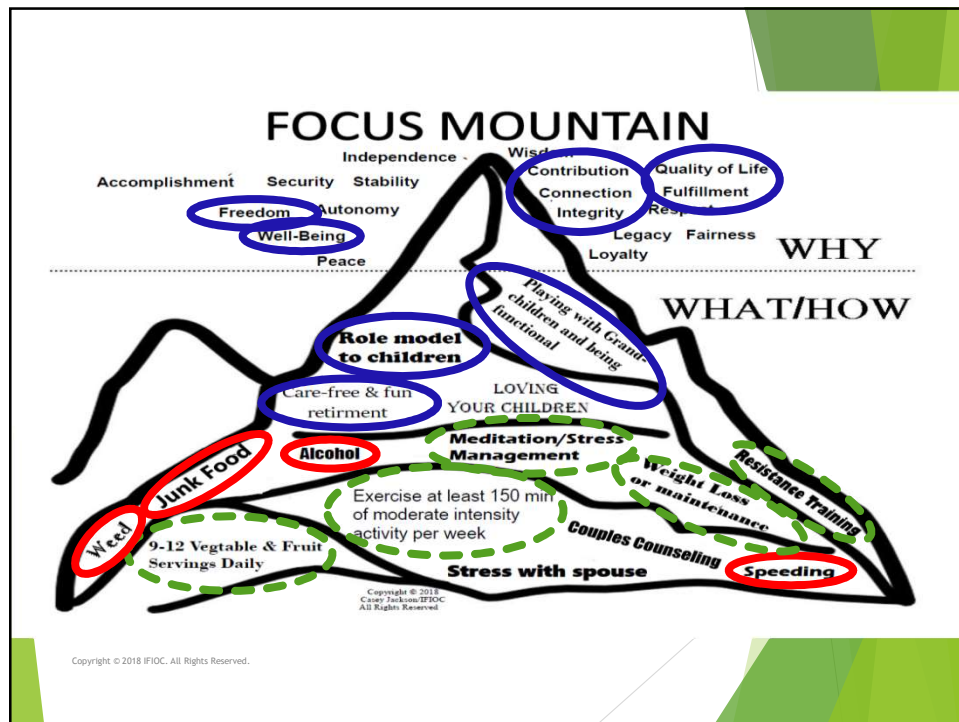


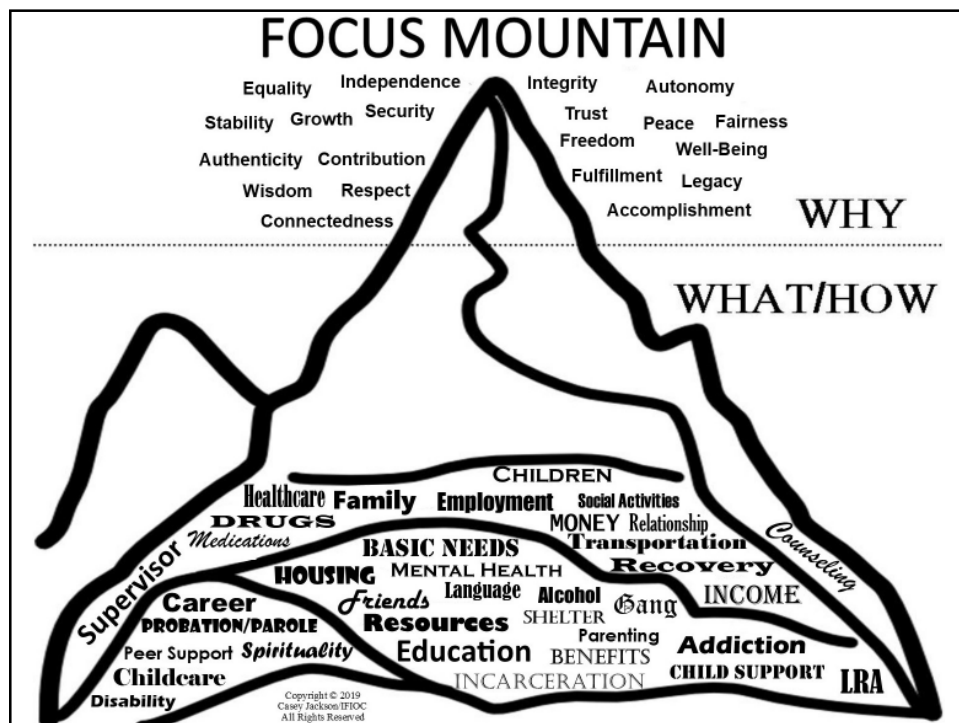
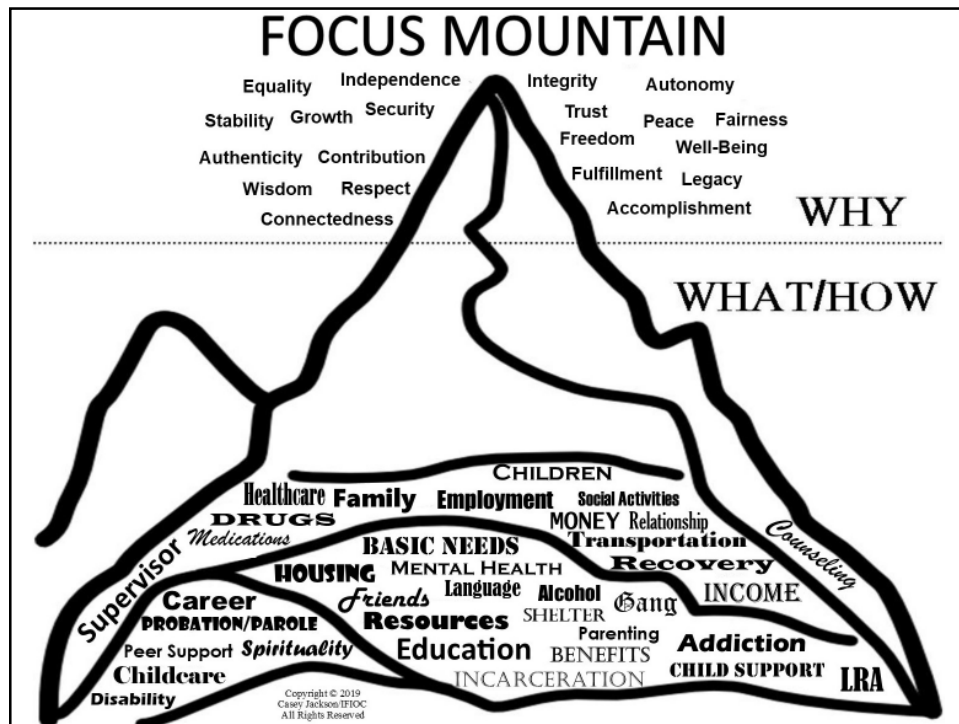














*It's not hard to make decisions when  
you're clear about what your values  
are...*

Roy E. Disney



# Change Balloon

## Importance Balloon

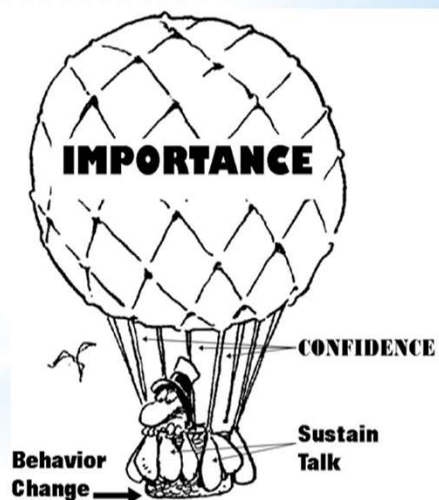
- \* Includes the WHY for the client
- \* Inflate balloon FULLY by evoking and elaborating on Change Talk

## Confidence Cables

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

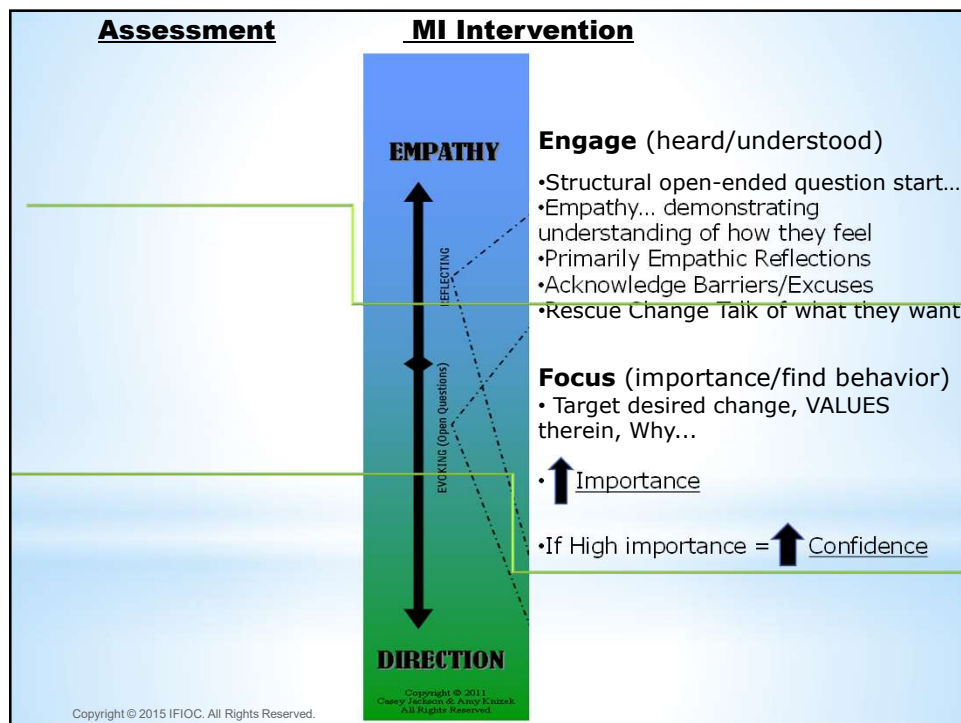
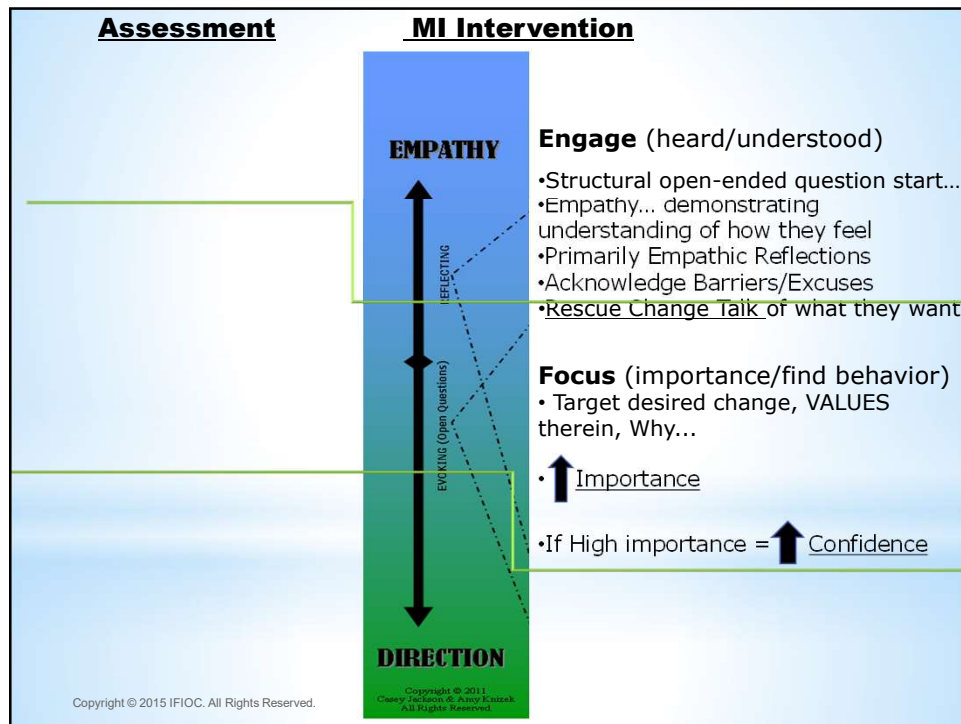
## Behavior Change Basket

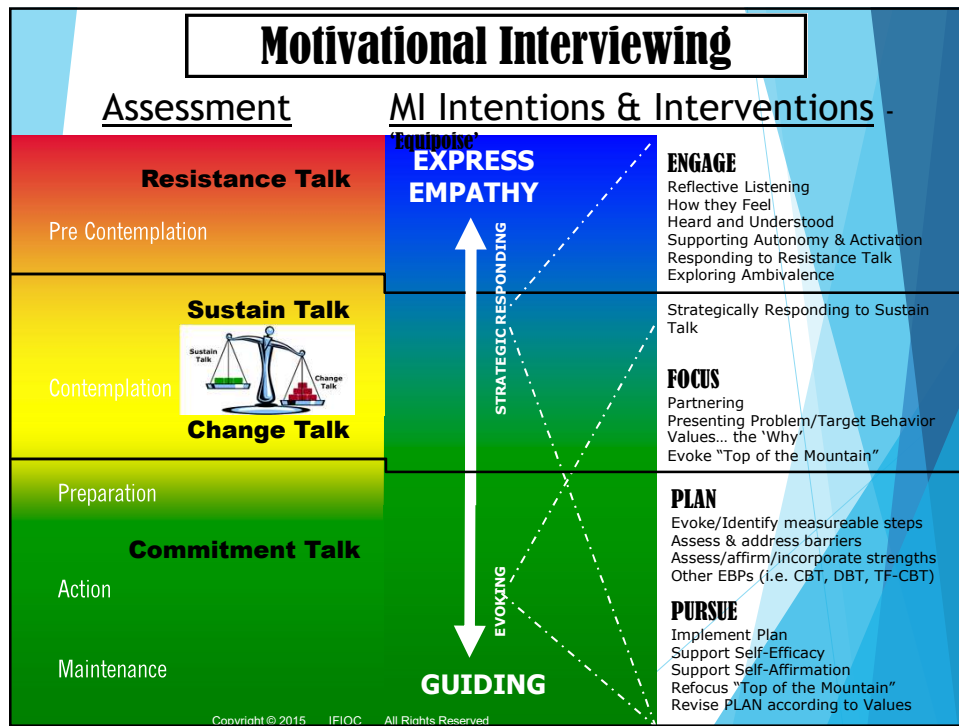
- \* Commitment Talk
- \* One thing sure you can do
- \* Steps and Plan for Change



Copyright © 2017 IFIOC All Rights Reserved







## 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*

Copyright © 2017 IFIOC All Rights Reserved

## Cues for Preparation

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

Copyright © 2017 IFIOC All Rights Reserved

# 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..."*

Copyright © 2017 IFIOC All Rights Reserved

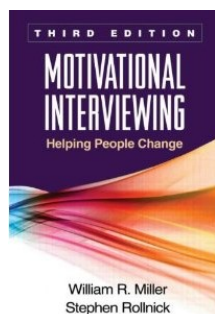
## SAME Discussion Topic

### Ambivalence

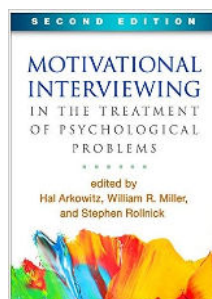
Use these open questions, and then...

- ✓ **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"

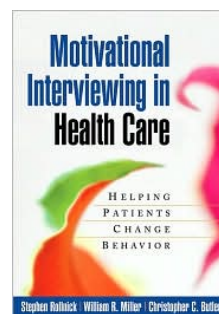
# Motivational Interviewing



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

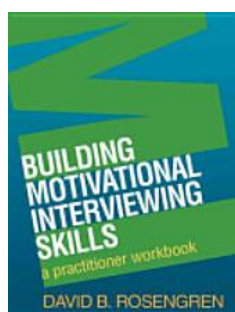


**Motivational Interviewing in the Treatment of Psychological Problems**  
by William Miller, Stephen Rollnick, Hal Arkowitz, & Henny Westra

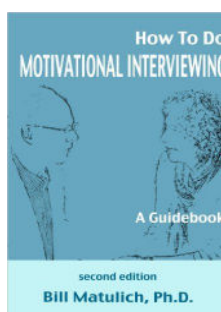


**Motivational Interviewing in Health Care: Helping Patients Change Behavior** by William Miller, Stephen Rollnick, & Christopher Butler

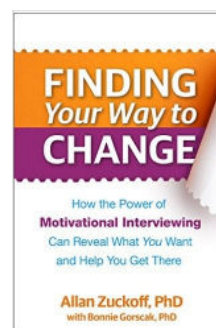
# Motivational Interviewing



**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](mailto:casey.jackson@ifioc.com)  
[john.gilbert@ifioc.com](mailto:john.gilbert@ifioc.com)  
[tami.calais@ifioc.com](mailto:tami.calais@ifioc.com)  
[www.ifioc.com](http://www.ifioc.com)

### Newsletter

Tips, videos and updates  
Sign up @ ifioc.com

### PODCAST

*The Communication Solution*  
on apple Podcasts

### Membership

Communication Training videos, skill building videos/worksheets, online practice, monthly webcast + much more!  
Sign up @ ifioc.com

### BLOG

Articles with communication challenges  
Sign up @ ifioc.com






HANDLE  
@theifioc



## Giveaway

If you have  or   
 Tag @theifioc and use #IFIOCtraining

## Monthly Giveaway

Two \$10 gift cards given out monthly

Tag @theifioc and use #IFIOCtraining

Just post your answer to:  
When you think about your training with IFIOC, what has happened personally, or professionally that has made it worth your time?

Thank YOU for participating!






HANDLE  
@theifioc