



Clutch.....Gas.....Go!

(How to use MI while also reinforcing boundaries, rules, and compliance situations)

Clutch: *Reflections of Empathy (Reflect the other person’s perspective, thoughts, feelings)*

“You’re feeling.....”

“It’s like.....for you.”

“For you it seems as if.....”

“The way you understand it....”

“From your perspective.....”

Gas: *Reflections of Direction (Reflect Change Talk – what they want, need, value)*

“What you would prefer is if.....”

“Things would work better for you if.....”

“You really value.....”

“You would like”

GO: *Clarify the boundary/expectation, then ask an Open Question for how they would like to go from here/deal with it*

Boundary/Rule/Policy/Expectation	Open Question about their Choices/Thoughts/Ideas
“Now that you are aware that”	“...what options do you see you have?”
“Knowing that there’s ____ much time left for receiving the benefit.....”	“...what choices do you think will work best for you?”
“Since that is not something we can do...”	“...where would you like to go from here?”
“Given that policy remains...”	“...what are your thoughts about choosing to follow them or not and what will ultimately work best for you?”