Casey Jackson
MSW, LICSW, MAC, CDP

Motivational Interviewing:
Evidence-Based Communication to Improve Outcomes

IFIOC

1

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

2

IFIOC

12 Communication Roadblocks
(Thomas Gordon)

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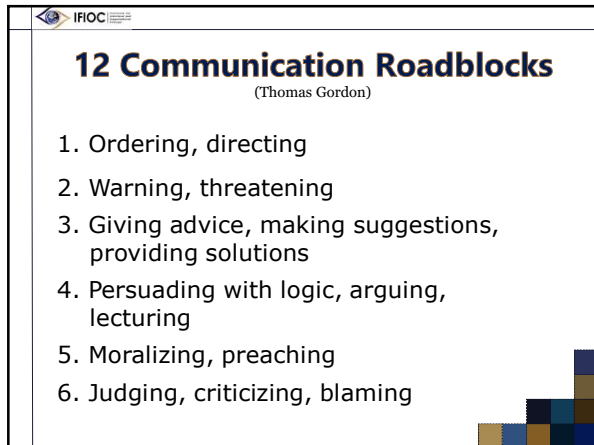11. Questioning, probing
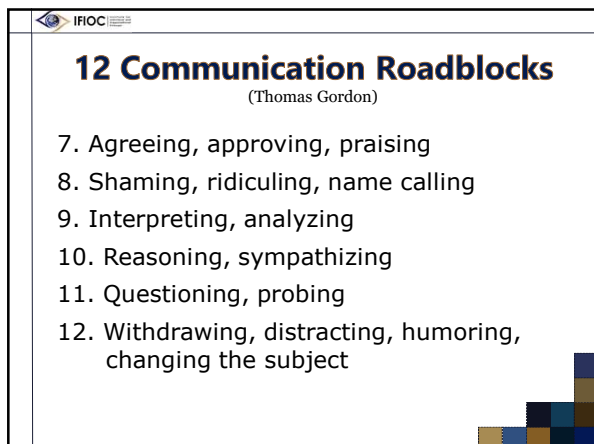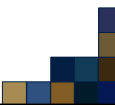12. Withdrawing, distracting, humoring, changing the subject

3

4

Motivational Interviewing

Primary Goals of MI:

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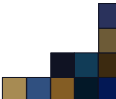- Elicit "change talk" and move towards goals/values/behavior change

5

Fidelity

6

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."
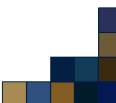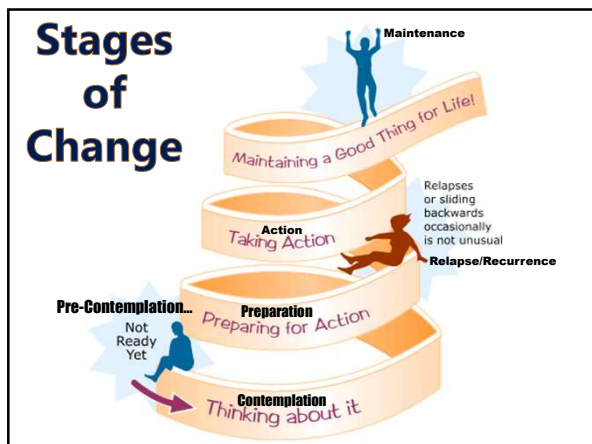
7

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**
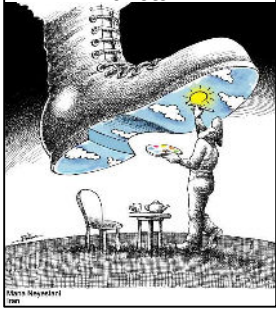- **People resist being pushed to change**
- **Contextual: H.A.L.T.**

8

9

Cues for Pre-Contemplation

Unaware that a problem exists

Does not intend to change

IGNORES/RESISTS EVIDENCE

Too discouraged to change

10

IFIOC

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

11

'Righting Reflex'

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

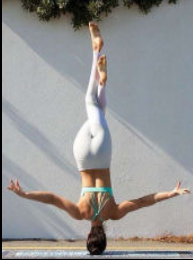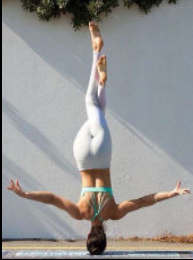Reaction people have to correct someone or something that is 'wrong'

12

Equipoise

"Balance of forces or interests"

"Equally supported in a steady position"

"Internal state of equilibrium or balance"

13

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

14

When you get attached to an outcome or YOU push a quicker pace…   …YOU facilitate "resistance"
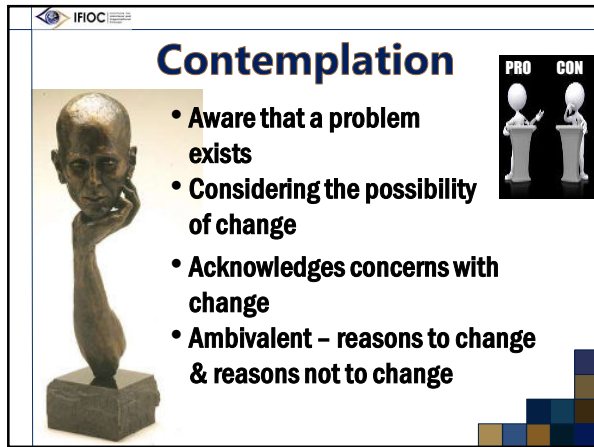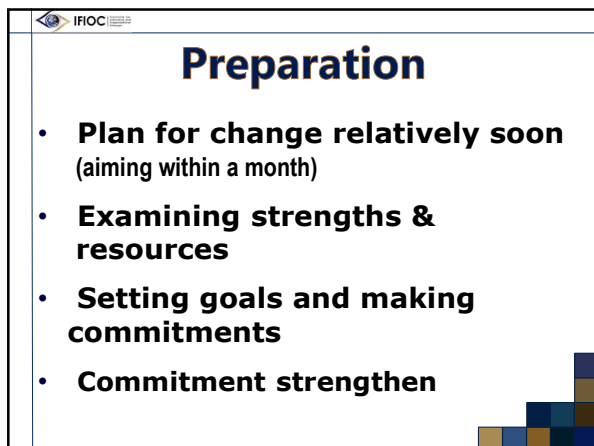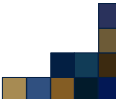
15

Resistance vs.

Ambivalence

16

Contemplation

PRO CON

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

17

IFIOC

Preparation

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

18

Action

- *Actively* modifying…
  - Behaviors
  - Emotions
  - Surroundings
    - …in specific ways
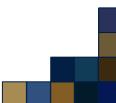
- **Working on the actual target behavior**

19

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**

20

Relapse/Recycle:
A step back, **NOT** a failure

"You can't fall off a mountain"   Jack Kerouac

21

Relapse/Recycle:

IFIOC

- **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**

22

Stages of Change Model

IFIOC

- Normal to move back and forth through stages

- Time in any stage may be transient (lasting for moments, minutes, days, weeks…)
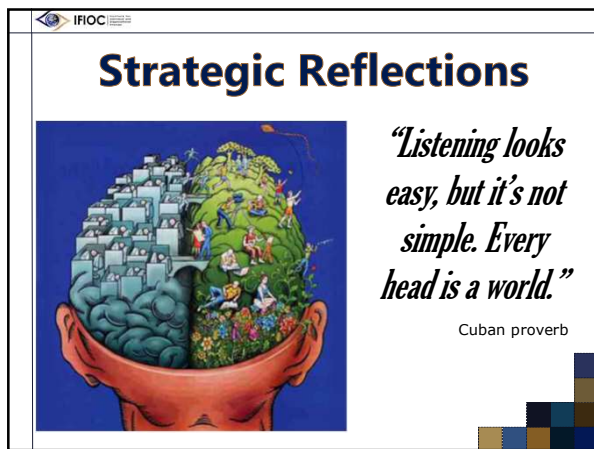
23

EMPATHY
would this help?

24

25

26

27

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

28

Strategic Reflections

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

29

Resistance vs. Ambivalence

30

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

31

Carl Roger's Paradox

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

32

4 Types of Talk
Resistance Talk
Sustain Talk
Change Talk
Commitment Talk

33

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

34

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

Change Talk   Sustain Talk

35

Sustain Talk

Commitment to Status Quo

No Behavior Change

36

Resistance vs. Sustain

RESISTANCE Talk
✓ Focusing outside self
✓ Relationally oriented
✓ Fight Talk
✓ Lightning Rod language
✓ Making it personal

RESPONSE:
Empathic Reflection
"You feel…"

SUSTAIN Talk
✓ Focusing internally
✓ Staying the same
✓ Stuck talk
✓ Status quo
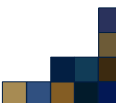✓ About his/her behavior
✓ Natural w/ ambivalence

RESPONSE:
Rescue change talk
"You want…"

37

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

38

IFIOC

Listening for Change Talk

FedEx

DESIRE: *want, wish, like*

ABILITY: *how could, might, can*

REASONS: *should, because*

NEED: *have to, need, important*

39

Change Talk

C ommitment
A ctivation
T aking steps

Behavior Change

40

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

41

Strategic Reflections

Empathy
How he/she feels

GUIDING
What he/she wants

42

Strategic Reflections

"I just feel so stressed and depressed and no medication 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."

GUIDING (What he/she wants)
"You want to find a solution that will provide some relief."

43

Strategically Responding...

SUSTAIN TALK

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

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?"
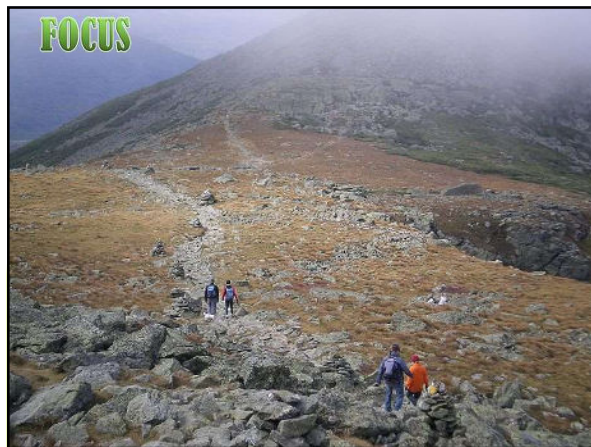"Mostly it's because you don't like taking your meds."

CHANGE TALK

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

ST / 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."

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?"
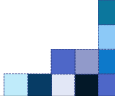"It feels almost impossible to not have it in your life."

44

FOCUS

45

15

46

Chris Waddell

47

IFIOC

MI Intentions

▸ **Supporting Autonomy & Activation**

▸ **Guiding**

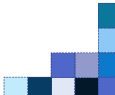▸ **Expressing Empathy**

▸ **Partnering**

▸ **Evoking**

48

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.

49

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."

50

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.

51

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.
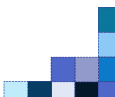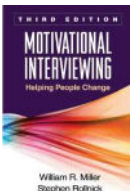
52

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.
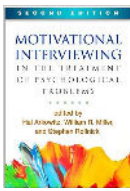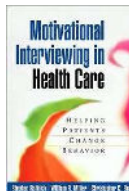
53

Motivational Interviewing

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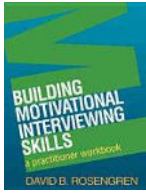by William Miller & Stephen Rollnick

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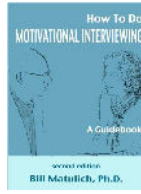by William Miller, Stephen Rollnick, Hal Arkowitz, & Henny Westra

Motivational Interviewing in Health Care: Helping Patients Change Behavior by William Miller, Stephen Rollnick, & Christopher Butler
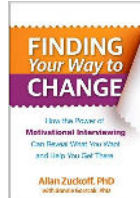
54

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

55

ifioc.com/trainings

Institute for Individual and Organizational Change

@IFIOC

casey.jackson@ifioc.com

56