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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

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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

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Motivational Interviewing


Primary Goals of MI:

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

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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."

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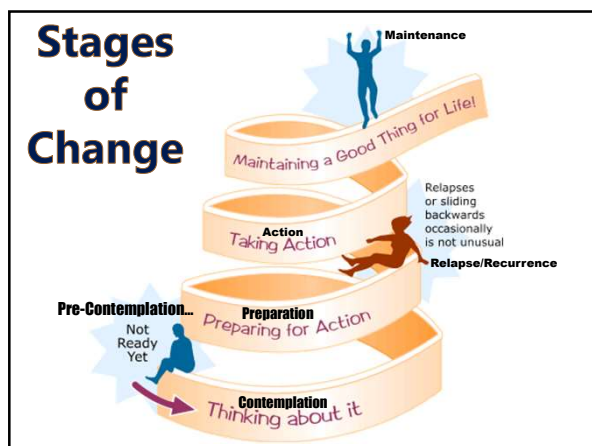


Realities of Change

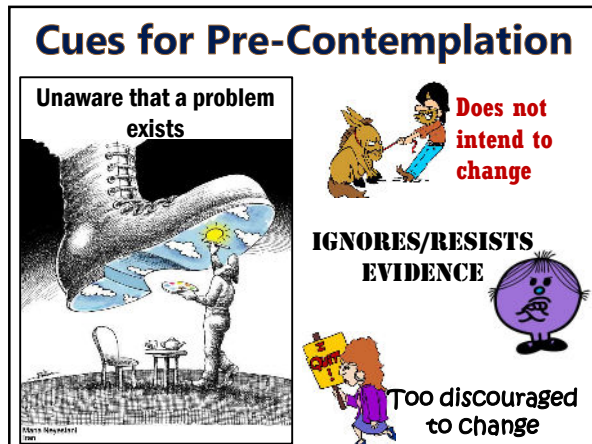
"He who would learn to fly one day must first learn to stand and walk and run and climb and dance; one cannot fly into flying." Friedrich Nietzsche

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

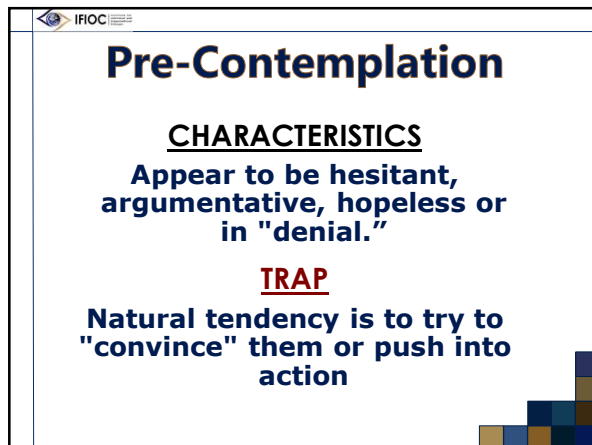
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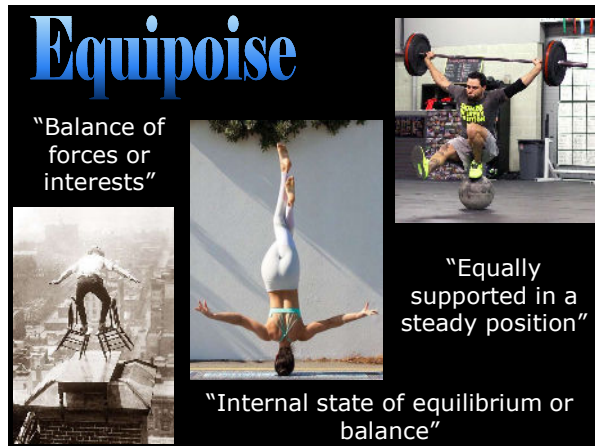
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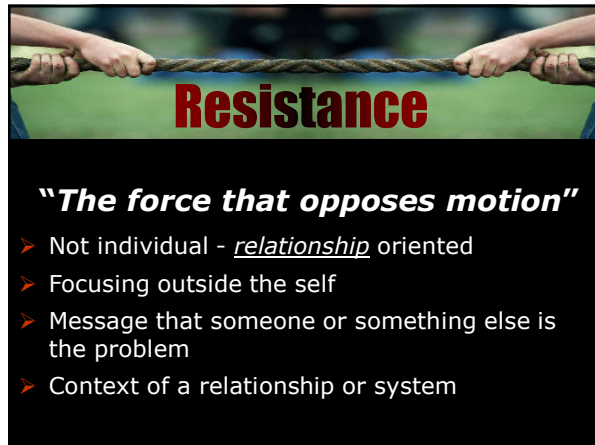
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Contemplation

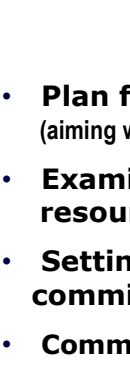
- Aware that a problem exists
- Considering the possibility of change
- Acknowledges concerns with change
- Ambivalent – reasons to change & reasons not to change

PRO

CON




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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

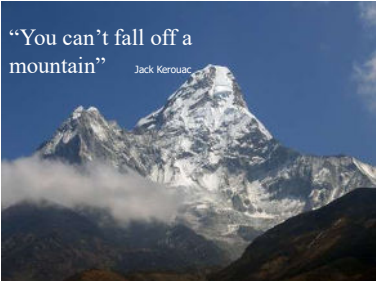
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Relapse/Recycle:

A step back, **NOT** a failure

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




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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...)



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EMPATHY

would this help?

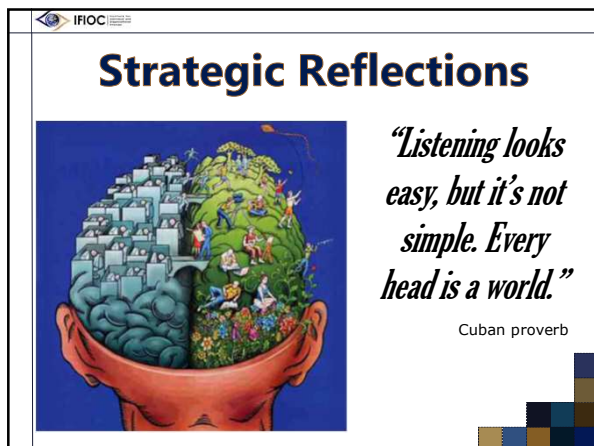
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Strategic Reflections

- 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

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Strategic Reflections








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

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Resistance vs. Ambivalence



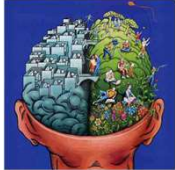
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IFIOC

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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IFIOC

Carl Roger's Paradox

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

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IFIOC

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

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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..."

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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



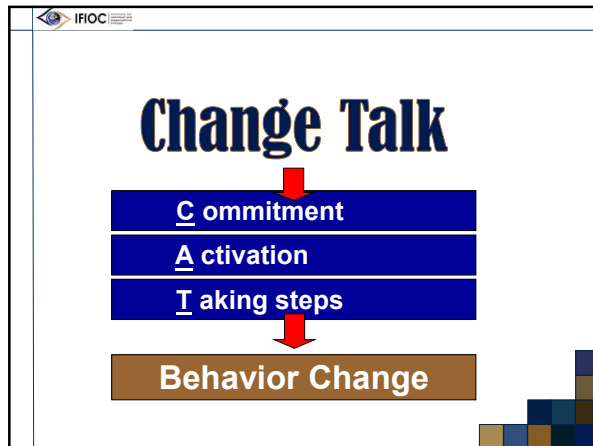
DESIRE: *want, wish, like*

ABILITY: *how could, might, can*

REASONS: *should, because*

NEED: *have to, need, important*

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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


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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 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."

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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."

IS

- "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."

IS

- "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."

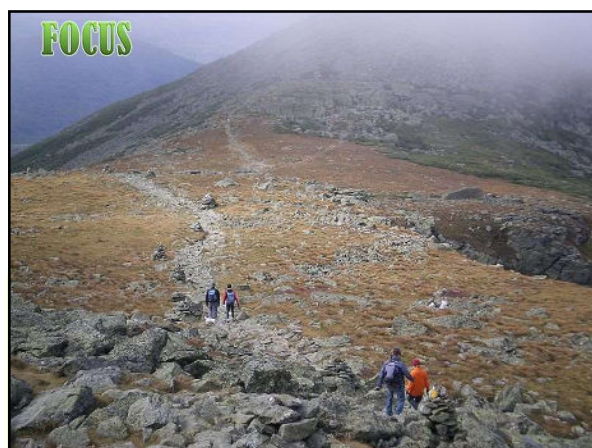
CHANGE TALK & SUSTAIN TALK

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

IS

- "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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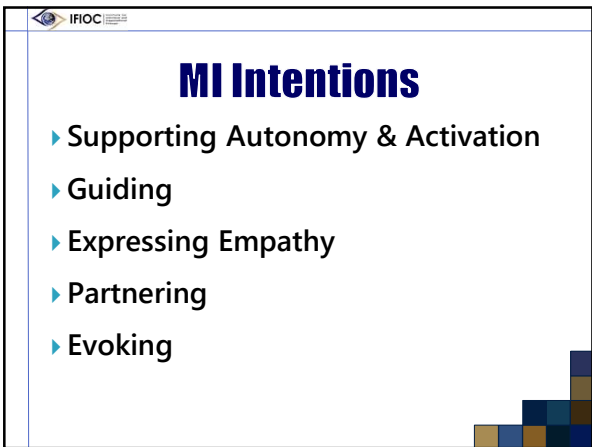
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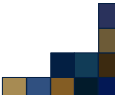


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 IFIOC

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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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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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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Motivational Interviewing



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



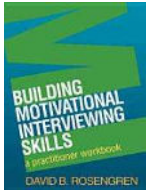
Motivational Interviewing in the Treatment of Psychological Problems
by William Miller, Stephen Rollnick, Hal Arkowitz, & Henry Westra



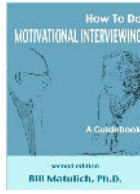
Motivational Interviewing in Health Care: Helping Patients Change Behavior by William Miller, Stephen Rollnick, & Christopher Butler

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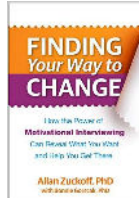
Motivational Interviewing



Building Motivational Interviewing Skills by David Rosengren



How To Do Motivational Interviewing by Bill Matulich



Finding Your Way to Change by Allan Zuckoff

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