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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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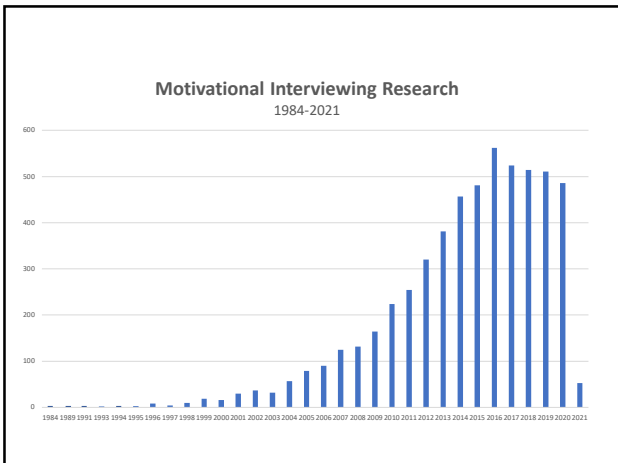


Motivational Interviewing

Primary Goals of MI:

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

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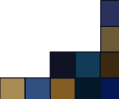


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4500+ Studies on MI Effectiveness

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."

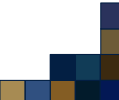


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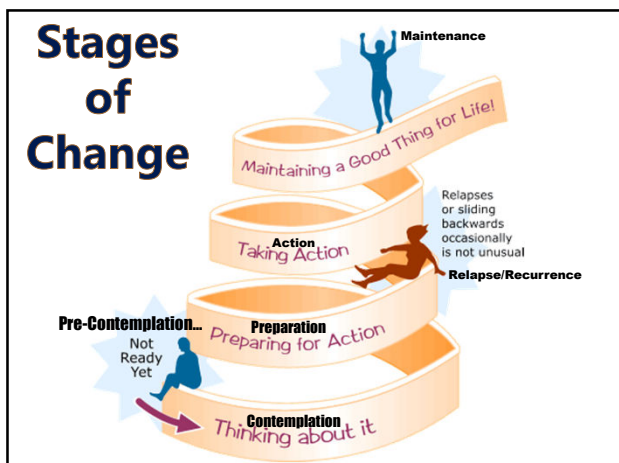
Realities of Change

"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

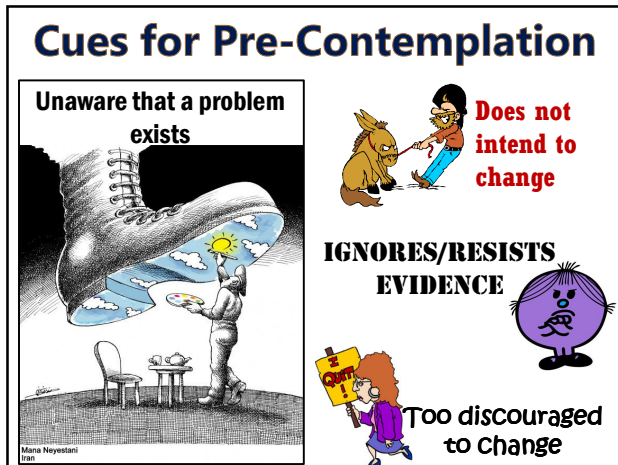
- **Most change does not occur overnight**
- **People resist being pushed to change**
- **Contextual: H.A.L.T.**



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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

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Equipoise

"Balance of forces or interests"





"Internal state of equilibrium or balance"



"Equally supported in a steady position"

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'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'



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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

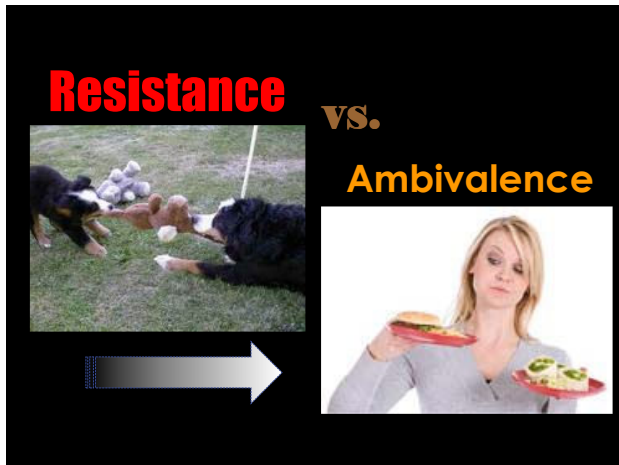
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When you get attached to an outcome or YOU push a quicker pace...



...YOU facilitate "resistance"

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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

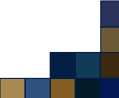


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Maintenance
(takes minimum 6 mo Action – up to 2 yrs Action)

“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...)



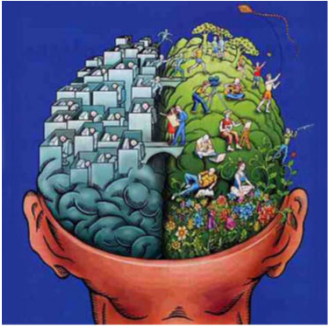
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Strategic Reflections



"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.*

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Strategic Reflections

"I haven't taken my meds for three months because mental health excluded me for some stupid reason. I got sick and rescheduled which is what they told me to do."

Empathy (How he/she feels: ST)

"You were taking care of yourself and tried to do the right thing and it feels like you got punished for it."

DIRECTION (What he/she wants: CT)

"You realize that not being on your meds is causing some of these problems and you want to reconnect with mental health."

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Strategic Reflections



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

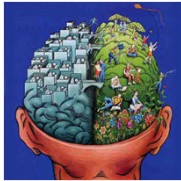
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Strategic Reflections

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

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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



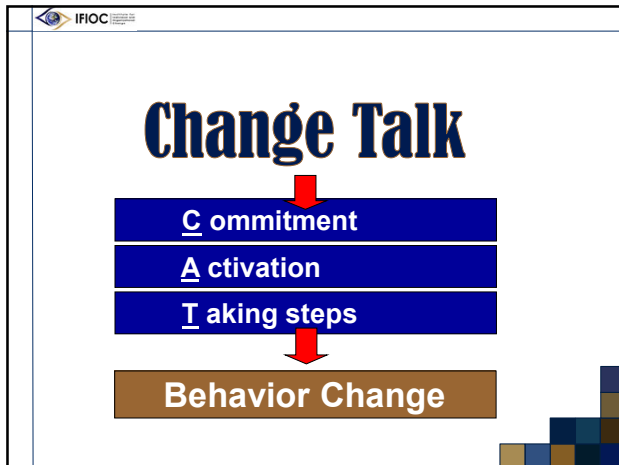
DESIRE: *want, wish, like*

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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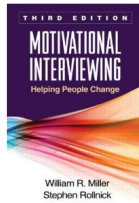


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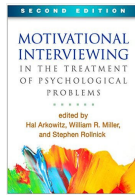


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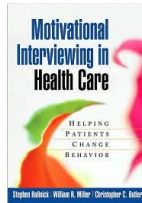
Motivational Interviewing



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



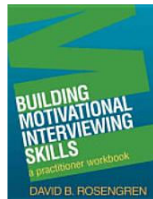
Motivational Interviewing in the Treatment of Psychological Problems
by William Miller, Stephen Rollnick, Hal Arkowitz, & Henry Westra



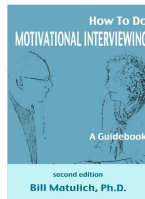
Motivational Interviewing in Health Care: Helping Patients Change Behavior
by William Miller, Stephen Rollnick, & Christopher Butler

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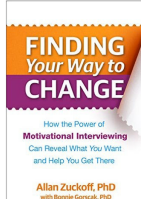
Motivational Interviewing



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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Additional Resources

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