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Motivational Interviewing:
Evidence-Based Communication
to Improve Outcomes

Washington State
Department of Social
& Health Services
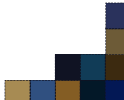*Transforming lives*

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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
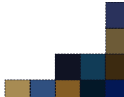5. Moralizing, preaching
6. Judging, criticizing, blaming

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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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COMPLIANCE **CHOICE**

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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."
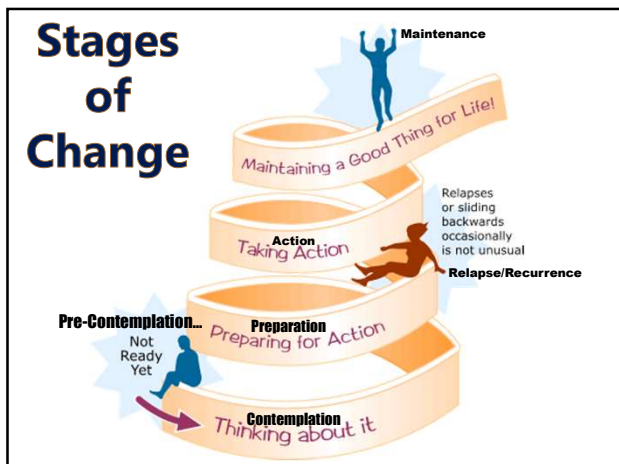
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Realities of Change

"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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Stages of Change

Maintenance

Maintaining a Good Thing for Life!

Relapses or sliding backwards occasionally is not unusual

Action Taking Action

Relapse/Recurrence

Pre-Contemplation... Not Ready Yet

Preparation Preparing for Action

Contemplation Thinking about it

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Cues for Pre-Contemplation

Unaware that a problem exists

Does not intend to change

IGNORES/RESISTS EVIDENCE

Too discouraged to change

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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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'Righting Reflex'

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

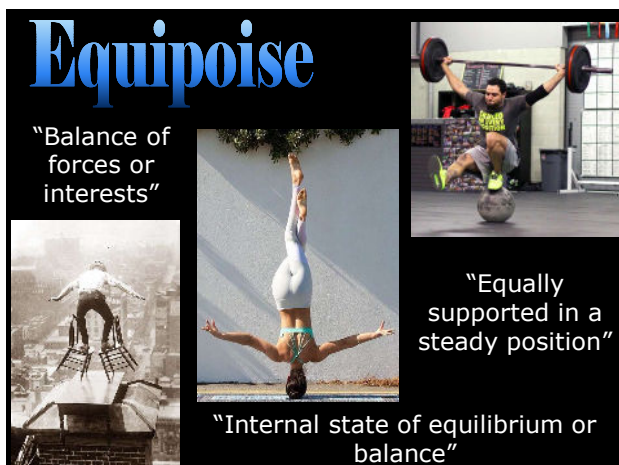Reaction people have to correct someone or something that is 'wrong'

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Equipoise

"Balance of forces or interests"

"Equally supported in a steady position"

"Internal state of equilibrium or balance"

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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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Resistance vs. Ambivalence

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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

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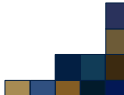
Preparation

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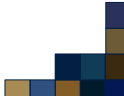- Setting goals and making commitments
- Commitment strengthen

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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**
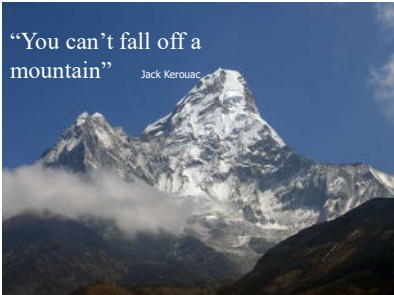❖ **Maintaining focus**
❖ **Pursuing new goals**

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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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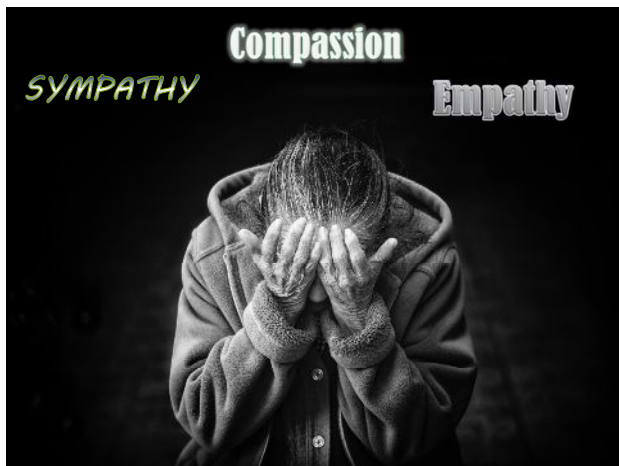## Stages of Change Model

- 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

- 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

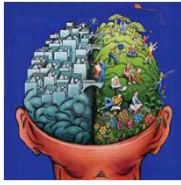
Rogers: **Non-directional**
MI: **Strategic**

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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

Change Talk   Sustain Talk

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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

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

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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
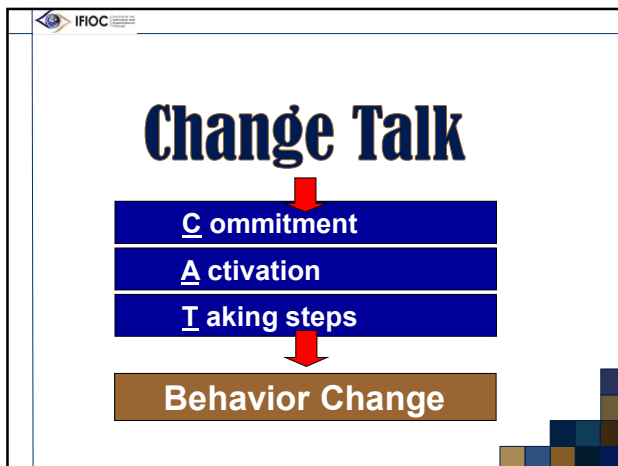- ❖ What the client really wants… underlying goals &/or values

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Listening for Change Talk

FedEx

DESIRE: *want, wish, like*

ABILITY: *how could, might, can*

REASONS: *should, because*

NEED: *have to, need, important*

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Change Talk

C ommitment

A ctivation

T aking steps

Behavior Change

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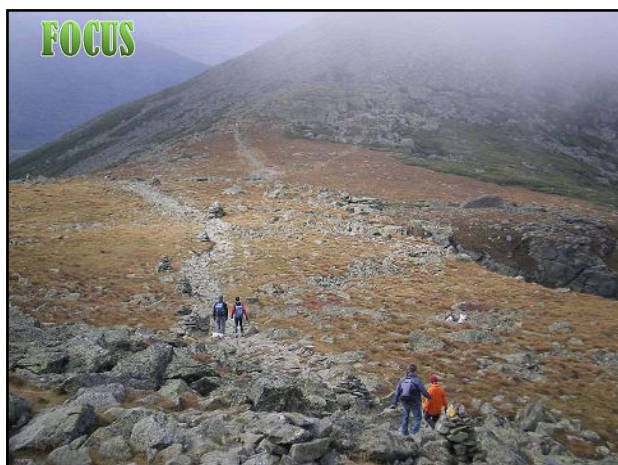
Empathy (How he/she feels)
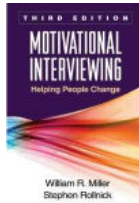*"Your situation is really taking its toll on you."*

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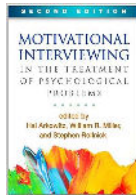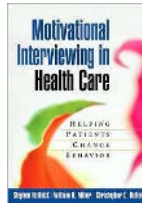
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FOCUS

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Motivational Interviewing

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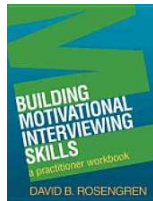by William Miller & Stephen Rollnick

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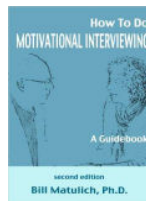by William Miller, Stephen Rollnick, Hal Arkowitz, & Henny Westra

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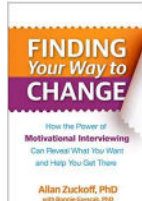
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Motivational Interviewing

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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