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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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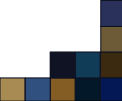
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**300+ Studies on MI Effectiveness**

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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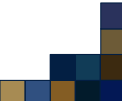
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**Realities of Change**

*"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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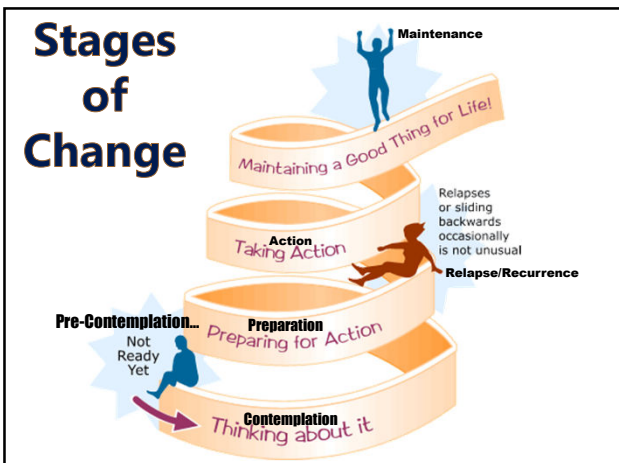
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## Cues for Pre-Contemplation

**Unaware that a problem exists**

© 1998, Heywood

**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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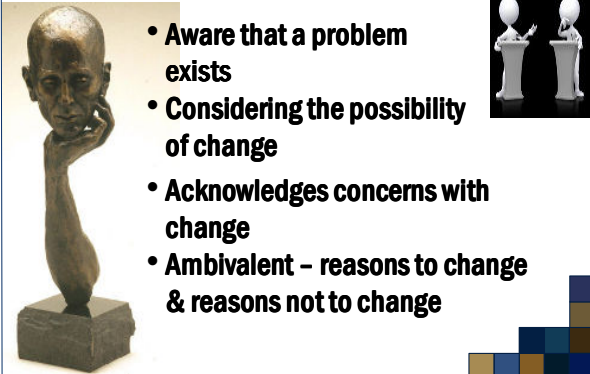
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**Contemplation**



- 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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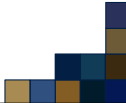
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## Action

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



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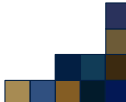
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## Maintenance

(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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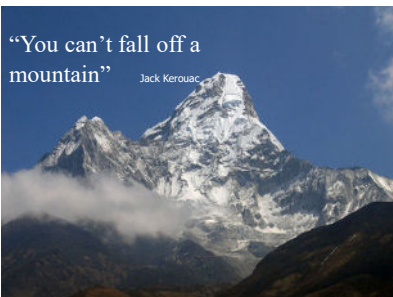
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## Relapse/Recycle:

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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Awaken the mind.

# EMPATHY

would this help?

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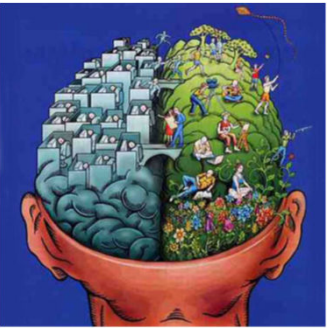
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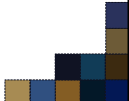


## Strategic Reflections



*“Listening looks easy, but it’s not simple. Every head is a world.”*

Cuban proverb



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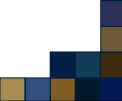
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## Strategic Reflections

- 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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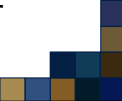
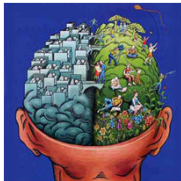
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## Strategic Reflections

**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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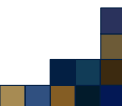
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## Carl Roger's Paradox

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



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## 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

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Commitment to Status Quo

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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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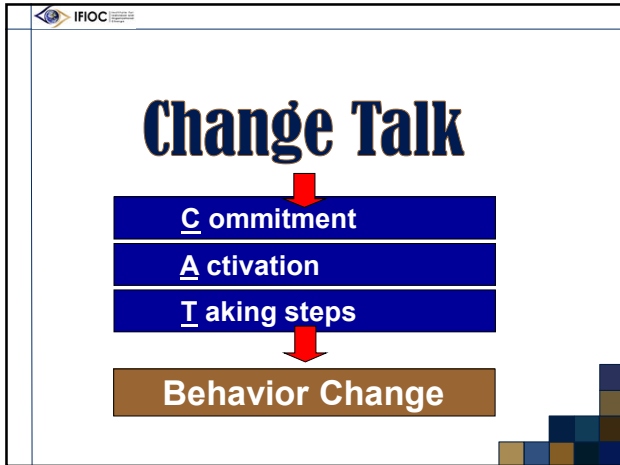
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**Listening for Change Talk**

- ❖ 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."*

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

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

**ST** "What would it take for you to reconnect with mental health services?"

**GT** "And there is part of you that really wants to get back on your meds."

**ST** "Are there other reasons you haven't been taking your meds?"

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

**ST** "How have you thought about following up on that?"

**GT** "You are working to hold up your end of the deal."

**ST** "So why didn't you follow-up after that?"

**GT** "You got sick, that's why you cancelled."

**ST** "What are some of the reasons you'd like to quit?"

**GT** "Getting away from it is still important to you."

**ST** "So why won't you just give it another shot?"

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

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 IFIOC

## MI Intentions

- Supporting Autonomy & Activation
- Guiding
- Expressing Empathy
- Partnering
- Evoking



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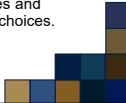
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## Supporting Autonomy & Activation

- 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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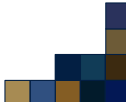
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## Guiding

- 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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## 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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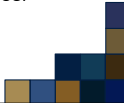
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## Partnering

- 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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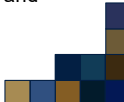
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## Evoking

- 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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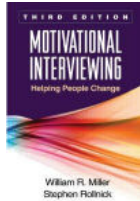
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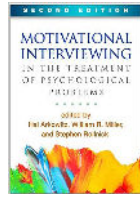
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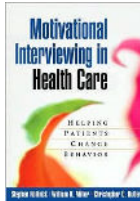
## Motivational Interviewing



**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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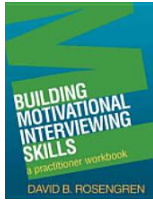
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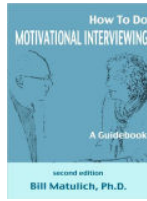
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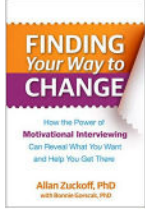
# Motivational Interviewing



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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