


**Casey Jackson**  
MOM, LIGON, MAC, SLEEP

## Motivational Interviewing: Evidence-Based Communication That Improves Outcomes



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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 or discord
- Resolve ambivalence
- Facilitate long-term, sustained, behavior change



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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.

Rubak S, Sandbaek A, Lauritzen T, Christensen B. Motivational interviewing: a systematic review and meta-analysis. *Br J Gen Pract.* 2005 Apr;55(513):305-12. PMID: 15826439. PMCID: PMC1463134.

“Providers who know how to effectively deal with resistance and ambivalence have adherence rates 5x higher than **information giving.**”

Berger BA, Williams WA. Motivational interviewing for health care professionals: A sensible approach. Washington, DC: American Pharmacists Association Press; 2013.



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### Recipe vs. Chef

#### MI Intentions

- Support Autonomy & Activation
- Express Empathy
- Guiding
- Partnering
- Evoking



#### Clinician Attributes

1. Accurate Empathy
2. Positive Regard
3. Genuineness
4. Acceptance
5. Focus
6. Hope
7. Evocation
8. Offering Info/Advice (lowest effort size)

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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

- Behavior change takes motive and time
- People resist being pushed to change
- Context Matters (**H**ungry **A**NGRY **L**ONELY **T** IRED )
- Trauma can affect coping/problem solving



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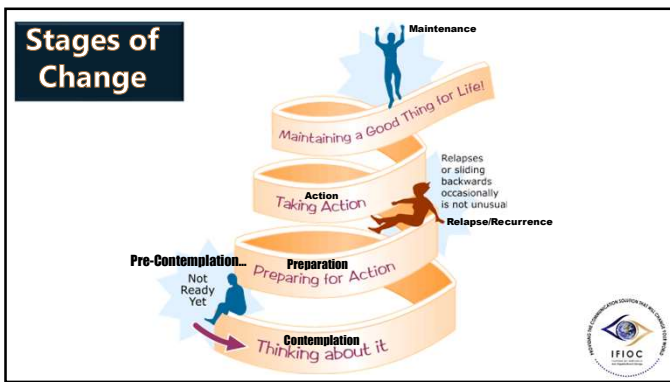
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### Cues for Pre-Contemplation


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 upright position...

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**Righting Reflex**

**"Fixing Reflex"**



...instinctive or righteous reaction to correct someone or something that is 'wrong'.



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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

“Fixing Reflex”



...instinctive or righteous reaction 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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**Conclusions**  
 Social robots can achieve a fundamental objective of motivational interviewing, encouraging participants to articulate their goals and dilemmas aloud. **Because they are perceived as nonjudgmental**, robots may have advantages over more humanoid avatars for delivering virtual support for behavioral change.

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## Resistance vs. Ambivalence



vs.





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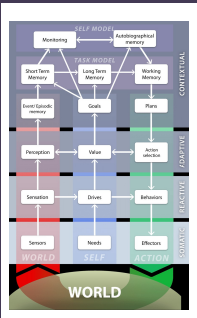
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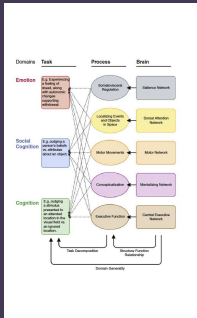
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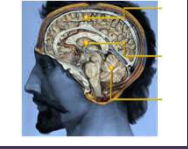
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## Contemplation



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





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



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## ENGAGE

1<sup>st</sup> MI Process





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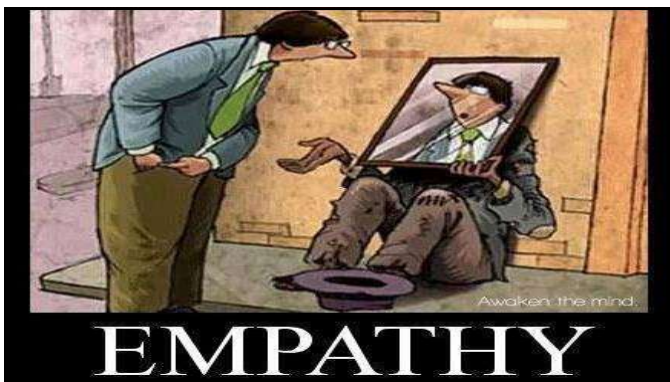
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### Accurate Empathy



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

Cuban proverb



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### Accurate Empathy

- Step inside their reality
- Gets their thoughts out of their head
- Verbalizing who they are and what they are about from THEIR narrative
  - “You...”
  - “It’s...”
  - “So...”
- **Inferences** and implications regarding what they feel, want, and seek for outcomes

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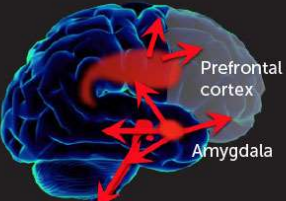
Unstressed



Prefrontal cortex

Tight control of thoughts, emotions and actions

Stressed



Prefrontal cortex

Amygdala

Weaker control of thoughts, emotions and actions

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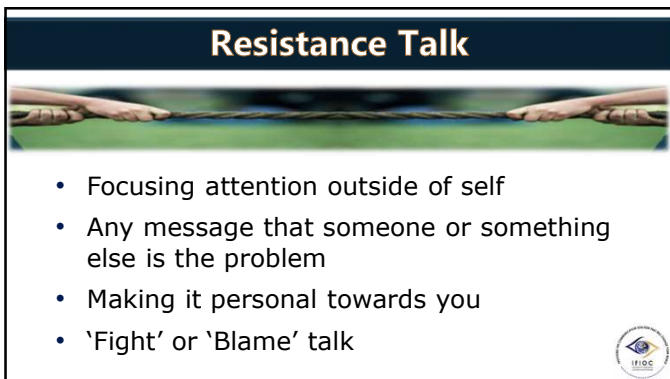
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### Sustain Talk



- Rationale why behavior is not going to change
- Any message of being stuck or staying the same
- One side of the coin of ambivalence



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### Resistance vs. Sustain

<p><b>RESISTANCE Talk</b></p> <ul style="list-style-type: none"> <li>✓ Focusing outside self</li> <li>✓ Relationally oriented</li> <li>✓ Fight Talk</li> <li>✓ Lightning Rod language</li> <li>✓ Making it personal</li> </ul> <p><b>RESPONSE:</b> Empathic Reflection "You feel..."</p>	<p><b>SUSTAIN Talk</b></p> <ul style="list-style-type: none"> <li>✓ Focusing internally</li> <li>✓ Staying the same</li> <li>✓ Stuck talk</li> <li>✓ Status quo</li> <li>✓ About his/her behavior</li> <li>✓ Natural w/ ambivalence</li> </ul> <p><b>RESPONSE:</b> Rescue change talk "You want..."</p>
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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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### Identifying Change Talk

- Identifying their goals and/or values
- Vision of happier and/or healthier
- Hypothetical statements about change
- Identity (I'm not THAT person)



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### Responding to Change Talk

Change Talk

↓


C ommitment

A ctivation

I aking steps

↓

Behavior Change



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## Responding to Change Talk

“Reflection of Change Talk directly correlated to positive clinical outcomes”<sup>33</sup>

Increased change talk increases likelihood for target behavior change<sup>34</sup>



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## Strategic Reflections

MI does roughly **double the rate of change talk and halve the rate of resistance**, relative to action-focused counseling or confrontation<sup>35</sup>

**Sustain Talk** ↓ 50%

**Change Talk** ↑ 100%



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## Strategic Reflections



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

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**Strategic Reflections**



**Sustain Talk** =  
**Empathy... How they feel**

**Change Talk** =   
**Guiding... What they want**

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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 they feel)  
*"Your situation is really taking its toll on you."*

**Guiding** (What they want)  
*"You need to find a solution that will provide some relief."*

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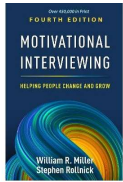
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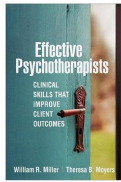
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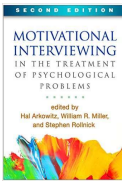
**MI Books**



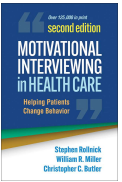
**Motivational Interviewing**  
 Fourth Edition:  
 Helping People  
 Change & Grow  
 William Miller & Stephen Rollnick



**Effective Psychotherapists:**  
 Clinical Skills that Improve  
 Client Outcomes  
 William Miller & Theresa Moyers



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



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

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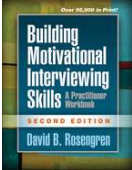
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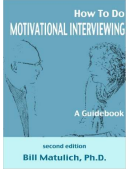
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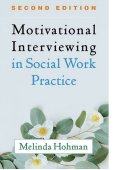
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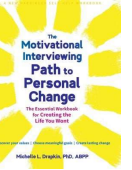
**Building Motivational Interviewing Skills: A Practitioner Workbook**  
David Rosegruen



**How to Do Motivational Interviewing: A Guidebook**  
Bill Metzlich, Ph.D.



**Motivational Interviewing in Social Work Practice**  
Melinda Hohman



**Motivational Interviewing: Path to Personal Change**  
Michelle Crispin

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**Additional Resources**

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