


1

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




2

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



3



4

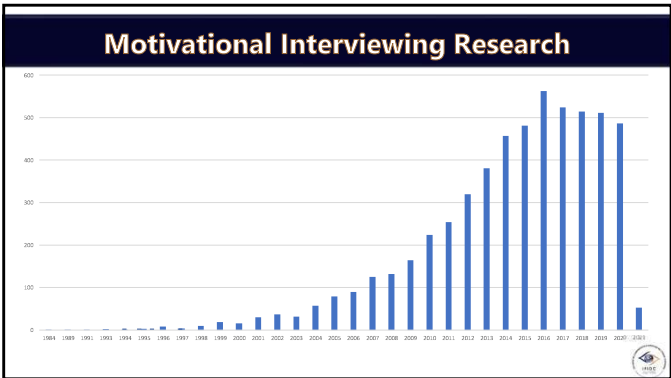
Motivational Interviewing

Primary Goals of MI:

- Reduce/Minimize resistance or discord
- Resolve ambivalence
- Facilitate long-term, sustained, behavior change



5



6

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, Vitousek WA. Motivational Interviewing for Health Care Professionals: A Sensible Approach. Washington, DC: American Pharmacists Association Press; 2013.

7

8

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 Help/Advice (lowest effectiveness)

9

Realities of Change

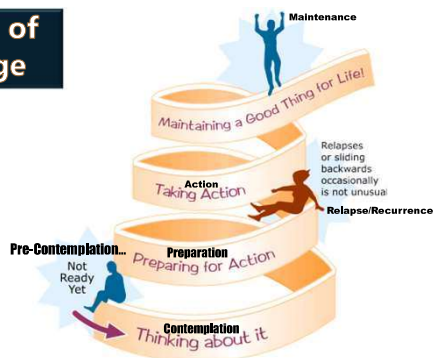
"He who would learn to fly one day must first learn to stand and walk and run and climb and dance; one cannot fly into flying." Friedrich Nietzsche

- 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



10

Stages of Change



11

Cues for Pre-Contemplation

Unaware that a problem exists



Does not intend to change

IGNORES/RESISTS EVIDENCE



Too discouraged to change



12

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



13

Righting Reflex



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



14

Righting Reflex

"Fixing Reflex"




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




15


Equipoise

"Balance of forces or interests"






"Internal state of equilibrium or balance"




"Equally supported in a steady position"




16

Righting Reflex

"Fixing Reflex"

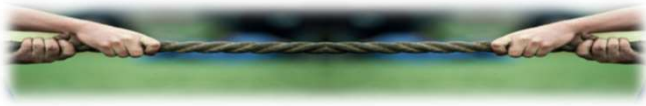


...instinctive or righteous reaction to correct someone or something that is 'wrong'.




17

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



18

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.



19

Resistance vs. Ambivalence

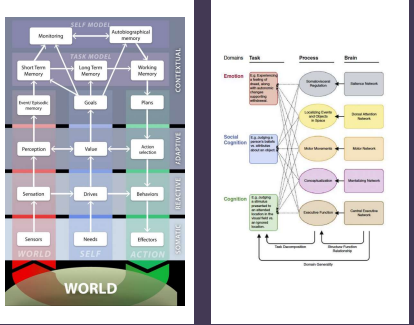




vs.






20



21


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





22

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

...YOU facilitate "resistance"



23

ENGAGE

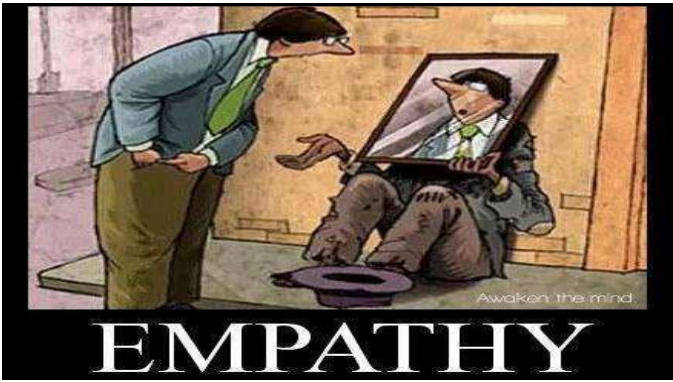
1st MI Process



24



25



26



27

Accurate Empathy



*"Listening looks easy,
but it's not simple.
Every head is a
world."*

Cuban proverb



28

Accurate Empathy

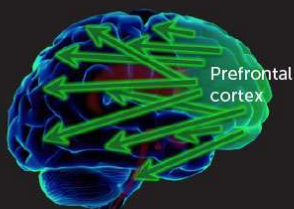
- Step inside their reality
- Gets their thoughts out of their head
- Verbalizing who they are and what they are about from THEIR narrative
 - "You..."
 - "It's..."
 - "So..."
- **Inferences** and implications regarding what they feel, want, and seek for outcomes



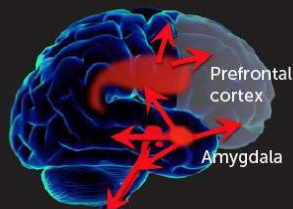
29

Unstressed

Stressed



Tight control of thoughts,
emotions and actions



Weaker control of thoughts,
emotions and actions

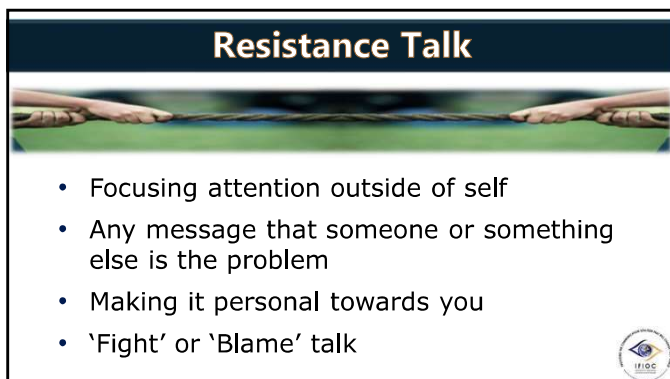
30



31



32



33

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



34

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..."



35

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



36

Listening for Change Talk



DESIRE: *want, wish, like*

ABILITY: *how could, might, can*

REASONS: *should, because*

NEED: *have to, need, important*



37

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)



38

Responding to Change Talk



39

Responding to Change Talk

"Reflection of Change Talk directly correlated to positive clinical outcomes"³³

Increased change talk increases likelihood for target behavior change³⁴



40

Strategic Reflections

MI does roughly **double the rate of change talk and halve the rate of resistance**, relative to action-focused counseling or confrontation³⁵

Sustain Talk ↓ 50%

Change Talk ↑ 100%



41

Strategic Reflections



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

42

Strategic Reflections



Sustain Talk =

Empathy... How they feel

Change Talk =

Guiding... What they want



43

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."

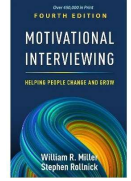
Guiding

(What they want)

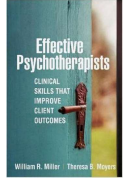
"You need to find a solution that will provide some relief."

44

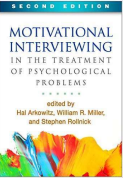
MI Books



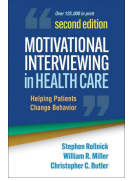
Motivational Interviewing
Fourth Edition:
Helping People
Change & Grow
William Miller & Stephen Rollnick



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



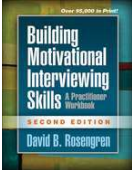
Motivational Interviewing
in the Treatment of
Psychological Problems
William Miller, Stephen Rollnick, Hal
Arkowitz, & Henry Westra



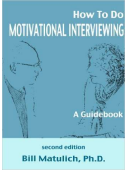
Motivational Interviewing
in Health Care:
Helping Patients
Change Behavior
William Miller, Stephen Rollnick, &
Christopher Butler

45

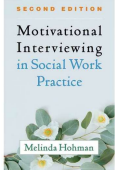
MI Books



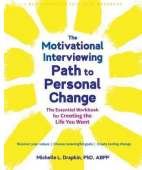
**Building Motivational Interviewing Skills:
A Practitioner Workbook**
David Rosengren



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



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



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

46



IFIOC
Instituting for Communication
in Personal and Organizational Change

Additional Resources

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47
