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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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IROC

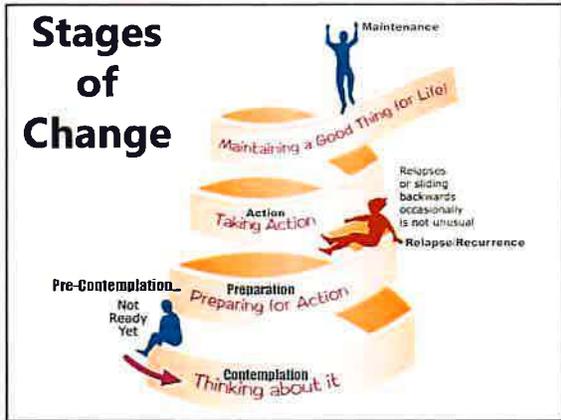
300+ Studies on MI Effectiveness

A systematic review that included 72 studies found that motivational interviewing outperformed traditional **advice giving** in 80% of studies.

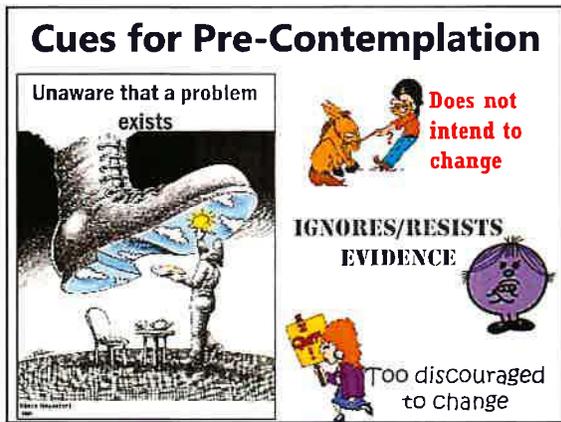
"Providers who know how to effectively deal with resistance and ambivalence have adherence rates 5x higher than **information giving**."



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IFHC

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"

"Equally supported in a steady position"

"Internal state of equilibrium or balance"

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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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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**

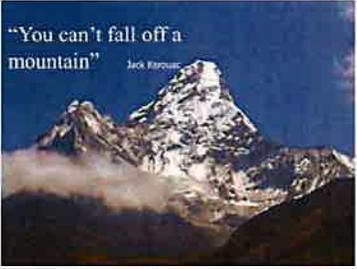


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Relapse/Recycle:

A step back, **NOT** a failure



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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...)



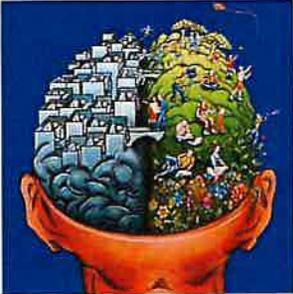
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IFIOC

Strategic Reflections



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

Cuban proverb

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IFIOC

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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IFROC

Strategic Reflections



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

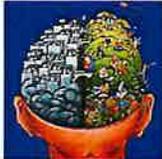
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Strategic Reflections

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

<p><u>RESISTANCE Talk</u></p> <ul style="list-style-type: none"> ✓ Focusing outside self ✓ Relationally oriented ✓ Fight Talk ✓ Lightning Rod language ✓ Making it personal 	<p><u>SUSTAIN Talk</u></p> <ul style="list-style-type: none"> ✓ 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

DESIRES: *want, wish, like*

ABILITIES: *how could, might, can*

REASONS: *should, because*

NEEDS: *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
- A small bar chart with colored blocks is in the bottom right corner.

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Strategic Reflections

Empathy
How he/she feels

GUIDING
What he/she wants

The slide features a photo of two people on the left and a compass on the right.

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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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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 Arkow, & Henry Westra

Motivational Interviewing in Health Care: Helping Patients Change Behavior by William Miller, Stephen Rollnick, & Consuelo 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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courses by IFIOC ifioc.com/upcoming-trainings

f

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