





**Casey Jackson**  
MSW, LICSW, MAC, SUDP

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

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**Find a partner...**



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**Discussion Topic**

**Something about yourself that you:**

- Want to change
- Need to change
- Should change
- Have been thinking about changing

***...but haven't changed yet***

**Something you have ambivalence about**



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




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## 5000+ 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**."

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




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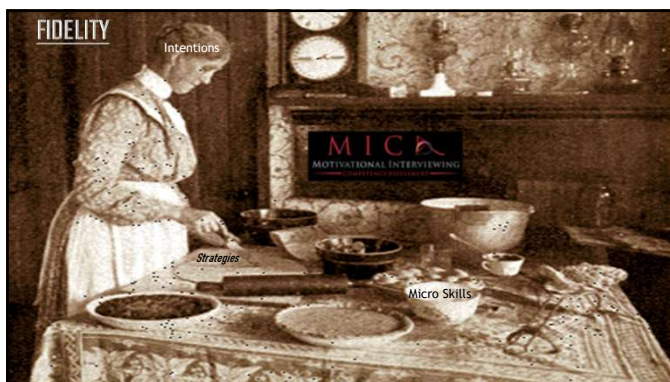
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## Chef + Recipe

### Clinician Attributes

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

### MI Intentions

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




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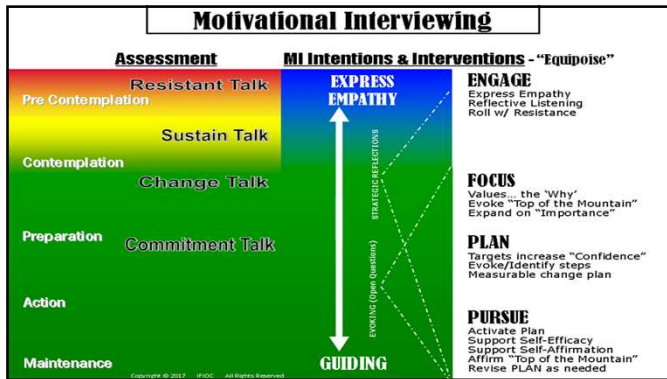
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**Realities of Change**

*"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*

- 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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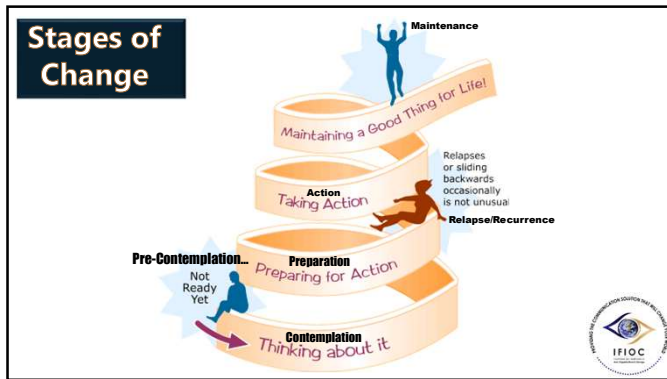
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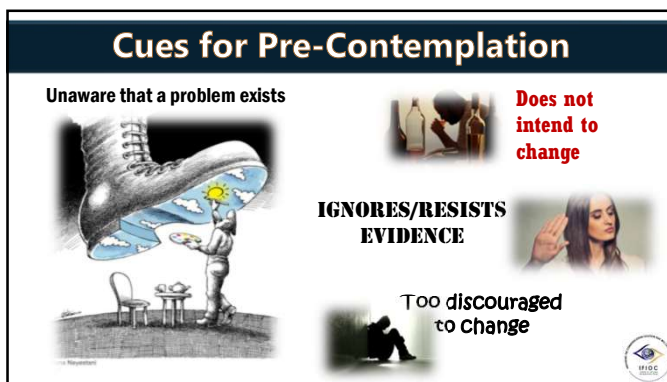
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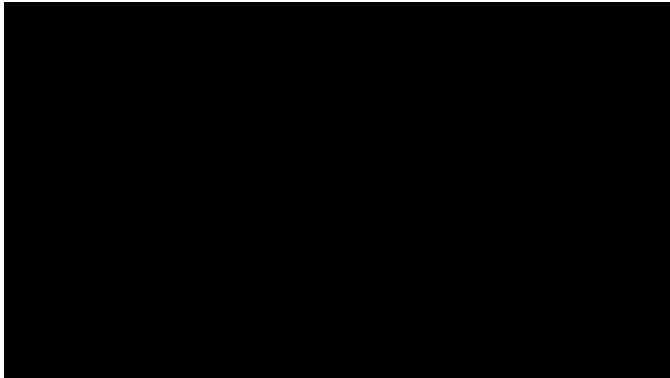
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## Pre-Contemplation

### 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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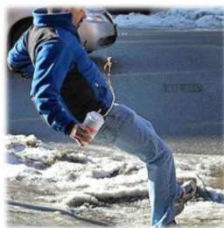
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## Righting Reflex



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



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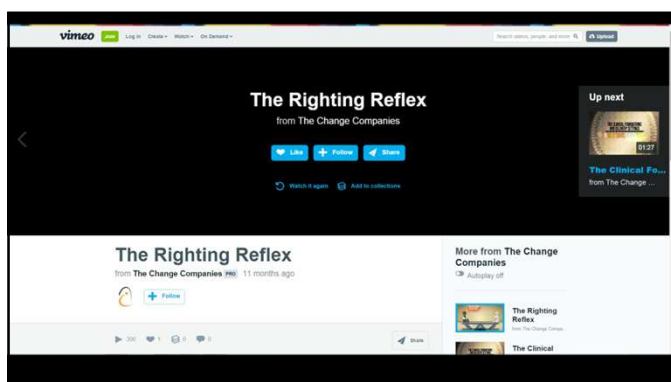
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## Compliance vs. Behavior Change




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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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### 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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## 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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*"We need to be aware of the suffering, but retain our clarity, calmness, and strength so we can transform the situation."*

*Thich Nhat Hanh*



Equipoise

Righting Reflex

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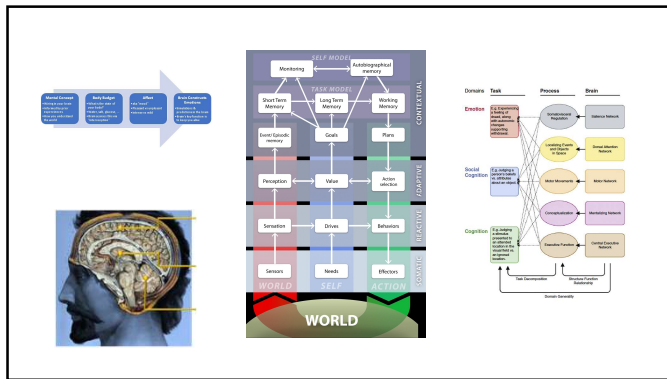
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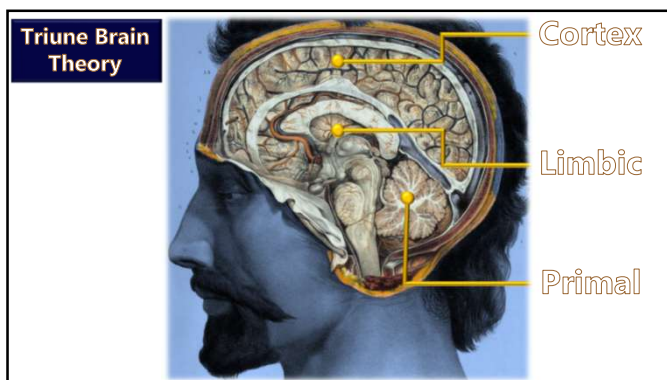
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## Resistance vs. Ambivalence



VS.




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## Ambivalence = 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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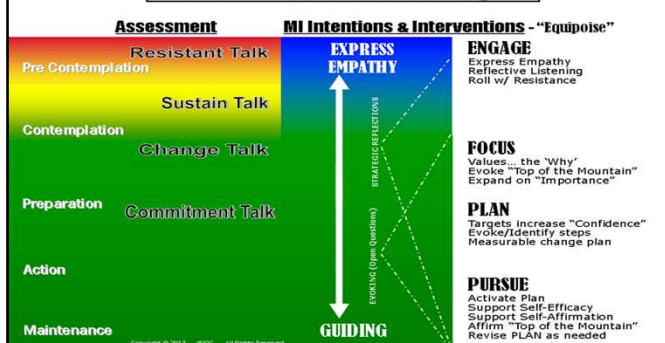
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## Motivational Interviewing




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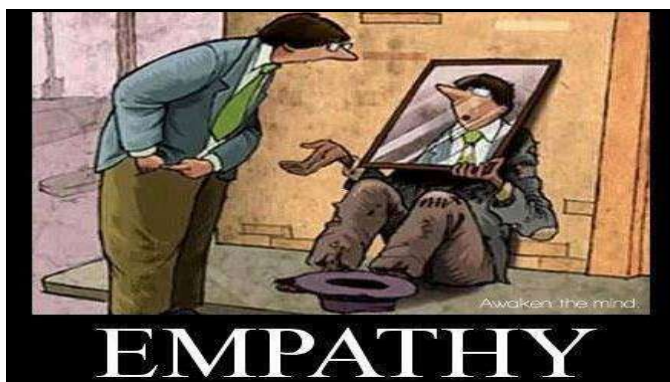
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### Accurate Empathy



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

Cuban proverb




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### Content & Trigger Warning

*"The content of this workshop will include topics, images, videos, and language that may be difficult and/or triggering for some people. I will flag especially difficult content proactively and will do my best to make this workshop a space where we can engage bravely, thoughtfully, and empathetically to advance our learning and improve our service delivery to others."*

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### Reflective Statements vs. Empathy

*"What I hear you saying..."*

**VS.**

*"It sounds like to me..."*

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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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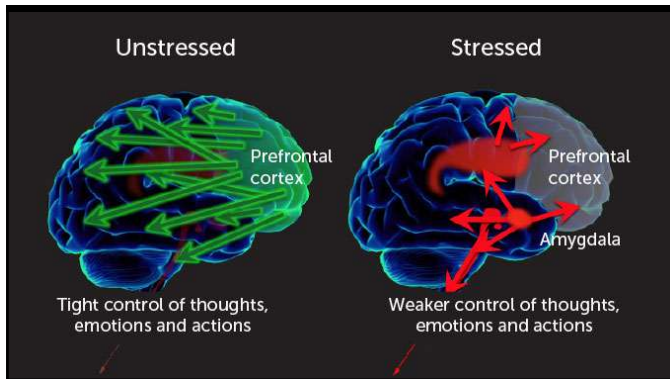
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## Questions to Accurate Empathy




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## Write 5 Statements

The most startling or frustrating statements YOU hear on any given day/week (at work, from a client, from a community partner...)




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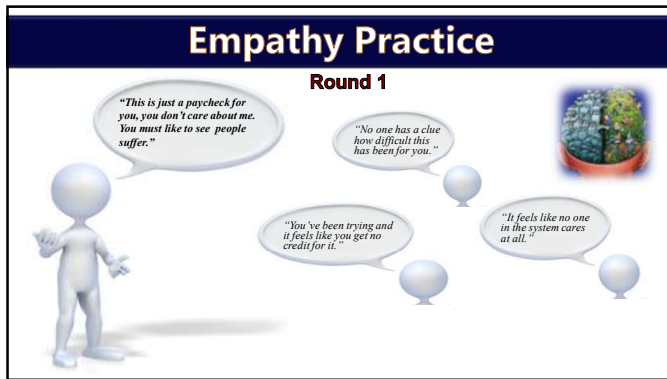
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## Empathy Practice

### Round 1



A diagram for Round 1 of Empathy Practice. It features a 3D white figure on the left. Four speech bubbles contain the following text: "This is just a paycheck for you, you don't care about me. You must like to see people suffer.", "No one has a clue how difficult this has been for you.", "You've been trying and it feels like you get no credit for it.", and "It feels like no one in the system cares at all." To the right of the figure is a small illustration of a brain in a pot.

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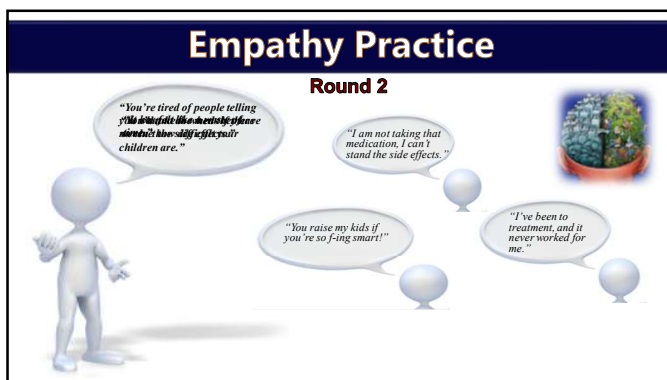
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## Empathy Practice

### Round 2



A diagram for Round 2 of Empathy Practice. It features a 3D white figure on the left. Four speech bubbles contain the following text: "You're tired of people telling you how stupid your children are.", "I am not taking that medication, I can't stand the side effects.", "You raise my kids if you're so f-ing smart!", and "I've been to treatment, and it never worked for me." To the right of the figure is a small illustration of a brain in a pot.

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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



- 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

### 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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## Review Activity

- A. RESISTANCE Talk  
B. SUSTAIN Talk




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*“Smoking weed just relaxes me.”*

- A. Resistance Talk  
B. Sustain Talk




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*“You get off on telling people what to do.”*

**A. Resistance Talk**

**B. Sustain Talk**




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*“I don’t even know if medication will help.”*

**A. Resistance Talk**

**B. Sustain Talk**




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*“I’d rather deal drugs than work this hard to get a shit job.”*

**A. Resistance Talk**

**B. Sustain Talk**




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*“You think it’s so easy... you go ahead and raise my daughter and I will do your job.”*

**A. Resistance Talk**

**B. Sustain Talk**




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*“I’m sure YOU have your opinion of what you think I should do.”*

**A. Resistance Talk**

**B. Sustain Talk**




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*“I haven’t had the time to get that stuff done this week, I’ve been busy.”*

**A. Resistance Talk**

**B. Sustain Talk**




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*“That landlord is a total ass, he just looks for reasons to harass me.”*

**A. Resistance Talk**

**B. Sustain Talk**




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*“I keep forgetting to take my meds, but I don’t think that’s the problem.”*

**A. Resistance Talk**

**B. Sustain Talk**




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*“He never listens, I expect to be respected. He is not going to talk to me like I’m a kid.”*

**A. Resistance Talk**

**B. Sustain Talk**




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*“That PO is a liar. I don’t know where she came up with half that crap she told the judge.”*

**A. Resistance Talk**

**B. Sustain Talk**




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*“There’s no way I can complete all of the conditions of probation.”*

**A. Resistance Talk**

**B. Sustain Talk**




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*“It’s just easier to shut my mouth and not say anything.”*

**A. Resistance Talk**

**B. Sustain Talk**




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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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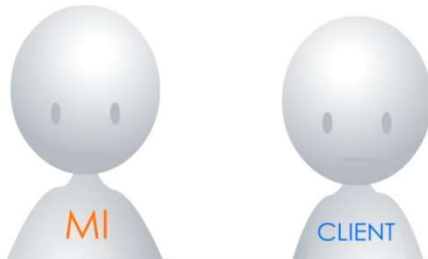
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**IFIOC**

Providing the Communication Solution  
that will Change Your World

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## Responding to Change Talk




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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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## 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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## 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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## 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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**IFIOC**  
Providing the Communication Solution  
that will Change Your World

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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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## 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."*

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

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

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

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

13 "How have you thought about following up on that?"

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

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


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

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

15 "Getting away from it is still important to you."

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

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




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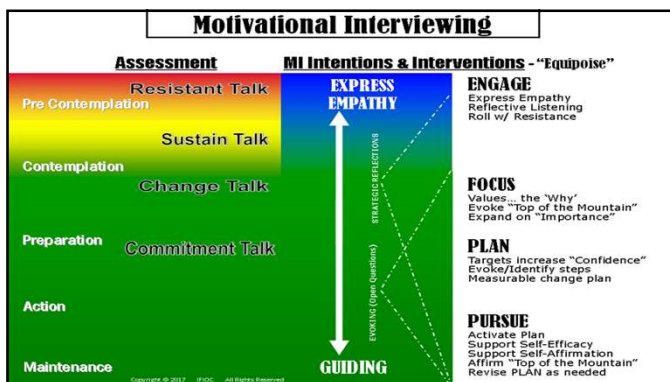
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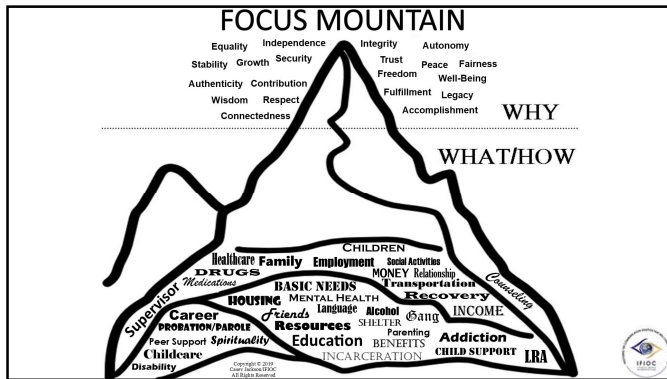
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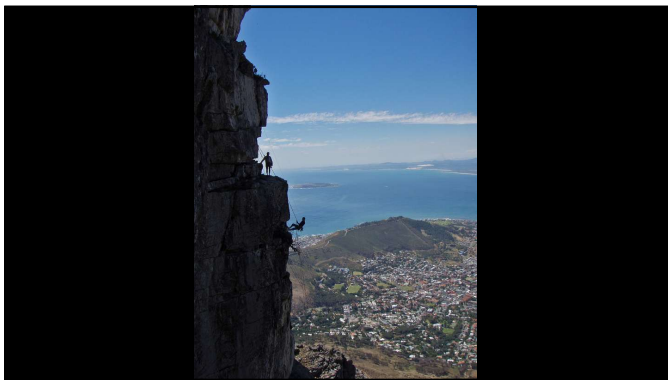
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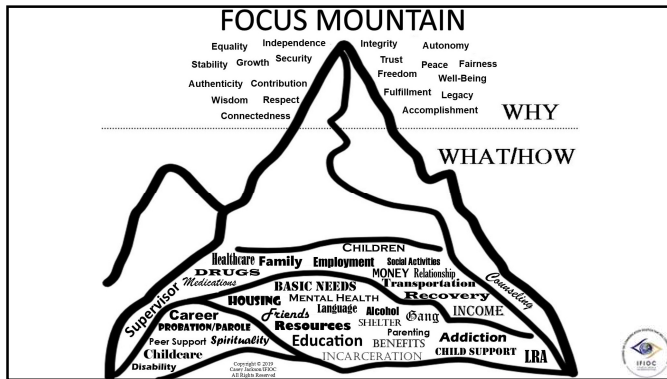
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## Now Try This

Use the open questions on your worksheet, and then...

- ✓ **Actively listen** w/ genuine interest to understand the dilemma...
- ✓ **Practice Reflections:** critical elements, change talk, empathy, direction
- ✓ **Ask:** "Anything else?" "What else?" "Tell me more about that"




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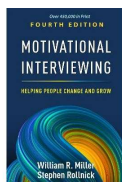
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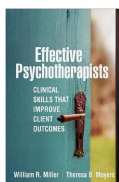
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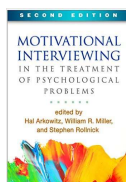
## MI Books



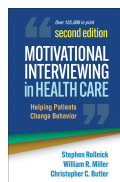
Motivational Interviewing  
Fourth Edition:  
Helping People  
Change & Grow  
William Miller & Stephen Rollnick



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, & Henny Westra



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

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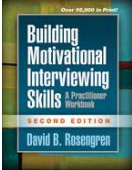
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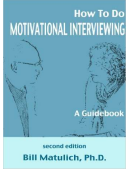
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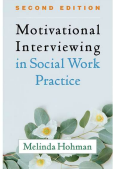
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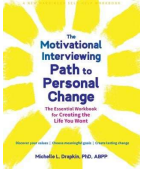
**Building Motivational Interviewing Skills:  
A Practitioner Workbook**  
David Rosenberg



**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

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**Additional Resources**

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john.gilbert@ifioc.com  
jan.grothe@ifioc.com

**www.ifioc.com**






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check-in...

What was  
most/least  
helpful  
yesterday?  
(i.e. pace, content,  
activity)



What are you  
hoping we cover  
or expand on  
today?

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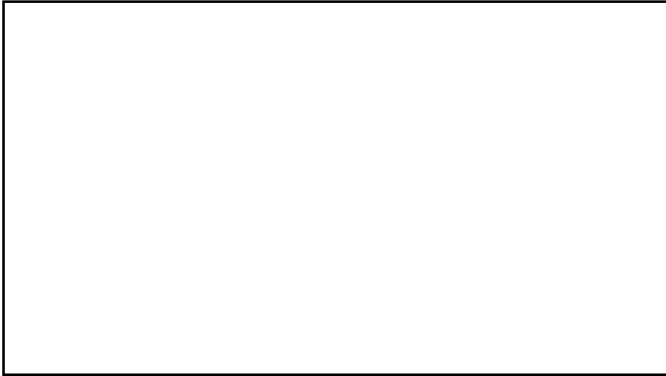
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## Strategic Reflections Practice

1 Empathy Reflection for either of the first two

1 Change Talk Reflection for the 1<sup>st</sup> person

1 Change Talk Reflection for the 2<sup>nd</sup> person

1 Change Talk Reflections for the repairman

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## Forming Reflections

### 3 People

1. **Speaker** (pick one)
  - Ways I have changed as a person over the years
  - What I plan to do over then next ten years
  - How I came to do the work that I am doing
  - An experience I have had that people don't understand
2. "Do you mean...?"
3. "You..."

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### Clutch.....Gas.....Go!

**Clutch:** *Reflections of Empathy (Reflect the other person's perspective, thoughts, feelings)*

"You're feeling....."  
 "It's like.....for you."  
 "For you it seems as if....."  
 "The way you understand it....."  
 "From your perspective....."

**Gas:** *Reflections of Direction (Reflect Change Talk – what they want, need, value)*

"You really need....."  
 "So your best case scenario is....."  
 "Things would work better for you if....."  
 "You really value....."  
 "You would like ....."

**GO:** *Ask an Open Question for how they would like to go from here/deal with it*

"...what are your thoughts about how you can best use your skills to manage...?"  
 "...what option do you think will work best for you?"  
 "...where would you like to go from here?"  
 "...what will ultimately work best for you?"  
 "...what would those next steps look like for you?"

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