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Motivational Interviewing: Evidence-Based Communication That Improves Outcomes



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



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





Motivational Interviewing

Primary Goals of MI:

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

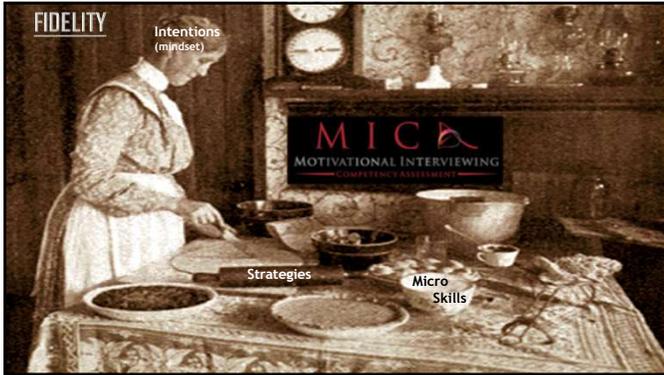


+5000 Studies on MI Effectiveness

"Motivational Interviewing is an empirically supported, evidence-based approach specifically developed to help individuals resolve ambivalence and strengthen intrinsic motivation for sustained behavior change, with multiple meta-analyses showing benefits over usual care or no treatment across a wide range of health behaviors."

Substance Abuse and Mental Health Services Administration/SAMHSA, 2021







Chef + Recipe

<p>Clinician Attributes</p> <ol style="list-style-type: none"> 1. Accurate Empathy 2. Positive Regard 3. Genuineness 4. Acceptance 5. Focus 6. Hope 7. Evocation 8. Offering Info/Advice <small>(lowest effect size)</small> 	<p>MI Intentions</p> <ul style="list-style-type: none"> • Express Accurate Empathy • Support Autonomy & Activation • Guiding • Partnering • Evoking
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Chef + Recipe

Clinician Attributes

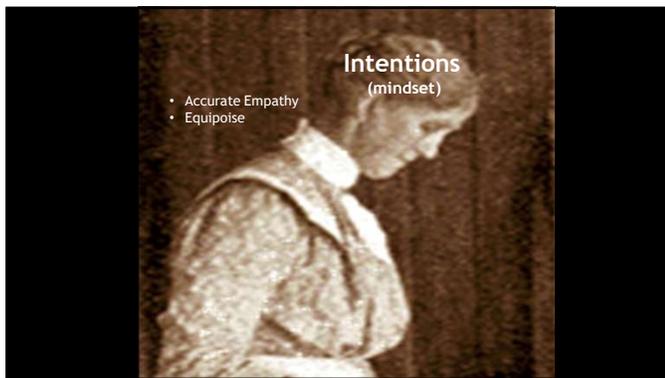
1. **Accurate Empathy**
2. Positive Regard
3. Genuineness
4. Acceptance
5. Focus
6. Hope
7. Evocation
8. Offering Info/Advice
(lowest effect size)



MI Intentions

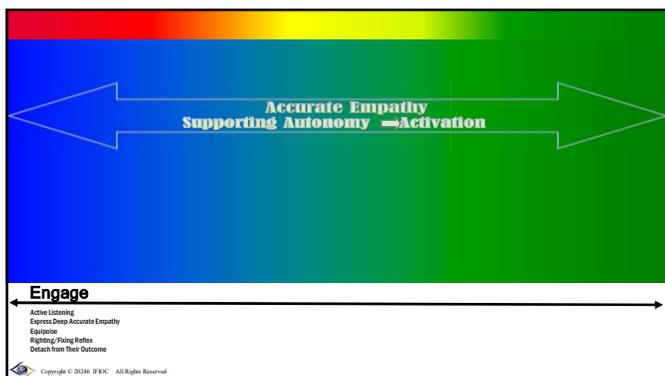
- **Express Accurate Empathy**
- Support Autonomy & Activation
- Guiding
- Partnering
- Evoking





Intentions
(mindset)

- Accurate Empathy
- Equipoise



Accurate Empathy
Supporting Autonomy → Activation

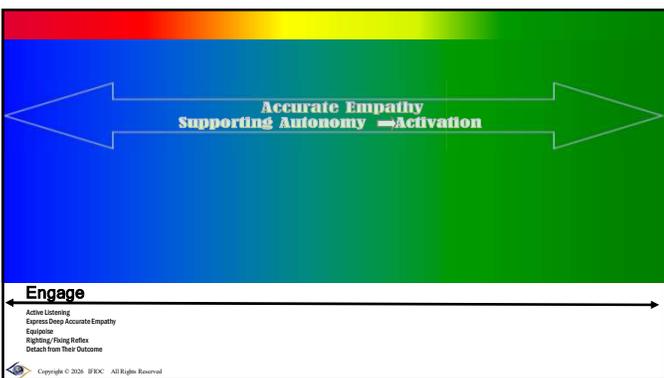
Engage

- Active Listening
- Express Deep Accurate Empathy
- Equipoise
- Righting/Rising Reflex
- Detach from Their Outcome

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Accurate Empathy

“Accurate empathy is not just feeling with someone or expressing general concern. It is the therapist’s intentional effort to understand the client’s meaning and experience as accurately as possible, grounded in what the client actually perceives and expresses rather than what the therapist assumes. It is client-centered application of empathy in therapy that strives to understand *exactly what the client means and feel.*”

You are not assuming...
you are attuning.

Accurate Empathy

- Actively listen without judgment
- Grasp the client’s thoughts, feelings, experiences, and perspective
- Convey that understanding to the client.
- Strategies include:
 - reflective listening
 - validation of the client’s reality
 - all of the efforts the practitioner makes to accurately understand the client’s inner experience
 - effectively communicate that to the client.

Accurate Empathy

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

Cuban proverb

Righting/Fixing Reflex

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



MIIC

Righting Reflex

"Fixing Reflex"



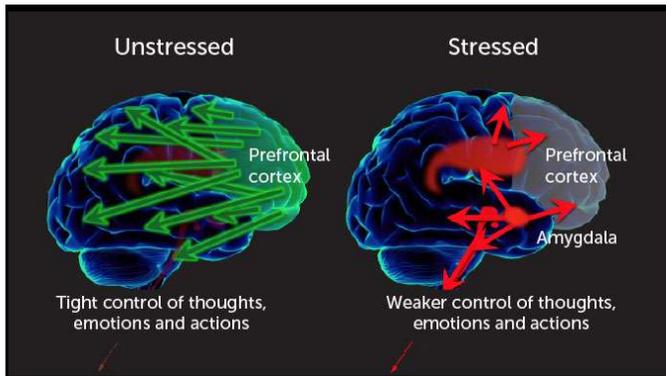
...instinctive or righteous reaction to correct someone or something that is 'wrong'.

MIIC

Compliance vs. Behavior Change



MIIC



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



Righting Reflex

"Fixing Reflex"



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



Equipoise

“Balance of forces or interests”





“Internal state of equilibrium or balance”



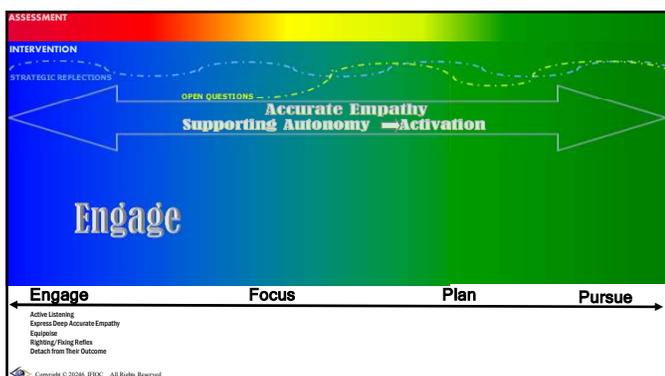
“Equally supported in a steady position”



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



Engage **Focus** **Plan** **Pursue**

Active Listening
Express Deep Accurate Empathy
Equipose
Righting/Rising Reflex
Detach from Their Outcomes

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Questions to Accurate Empathy

Question: "Did someone force you to come see me today?" "Does it bother you they made you come?"

Empathy: "So, some problems you've been having and someone has made you come here."

Client: Yeah

Empathy: "and you're not too happy about that"



Questions to Accurate Empathy

"This is so stupid, smoking weed is not bad for you, it's why they legalized it."

Things your brain may want to ask (like the ones on the handout):

- "How can you not see that any use of drugs is not healthy?"
- "What else makes you think it's not bad for you?"
- "How long have you been smoking weed?"

Turning those questions into an empathic response would be things like:

- "From your experience, weed hasn't had a negative impact on people you know that smoke."
- "You can't even imagine a life where you weren't smoking."
- "You wouldn't want to doing anything that was bad for you."



Accurate Empathy



*Attuning...
not assuming,
not repeating*



Accurate Empathy

- Step inside their reality
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 - "You..."
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Ten Questions for Reflection

1. How often do you experience the following issues in your relationship with your client?
2. How often do you feel your client is not listening to you?
3. How often do you feel your client is not understanding you?
4. How often do you feel your client is not following your instructions?
5. How often do you feel your client is not respecting your boundaries?
6. How often do you feel your client is not taking responsibility for their actions?
7. How often do you feel your client is not being honest with you?
8. How often do you feel your client is not being open to feedback?
9. How often do you feel your client is not being cooperative?
10. How often do you feel your client is not being respectful?



Resistance vs. Ambivalence



vs.





Resistance → Ambivalence



→



Manage Righting Reflex + Equipoise + Empathy =

↓

Resistance

↑

Ambivalence



Accurate Empathy



“Instead of merely reiterating a client’s words, you speak what might be the next sentence in the paragraph”

Effective Psychotherapists, Miller & Moyer, 2021



Accurate Empathy



SPEAKER: It's been a pretty rough week.
LISTENER: You've been having a hard time.
SPEAKER: I'll say! Nothing seems to be going right.
LISTENER: Not the way you hoped.
SPEAKER: I guess I'm not surprised, really, but our daughters been spending time again with friends we told her she shouldn't see anymore. She just doesn't listen.
LISTENER: You are pretty worried about her.
SPEAKER: Worried? She wound up in the emergency room the night before last.
LISTENER: You're more than worried.
SPEAKER: We just don't know what to do. I feel like we've tried everything to get her on the right track, but she's not thinking about her future. It's like she doesn't care.
LISTENER: You do care, though and aren't willing to give up on her.
SPEAKER: I just feel helpless sometimes.



Accurate Empathy



Notice how , with small changes, this might be one continuous paragraph:

"It's been a pretty tough week. I've been having a hard time. Nothing seems to be going right, not the way I hoped. I guess I'm not surprised, really, but our daughter's been spending time again with friends we told her she shouldn't see anymore. She just doesn't listen, and I'm pretty worried about her. More than worried. She wound up in the emergency room the night before last. We just don't know what to do. I feel like we've tried everything to get her on the right track, but she's not thinking about her future. It's like she doesn't care. I do care, though, and I'm not willing to give up on her. I just feel so helpless sometimes".



Accurate Empathy



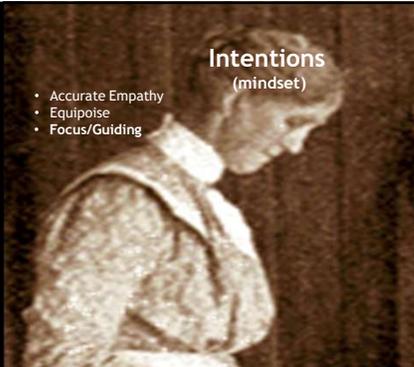

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LISTENER: You've been having a hard time.
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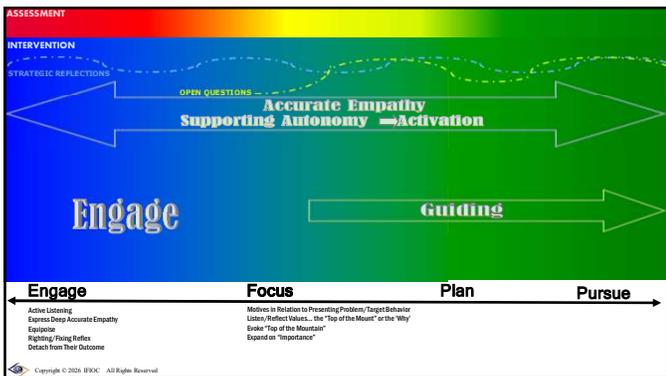
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Intentions (mindset)

- Accurate Empathy
- Equipoise
- Focus/Guiding

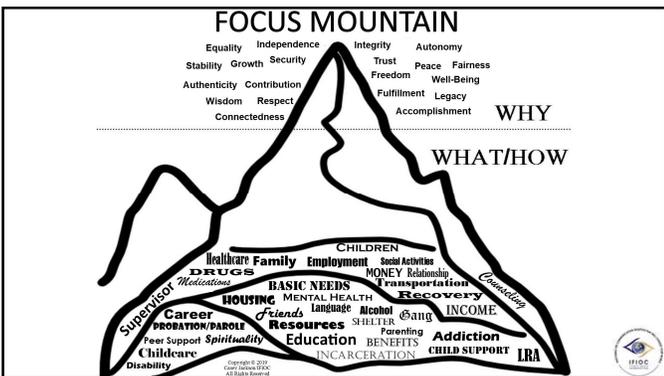




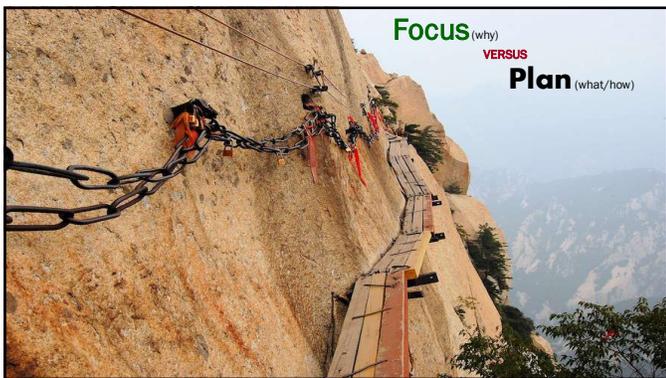


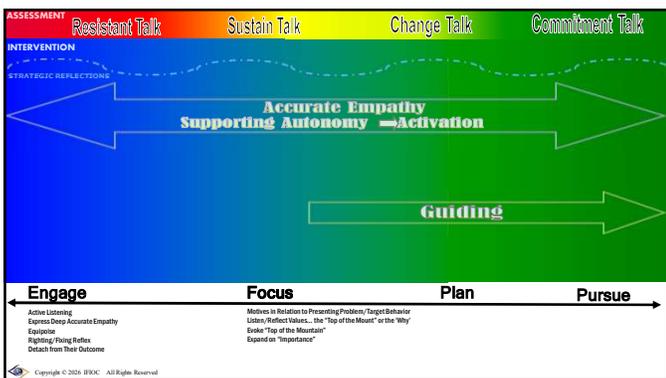
Guiding

- Navigate the conversation towards the goal of the referral, presenting problem, target behavior or topic of concern.
- Elicit client agenda, insights, ideas, motivations, resources and potential next steps in an efficient and productive manner that keeps the session moving forward towards a solution or resolution.
- Helps the client maintain/regain focus on the long-term goals while effectively moving through current and relevant issues, struggles, situations or barriers.









4 Types of Talk

Resistance Talk
Sustain Talk
Change Talk
Commitment Talk

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



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



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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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>RESPONSE: Empathic Reflection "You feel..."</p>	<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 <p>RESPONSE: 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



Listening for Change Talk



DESIRE: *want, wish, like*
 ABILITY: *how could, might, can*
 REASONS: *should, because*
 NEED: *have to, need, important*



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)



Responding to Change Talk

Change Talk

C ommitment

A ctivation

I aking steps

Behavior Change



Responding to Change Talk

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

Increased change talk increases likelihood for target behavior change³⁴



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%



Strategic Reflections



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

Strategic Reflections



Sustain Talk =
Empathy... How they feel

Change Talk =
Guiding... What they want



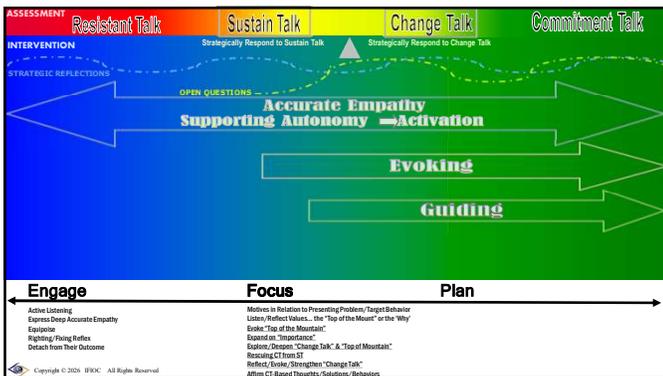
Strategic Reflections

"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."





Evoking



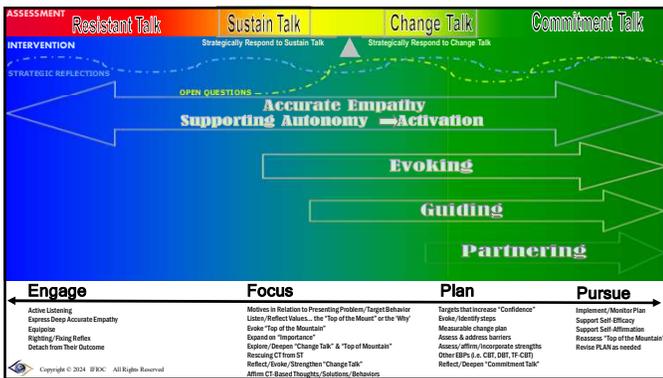
- Eliciting the client's perspective on their own thoughts, barriers, knowledge, feelings, ideas, motivators, goals, values and solutions regarding the target behavior and change.
- Operating both from a place of genuine curiosity and from a belief that the motivation for change and the ability to change exists within the client.
- Skillfully elicits, explores and expands these client perspectives on change.

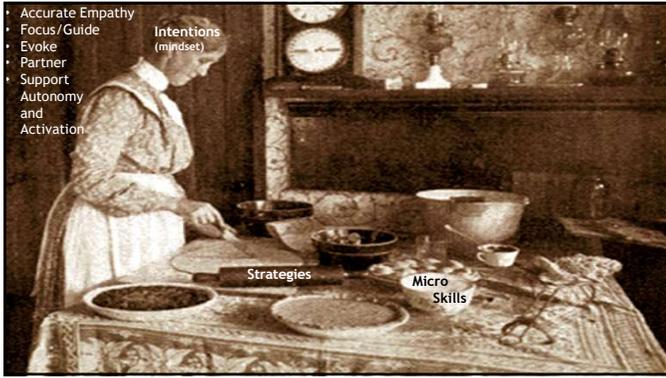


Strategically Responding...

<p>SUSTAIN TALK</p> <p><i>"I haven't taken my meds for three months because mental health excluded me for some stupid reason."</i></p>	<p>ST</p> <p>ET</p>	<p>"What would it take for you to reconnect with mental health services?"</p> <p>"And there is part of you that really wants to get back on your meds."</p> <p>"Are there other reasons you haven't been taking your meds?"</p> <p>"Mostly it's because you don't like taking your meds."</p>
<p>CHANGE TALK</p> <p><i>"I got sick and rescheduled my med appointment which is what they told me to do."</i></p>	<p>ST</p> <p>ET</p>	<p>"How have you thought about following up on that?"</p> <p>"You are working to hold up your end of the deal."</p> <p>"So why didn't you follow-up after that?"</p> <p>"You got sick, that's why you cancelled."</p>
<p>CHANGE TALK & SUSTAIN TALK</p> <p><i>"I would love to stop smoking weed, but for some reason I just can't get away from it."</i></p>	<p>ST</p> <p>ET</p>	<p>"What are some of the reasons you'd like to quit?"</p> <p>"Getting away from it is still important to you."</p> <p>"So why won't you just give it another shot?"</p> <p>"It feels almost impossible to not have it in your life."</p>







One-on-One Practice+Feedback

M I C A
MOTIVATIONAL INTERVIEWING
COMPETENCY ASSESSMENT

<p>MI Intentions</p> <ul style="list-style-type: none"> • Express Accurate Empathy • Support Autonomy & Activation • Guiding • Partnering • Evoking 	<p>MI Strategies</p> <ul style="list-style-type: none"> • Strategically Responding to Sustain Talk • Strategically Responding to Change Talk
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Experience MI for YOU

ASCENT
OWN YOUR POWER. OWN YOUR LIFE.

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