



# **MOTIVATIONAL INTERVIEWING**

# FIND A PARTNER 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



# 12 ROADBLOCKS IN COMMUNICATION

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 ROADBLOCKS IN COMMUNICATION

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

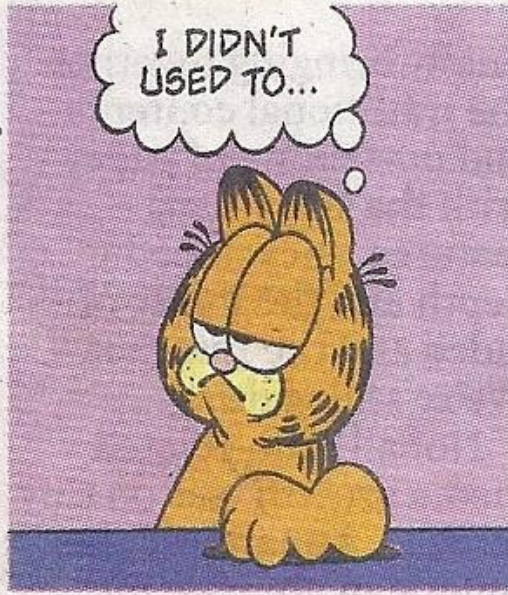
☐ Reduce or Minimize resistance

☐ Explore discrepancy between  
behavior & values/goals... resolve  
ambivalence



# Garfield

Jim Davis



# WHAT'S YOUR CHALLENGE?



# HOW LONG?





# REALITIES OF CHANGE

- ❑ Most change does not occur overnight
- ❑ People can get stuck in the early stages
- ❑ Individuals who are hesitant or reluctant resist being pushed to action/change
- ❑ Contextual: all elements of the person are affected (**H.A.L.T.**)

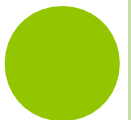
*“He who would learn to fly one day must first learn to stand and walk and run and climb and dance; one cannot fly into flying.”*

**Friedrich Nietzsche**



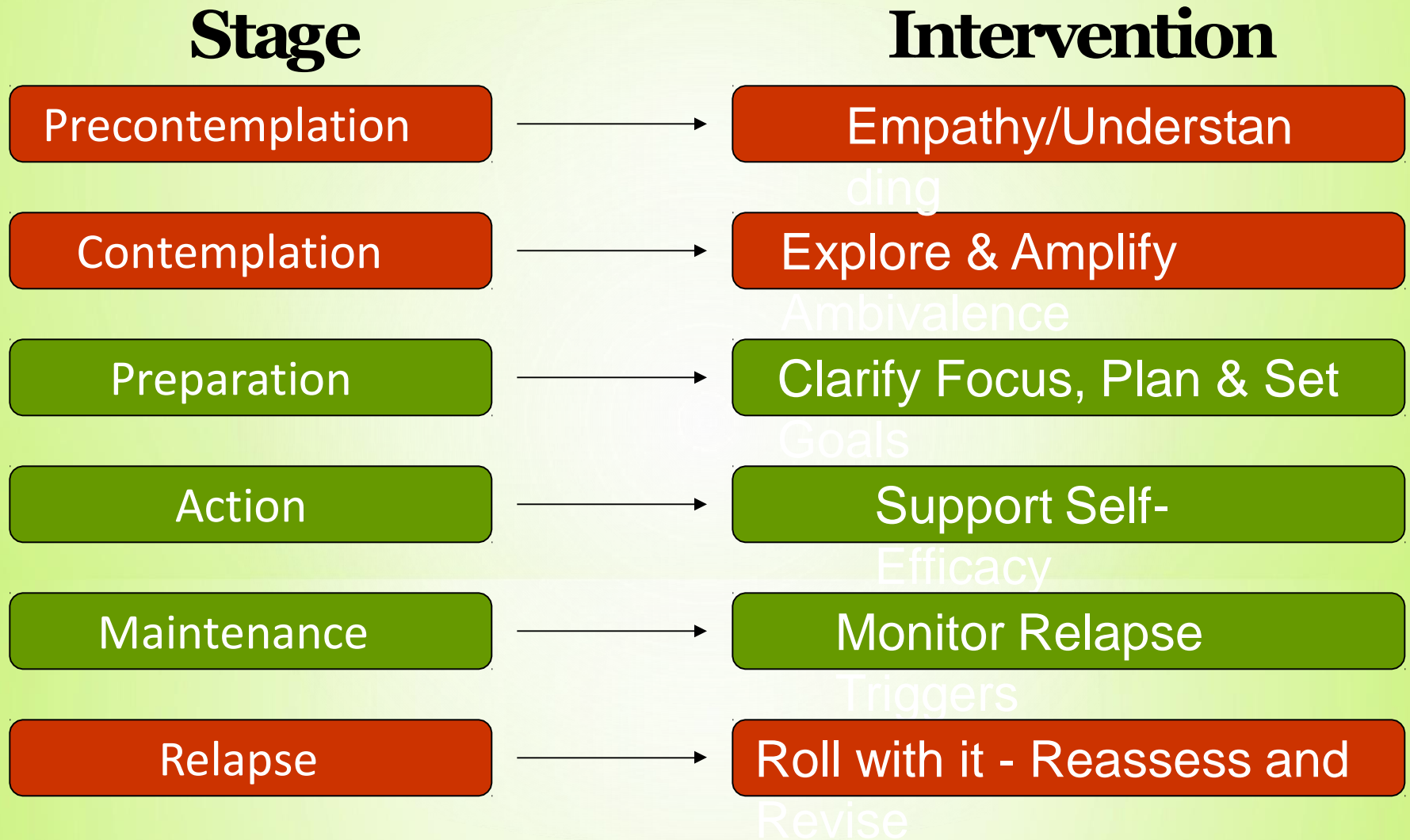
# STAGE OF CHANGE MODEL

- ❑ Offers framework for understanding resistance and behavior change
- ❑ Series of stages through which people progressively pass as they change behavior





# Stage Matching Interventions



# CUES FOR PRE-CONTEMPLATION

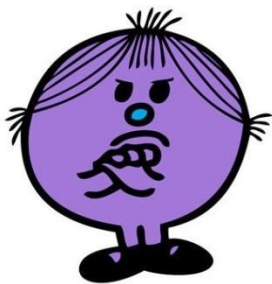
Unaware that a problem exists



Not considering change/does not intend to change



Unwilling or too discouraged to change



Ignores/resists evidence



# 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



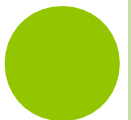
# CUES FOR CONTEMPLATION

- Becomes aware that a problem exists
- Considering the possibility of change
- Acknowledges concern and reason to change
- Ambivalent –reasons to change & reasons not to change
- “Chronic Contemplation:” substitute thinking for action



# CUES FOR PREPARATION

- Specific planning for change relatively soon (aiming within a month)
- Examining strengths & capabilities
- Setting goals and making commitments
- Commitment is strengthened





# ACTION

- *Actively* modifying...
  - **Behaviors**
  - **Emotions**
  - **Surroundings**

...in specific ways
- Behavior change is the main focus
- Reevaluating of self-image
- Grief Issues



# ACTION

- Maintaining focus & pursuing the goal
- Improving problem solving skills & functional strategies
- Staying Focused (preventing relapse/backslide)  
learn to detect and guard against triggers
  - Identifying & changing destructive thought processes and emotional responses
  - Develop new coping skills to handle relapse prone situations.



# MAINTENANCE

- Takes minimum 6 mo. to 2 yrs. of Action
- Achieved the goal and sustaining the gains
- Continuing healthy strategies
- Maintaining focus
- Pursuing new/complementary goals
- and activities

*“We are what we repeatedly do. Excellence, therefore, is not an act, but a habit.”*      **Aristotle**



# RELAPSES/RECYCLE

A STEP BACK  
NOT  
NECESSARILY A FAILURE



“You can’t fall  
off a mountain”

*Jared Brandon*



# 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 investment in the goal



## STAGE OF CHANGE MODEL

- A person in any later stage can move to any former stage... is often a normal part of change
- Time in any stage may be transient (lasting for moments, minutes, days, weeks)



## STAGE OF CHANGE

- Target behavior/goal specific... not person specific

“This person is pre-contemplative about his/her target behavior”

NOT

“This person is in the precontemplative stage”

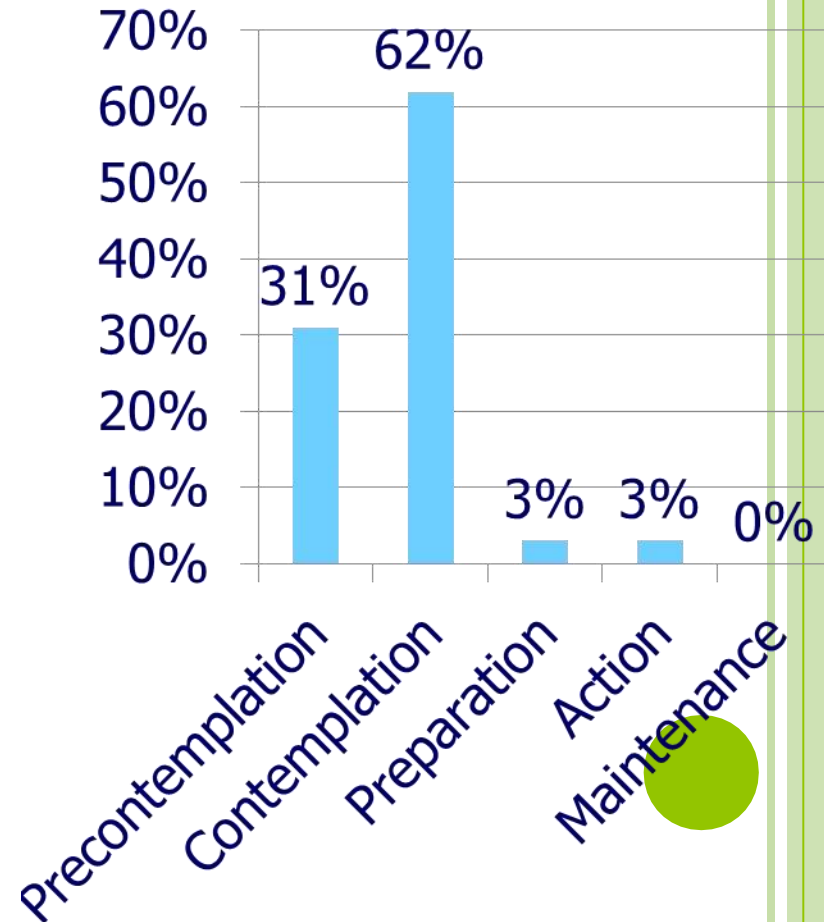
NOT

“He/she is a precontemplator”



*“I want to go to work. I don’t like being on disability because of my mental health, but I’m still not sure how this process could get me a job.”*

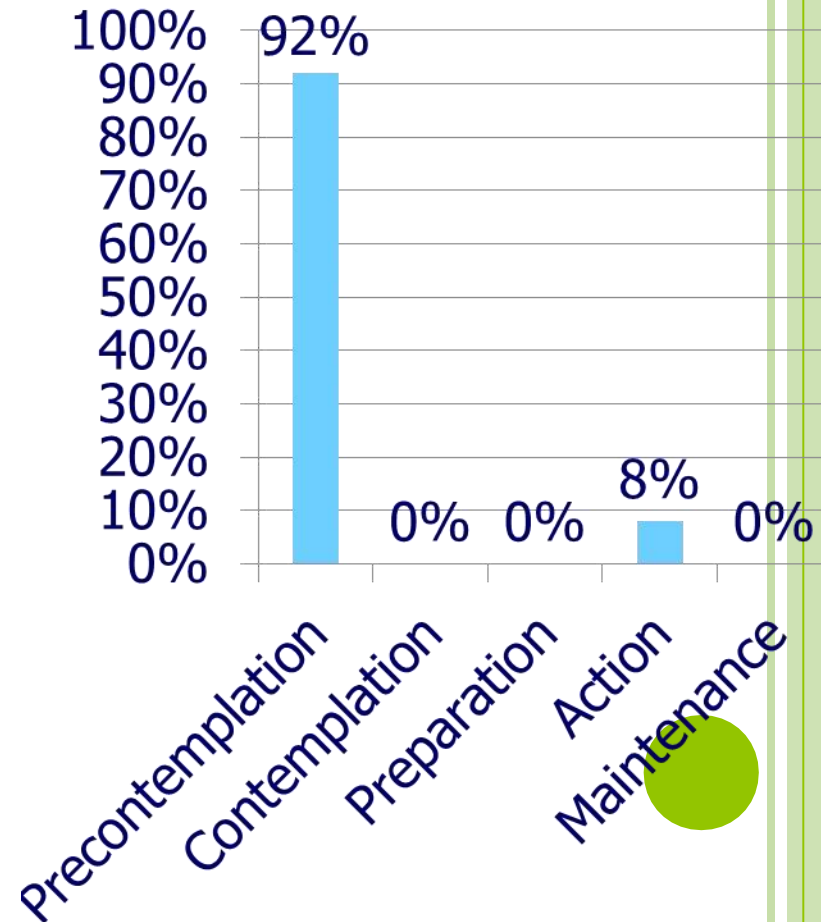
- A. Precontemplation
- B. Contemplation
- C. Preparation
- D. Action
- E. Maintenance





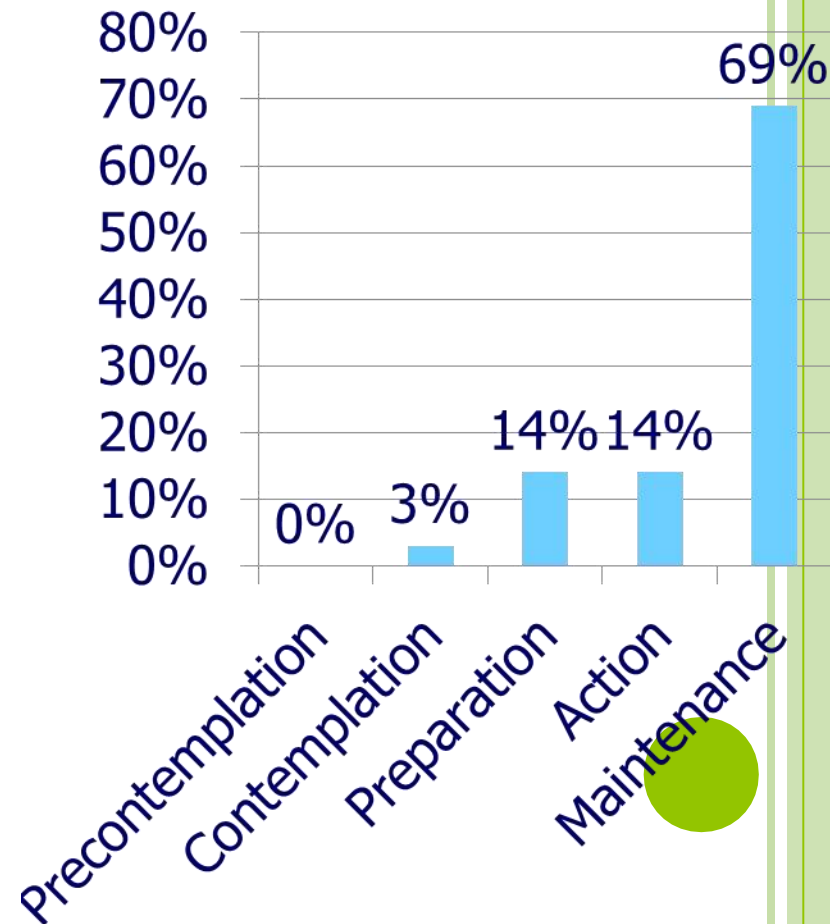
*“I’m fine, I don’t care what the diagnosis or reports say. I do not need medication.”*

- A. Precontemplation
- B. Contemplation
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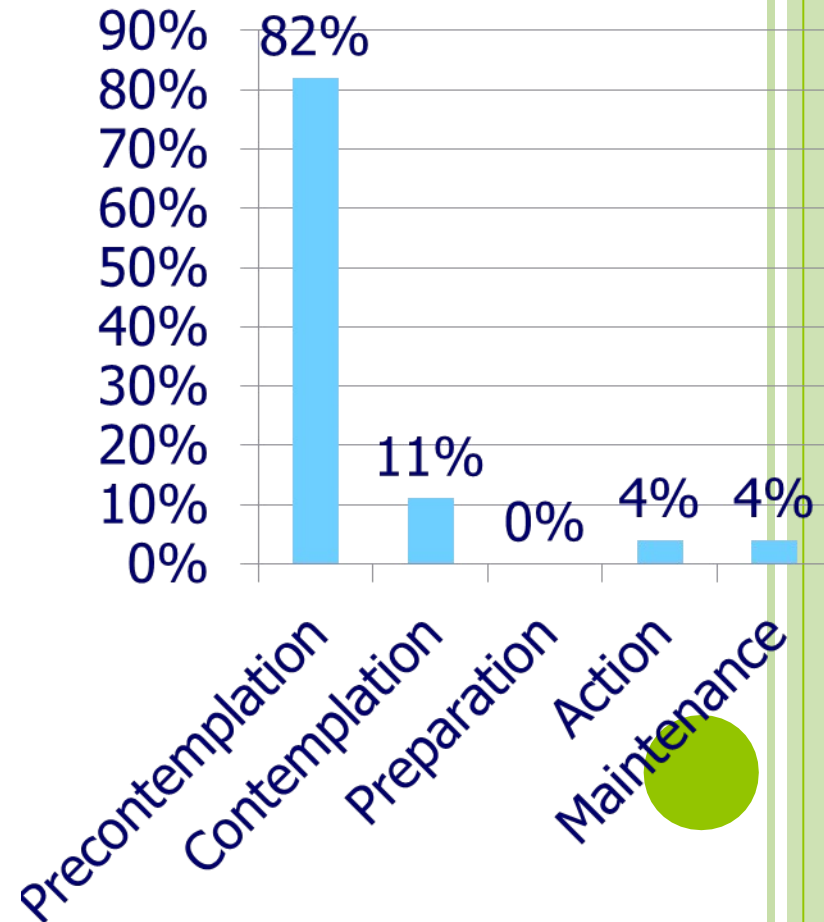
*“I know I started out with a pretty bad attitude, but this retraining program has really given me some hope. Once I got into it, the months flew by. Actually, I’ve been enjoying this past year so much I hardly even think of it as training.”*

- A.** Precontemplation
- B.** Contemplation
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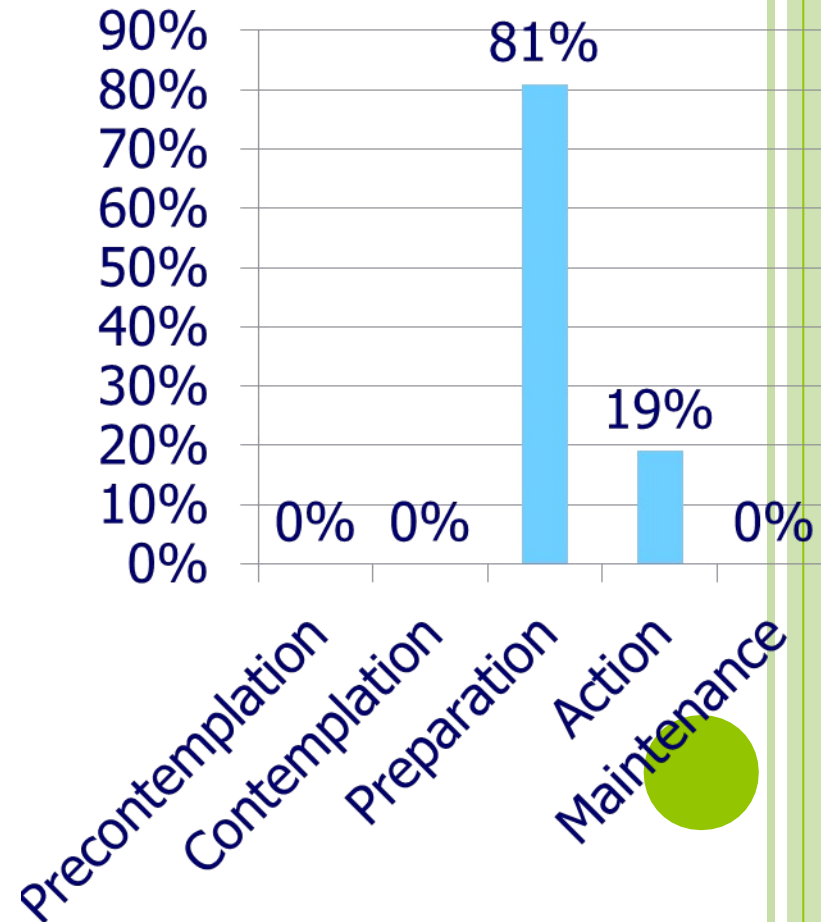
*“All I hear about are those horrible side effects. I will quit taking that medication if I have those crazy things happen to me. Do you really think it will help?”*

- A. Precontemplation**
- B. Contemplation**
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- E. Maintenance**



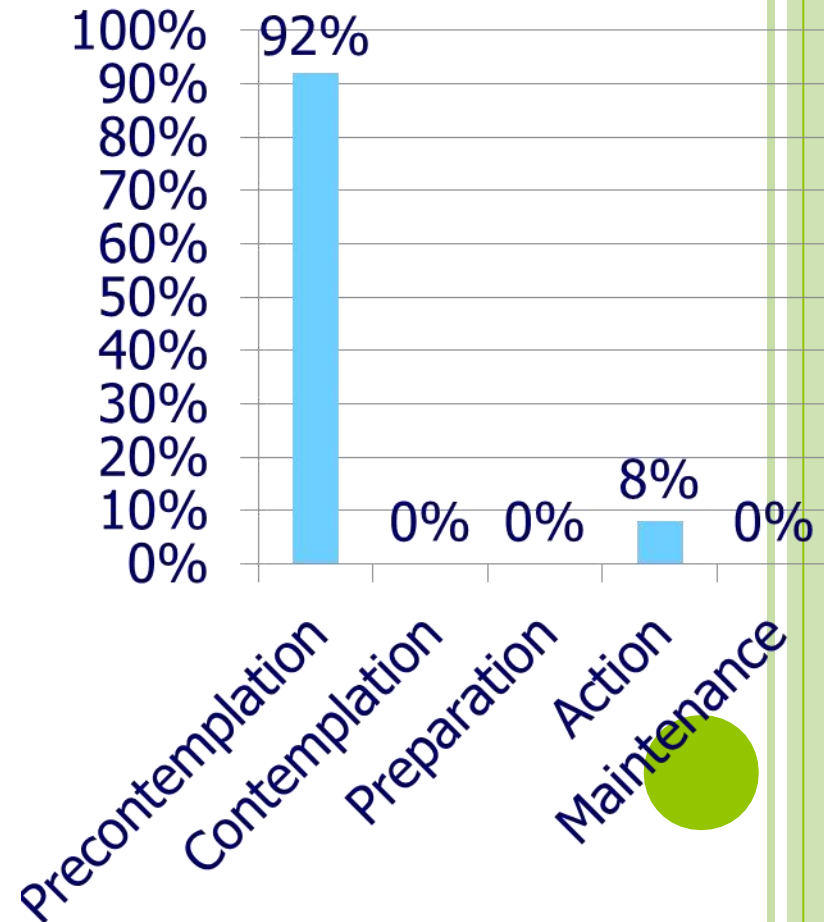
*“I took that class to help me with my resume and cover letters, I tracked down a nice interview outfit, and I’ve had a few practice interviews and received some helpful feedback. I feel like I’m actually ready to go.”*

- A. Precontemplation
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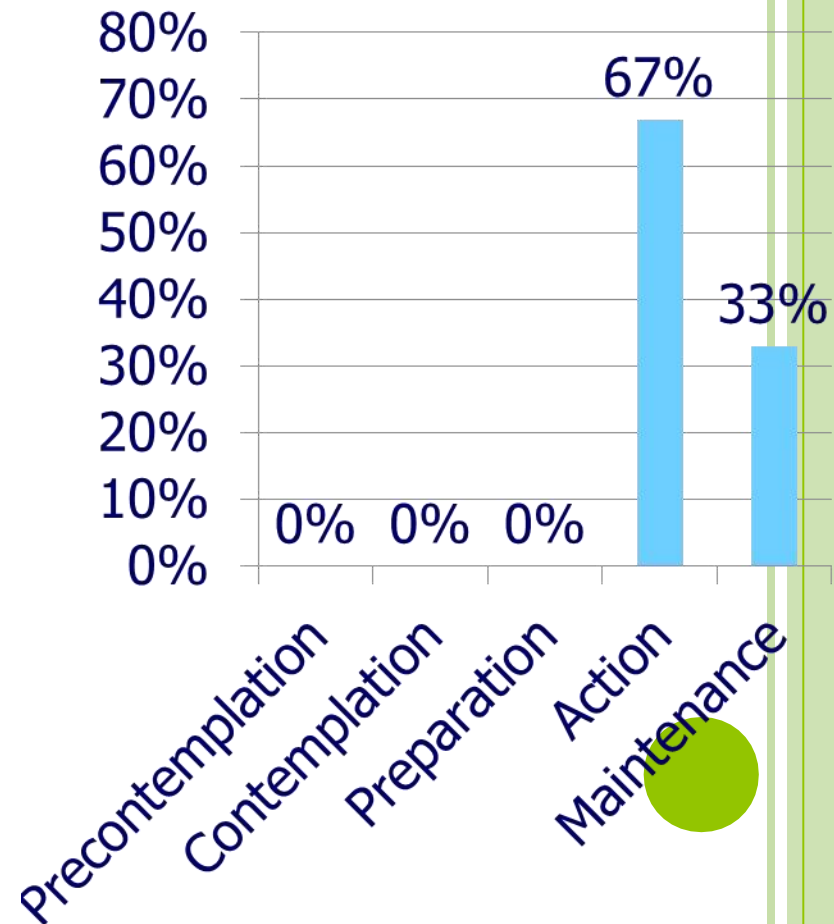
*“There is no way I am taking that medication. I know what kind of crap that does to your head. There is nothing they can do to help me or fix me.”*

- A. Precontemplation
- B. Contemplation
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*“I hate it, but I'm not talking with my old friends. I don't like those AA meetings either. I haven't smoked weed or drank in almost two months. At least some of my memory is coming back.”*

- A. Precontemplation
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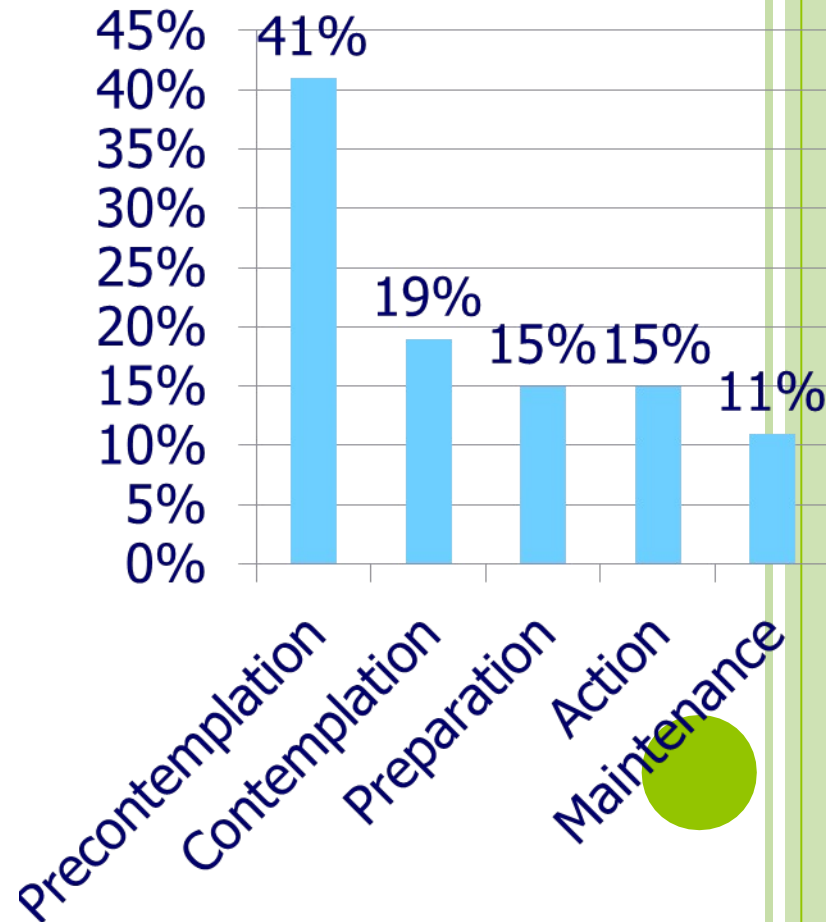


*“That’s easy for you to say, you don’t live  
medication helps and counseling has  
been a joke.”*

N

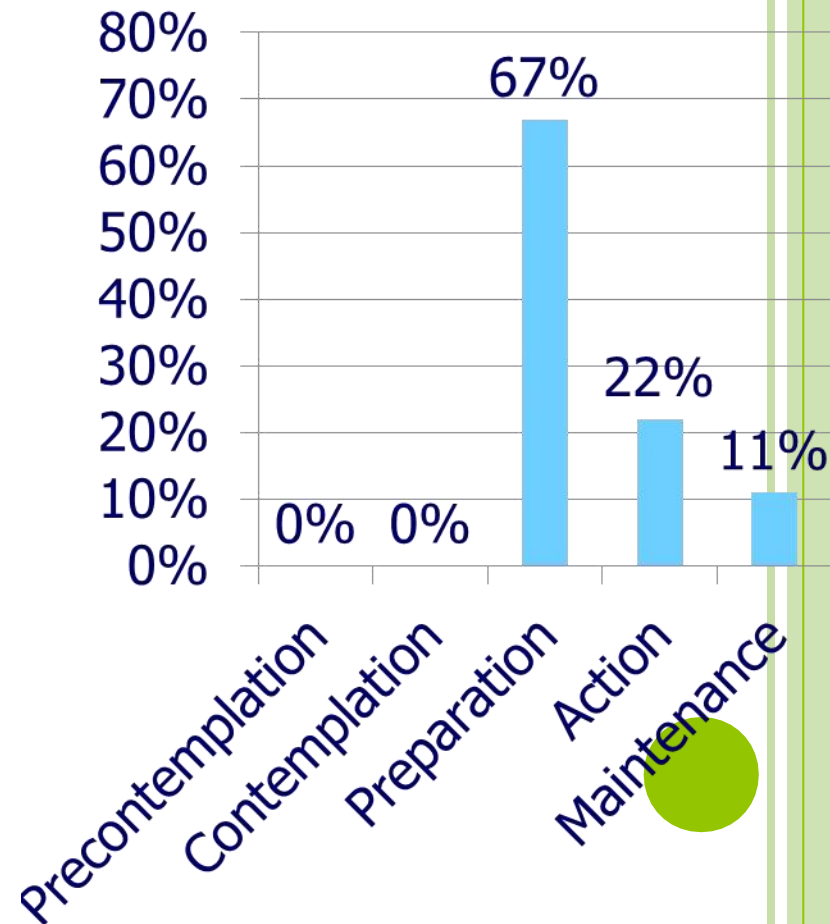
O

- A. Precontemplation
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*“Now that my depression is better managed, I am ready to go to work. I have checked into some training programs at the community college, applied for financial aid, and today I am taking some career interest tests.”*

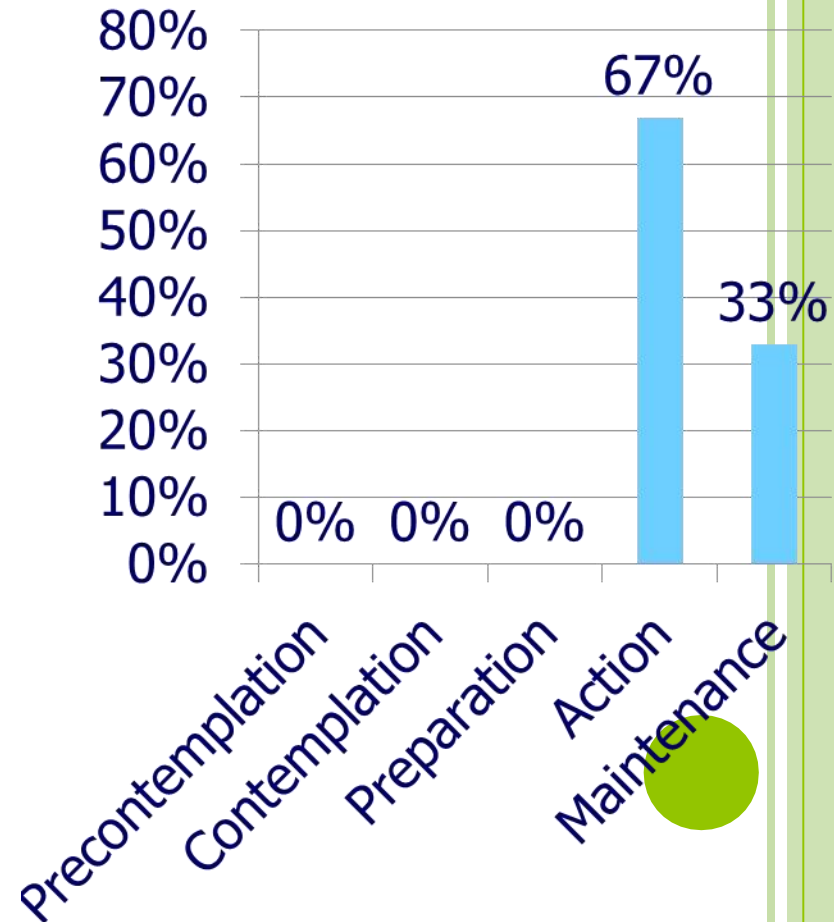
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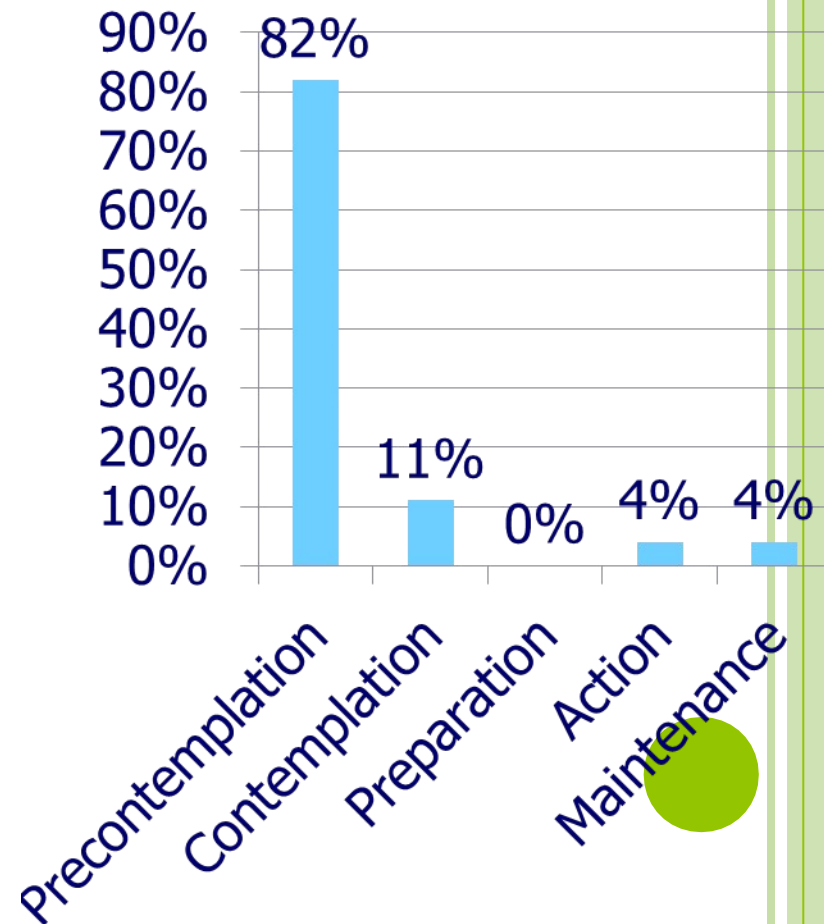
*“It wasn’t easy talking in group when I first started. It is getting easier and I actually think about what people share in there when I’m riding the bus home. I’m glad I’m in the group and plan to keep coming.”*

- A. Precontemplation
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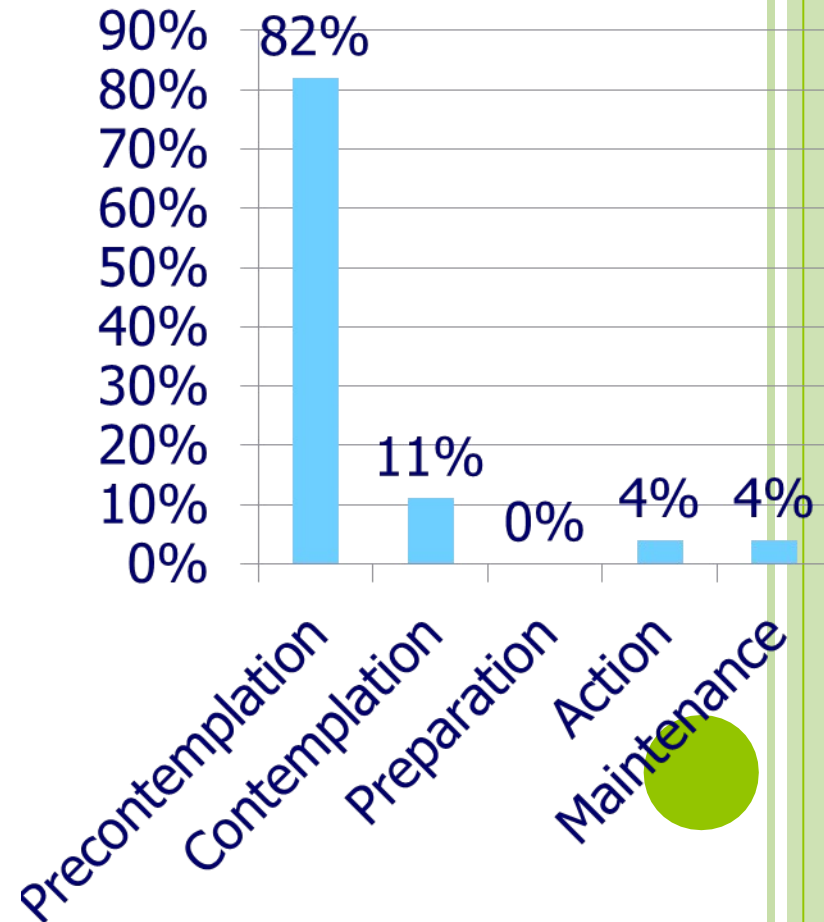
*“Marijuana is legal now anyway. Everybody smokes it and I just sell enough to make a little spending money. It's not like I'm some addict or some major drug dealer.”*

- A. Precontemplation
- B. Contemplation
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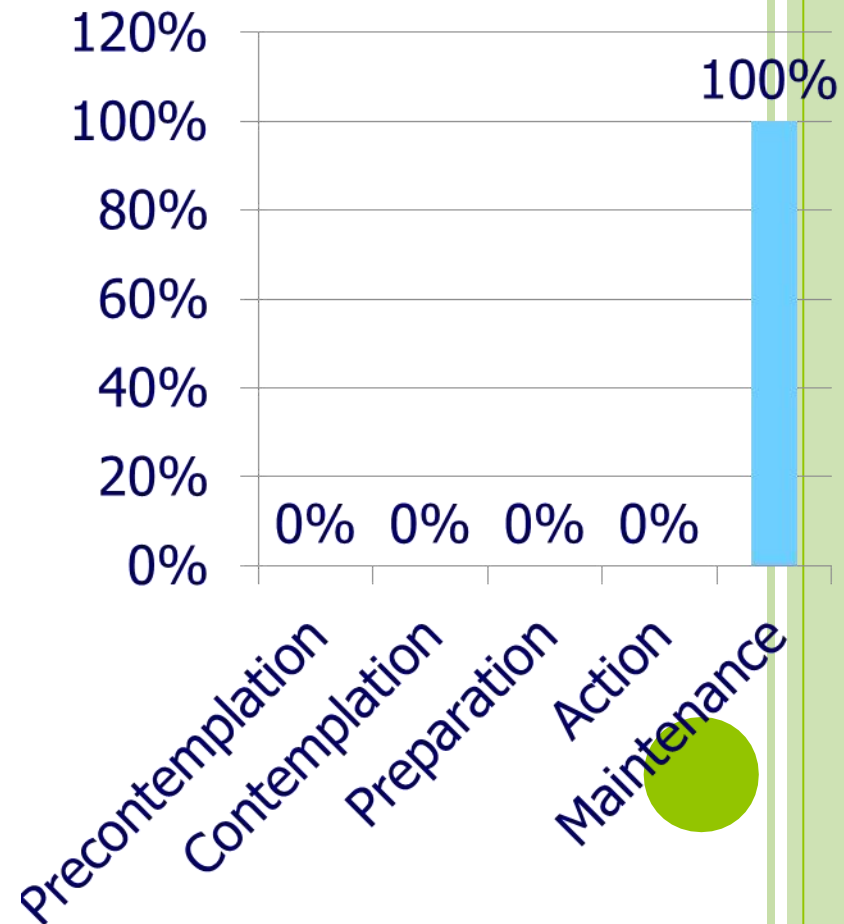
*“I just thought I’d always live on disability checks. I’m still nervous that I could lose everything if I go to work. But, I do like this idea of exploring jobs and having somewhere to go every day.”*

- A.** Precontemplation
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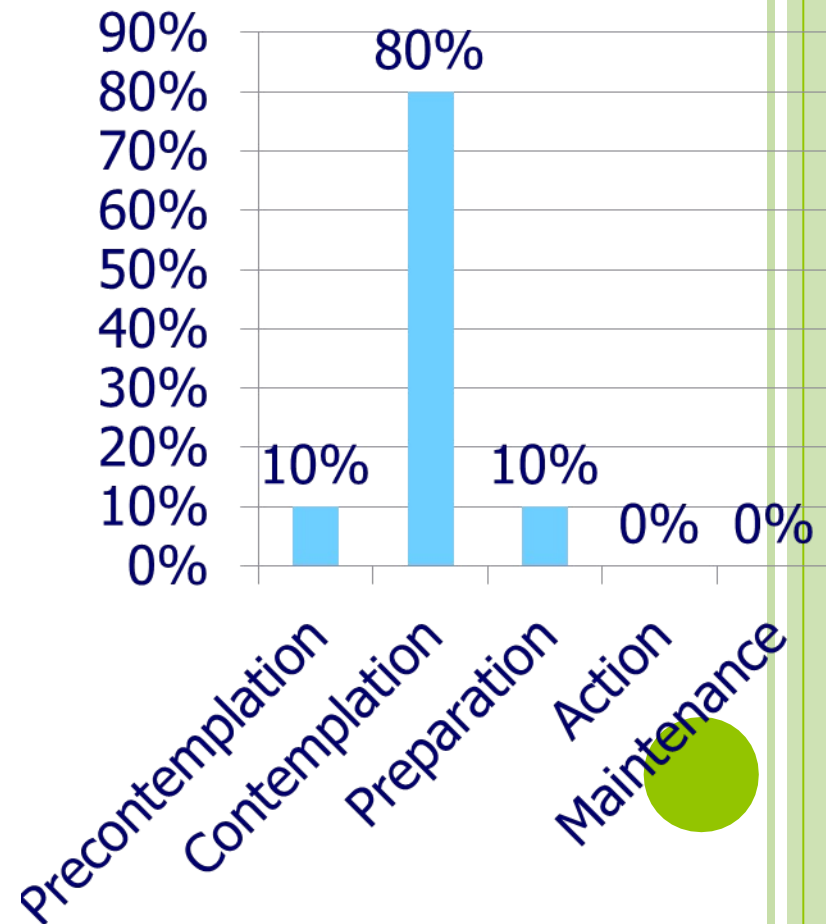
*“I feel solid in my recovery. Looking back over this past year: I juggled a day job, being a mom, and night classes. It’s amazing to me I have a job that I love and make a good living to support my kids.”*

- A.** Precontemplation
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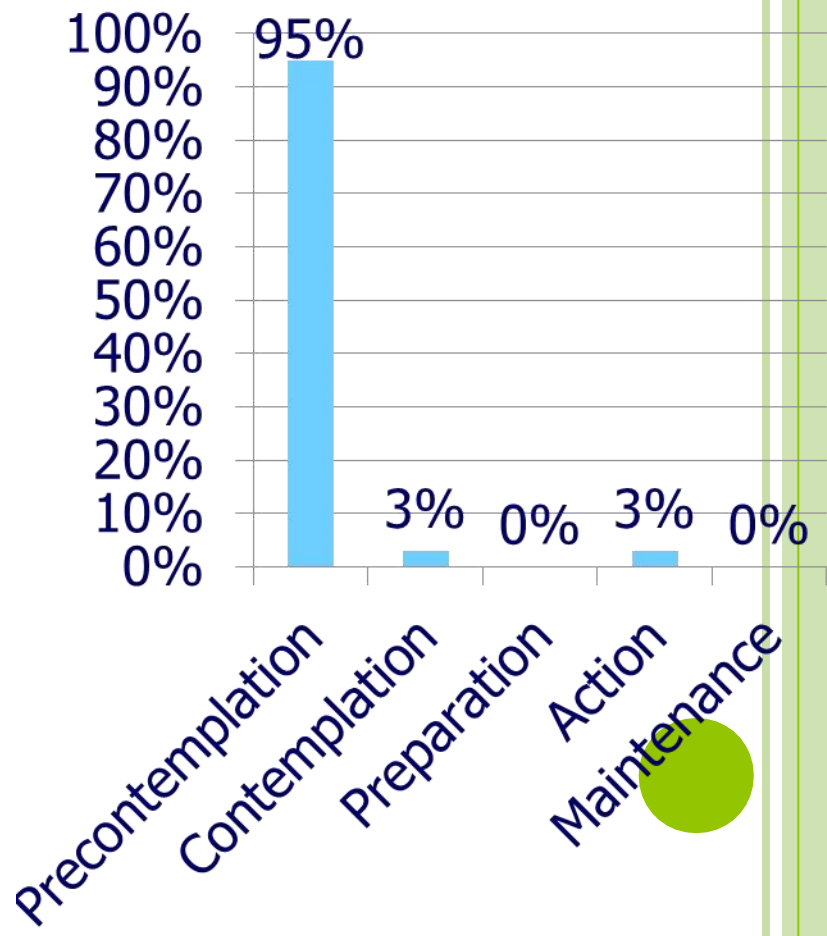
*“I understand that this program can help, and there are some parts of it I am interested in, but I just want to make sure that this is really going to be worth my time.”*

- A. Precontemplation
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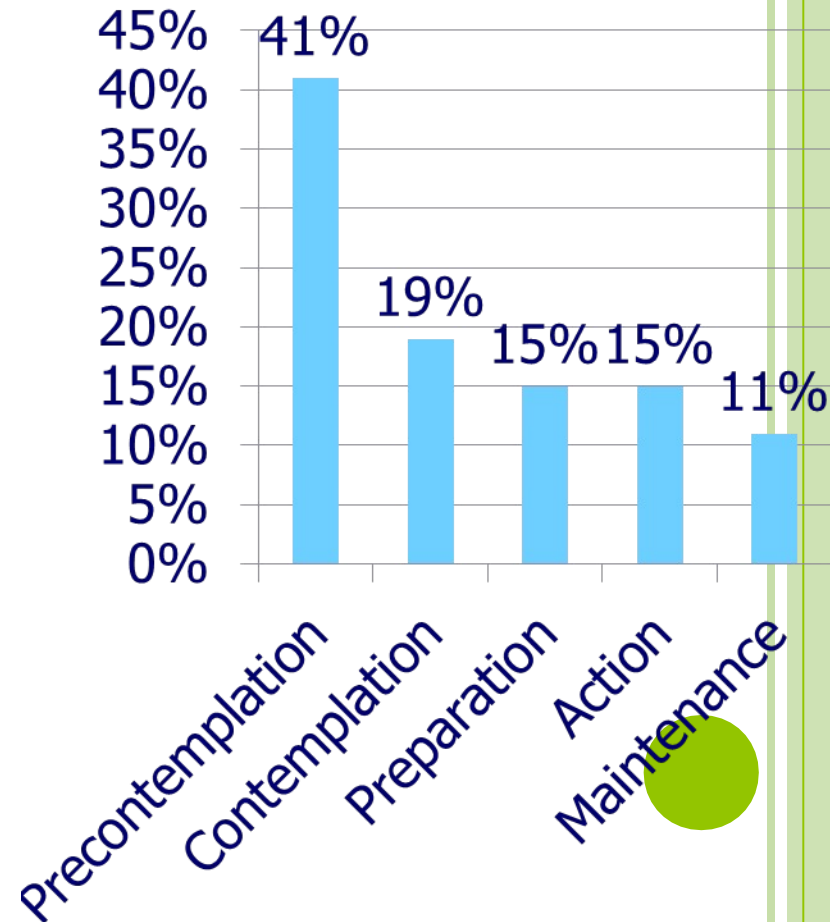
*“I didn’t do anything wrong at that apartment, I don’t care what anyone says –my landlord lied about why he kicked me out and madestuff up. Not that I care, there was so much drama there and half the people that live there are crazy.”*

- A. Precontemplation**
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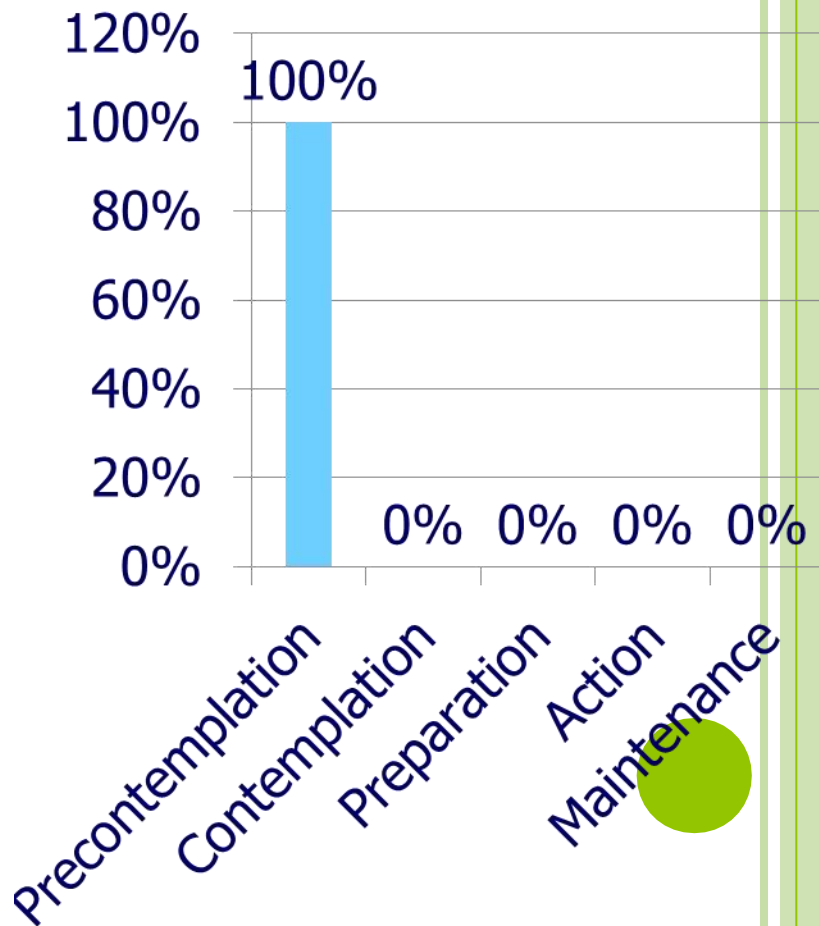
*“Well, I was discharged 10 days ago. I have been taking my meds ever since, and I have made it to both of my counseling appointments.”*

- A. Precontemplation
- B. Contemplation
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*“That psychologist doesn’t know what she’s talking about. I don’t know how she came up with half that crap in the report. You need to get me an evaluation with somebody else.”*

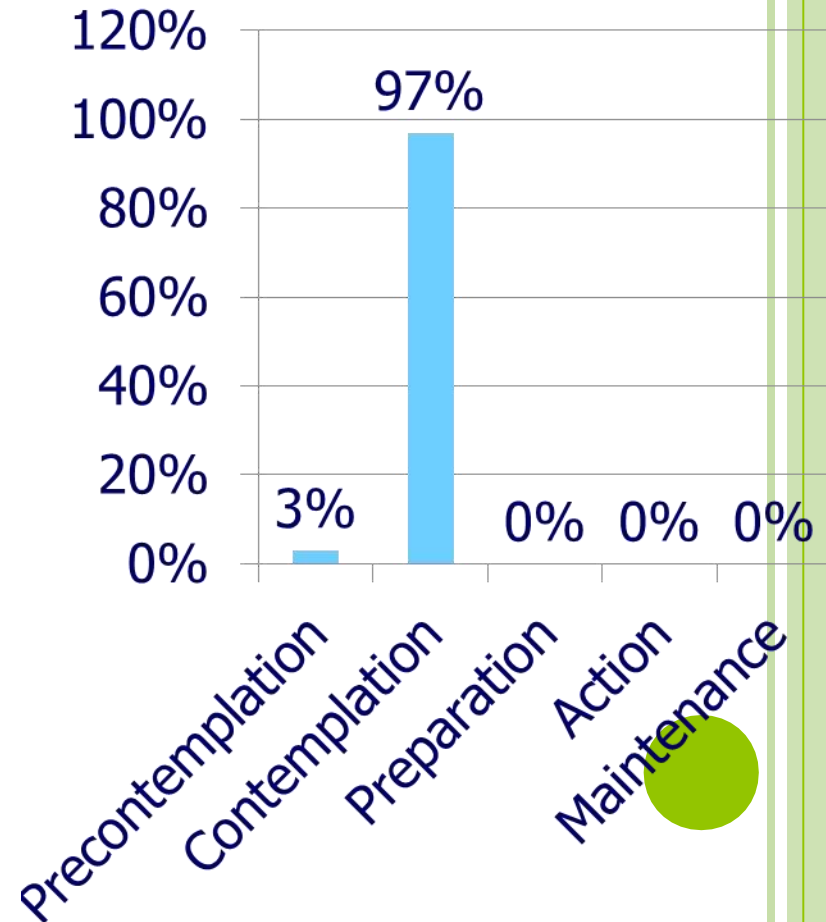
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*“I guess those are some things I haven't thought about before. I'm not saying I agree with you, or that I am going to pursue that option, but I'll think about what you said.”*

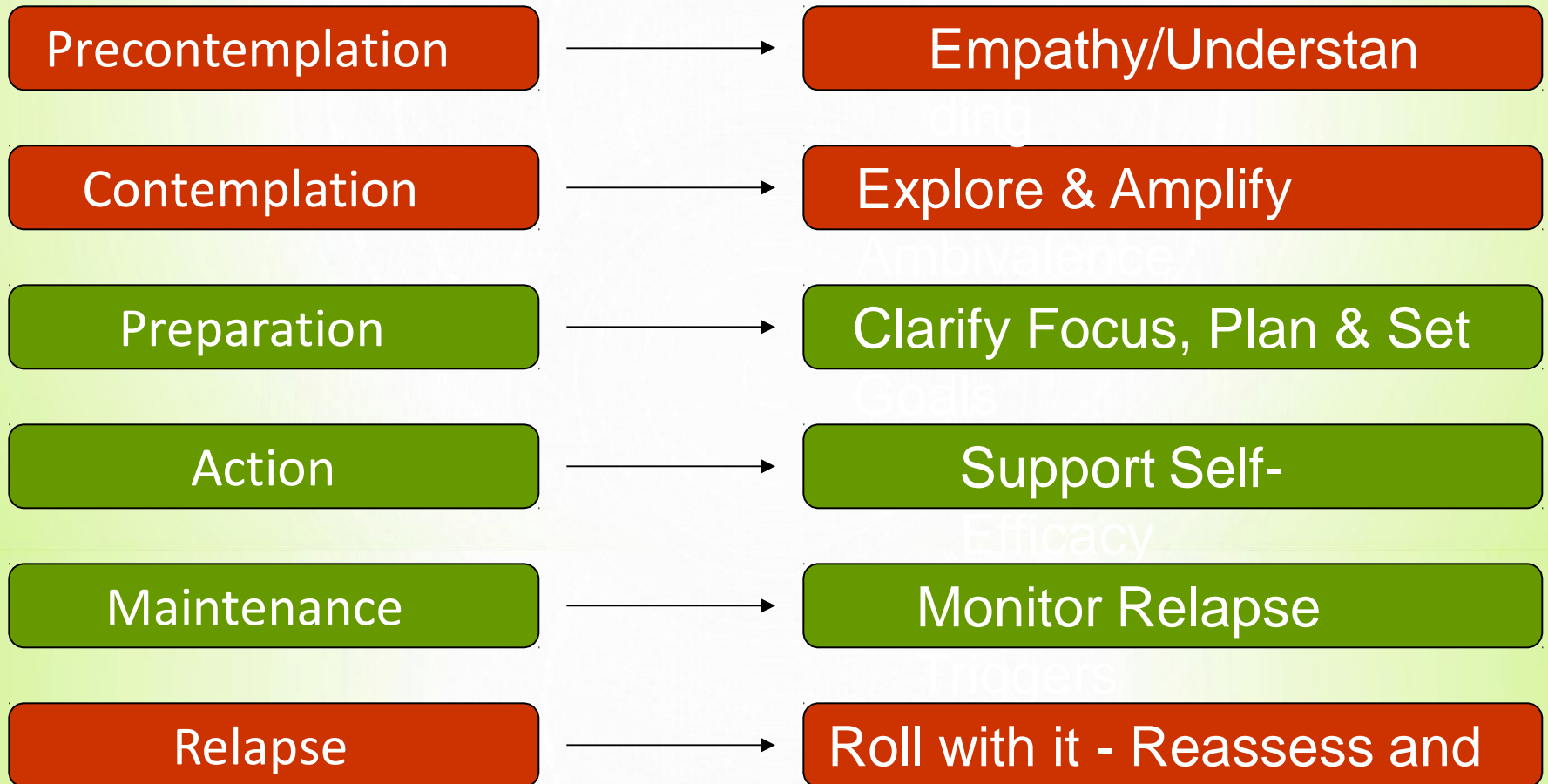
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# STAGE MATCHING INTERVENTIONS

## Stage

## Intervention



# WARNING!!!

Mismatching your intervention to the client's stage of change fosters resistance



When you get  
attached to an outcome  
OR  
YOU push a quicker pace,  
you facilitate “resistance”

# Equipoise

‘Equally supported in a steady position’

...reduces resistance & allows for exploration of ambivalence...



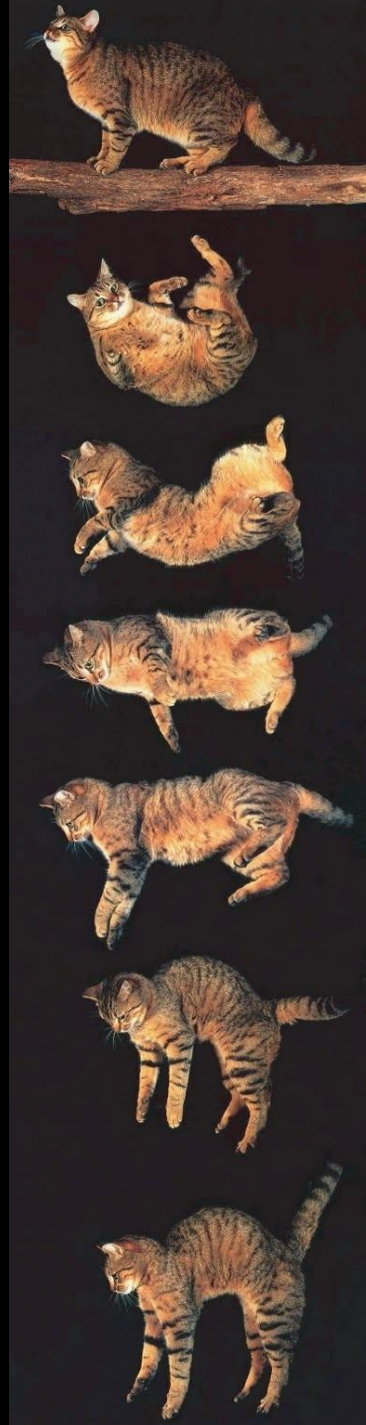
‘Internal state of equilibrium or balance’

# 'Righting Reflex'



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

Reaction people have to correct someone/ something that is 'wrong'





# 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
- ❑ Lightning rod

# Resistance



vs.

# Ambivalence



# CARL ROGER'S PARADOX

*“ACCEPTANCE FACILITATES  
CHANGE, WHILE PERCEIVED  
EXPECTATION OF CHANGE  
GENERATES RESISTANCE”*







# EMPATHY

would this help?



# Resistance



vs.

# Ambivalence

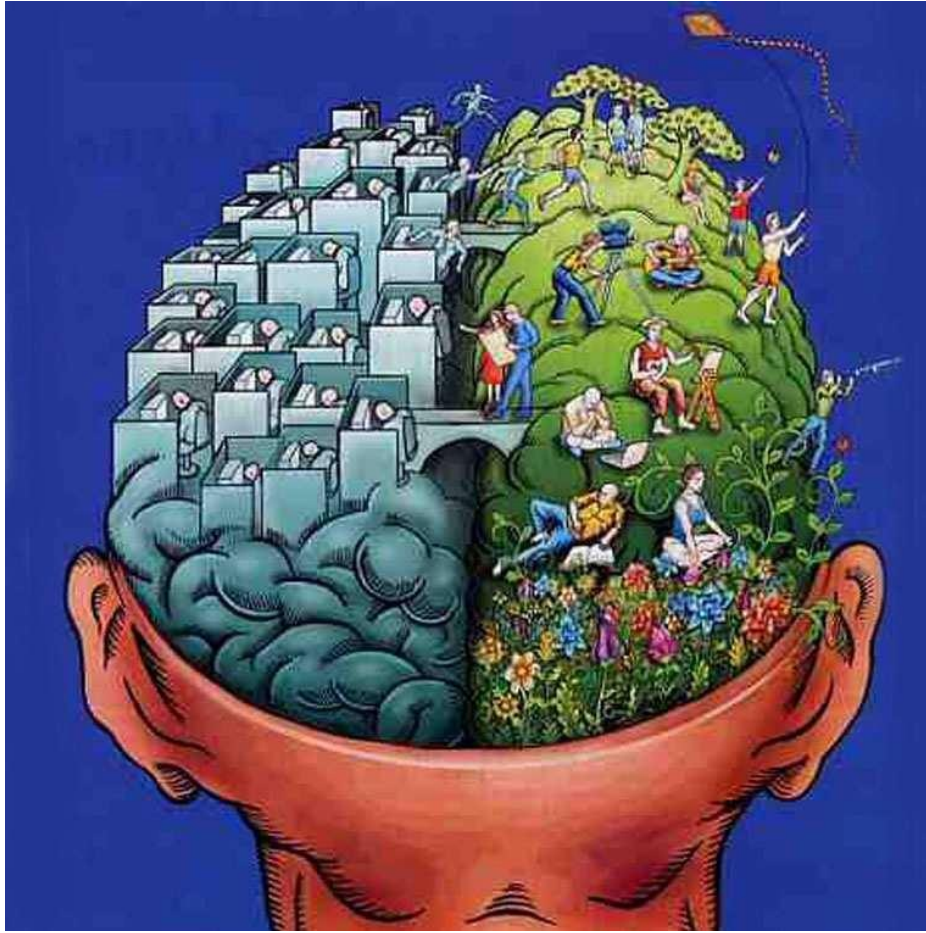


# CARL ROGER'S PARADOX

PEOPLE ARE OFTEN MORE  
PERSUADED  
BY WHAT THEY HEAR THEMSELVES  
SAY  
THAN BY WHAT OTHER PEOPLE  
TELL THEM.



# STRATEGIC REFLECTIONS



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

Cuban proverb



# STRATEGIC REFLECTIONS

- Verbalizing who they are and what they are about
  - “You...”
  - “It’s...”
- **Inferences** and implications regarding what he/she feels, wants, and seeks for goals
- Learning the ‘role’/’unzipping the skin’
- “Work... Disability... Depression...” DOG



# STRATEGIC REFLECTIONS

**SELECTIVE** reflections...



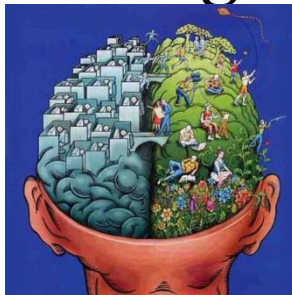
**Rogers: Non-directional**  
**Ml: Directional**



# STRATEGIC REFLECTIONS

## Reduces **RESISTANCE...**

- Seeking to understand their ideas
- Target line of thinking of the one seeking change
- Gets thoughts out of his/her head & more 'real'... less single-minded
- Helps clarify unspoken feelings
- NOT a matter if we are right or wrong





# ENGAGE

## 1<sup>st</sup> MI Process



# STRATEGIC REFLECTIONS



## Empathy

**How he/she feels**

## Direction

**What he/she wants**



# STRATEGIC REFLECTIONS

*“With being hospitalized and losing my apartment, I’ve been feeling more depressed lately. I don’t think I need any counseling, I just need help to find anew apartment.”*

**Empathy** (How he/she feels)

*“This situation has been way harder on you emotionally than you expected it to be.”*

**Direction** (What he/she wants)

*Finding a safe place to live is atop priority for you, and you are willing to work together to find a place and away to keep it.”*



# 4 TYPES OF TALK

**Resistance Talk**

Sustain Talk

**Change Talk**

**Commitment Talk ●**

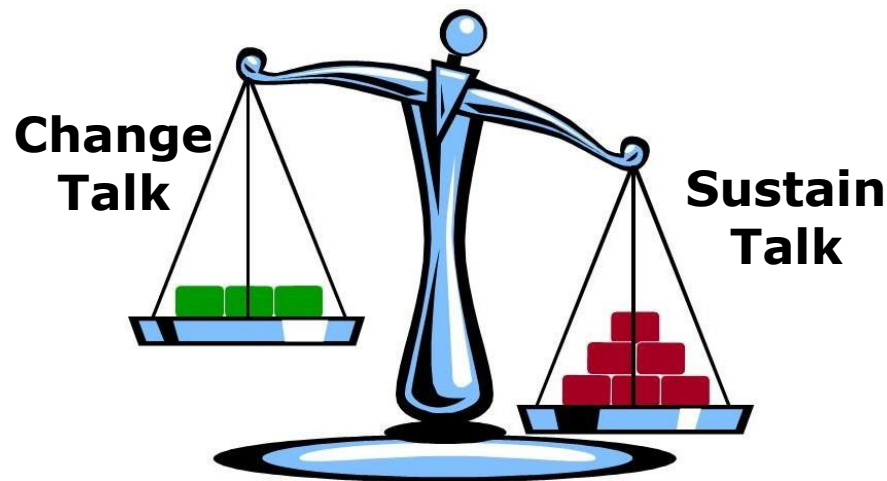
# RESISTANCE TALK



- Focusing attention outside of self
- Making it personal towards you
- ‘Fight’ or ‘Blame’ talk
- Any message that someone or something else is the problem

# 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



# SUSTAIN TALK



**Desire for Status Quo**

**Inability to Change**

**Reason for Status Quo**

**Need for Status Quo**

**Commitment to Status Quo**

**No Behavior Change**

# RESISTANCE VS. SUSTAIN

## **RESISTANCE Talk**

- ☐ Focusing outside self
- ☐ Relationally oriented
- ☐ Fight Talk
- ☐ Lightning Rod language
- ☐ Making it personal between you two

## **SUSTAIN Talk**

- ☐ Focusing internally
- ☐ Staying the same
- ☐ Stuck talk
- ☐ Status quo
- ☐ About his/her behavior
- ☐ Natural w/ ambivalence

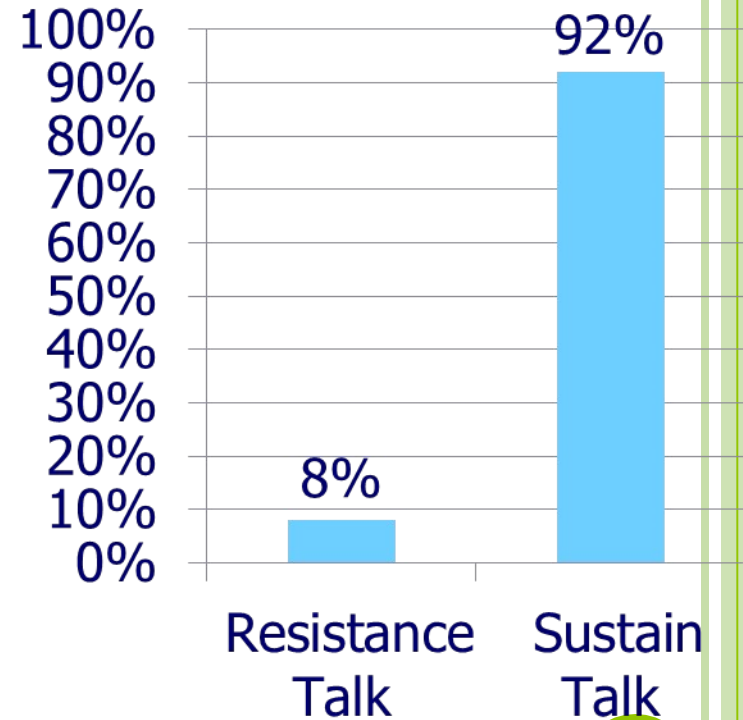




# “Smoking weed just relaxes me”

**A.** Resistance Talk

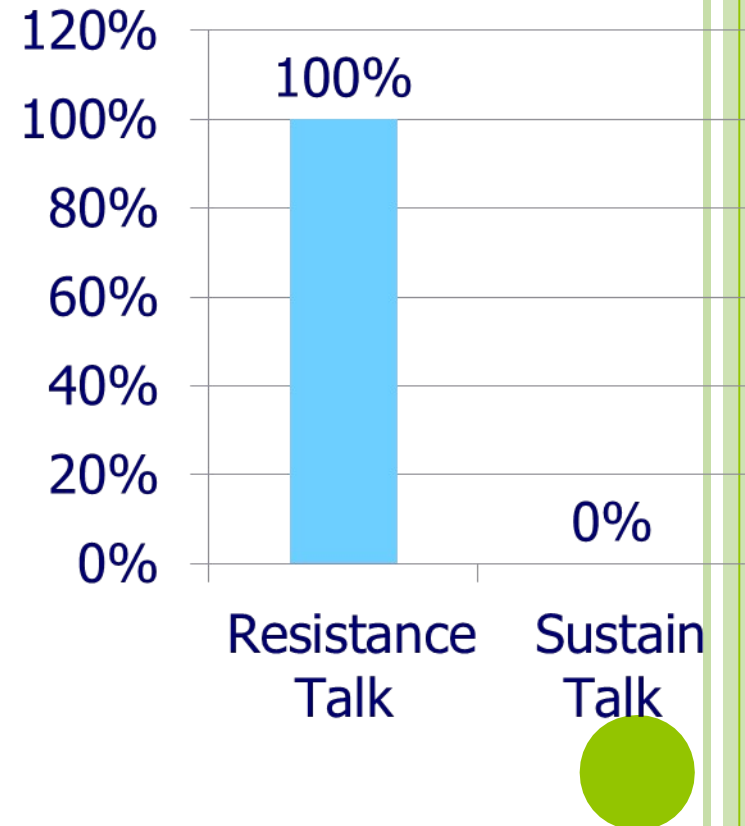
**B.** Sustain Talk



“You people are just here for the money”

**A.** Resistance Talk

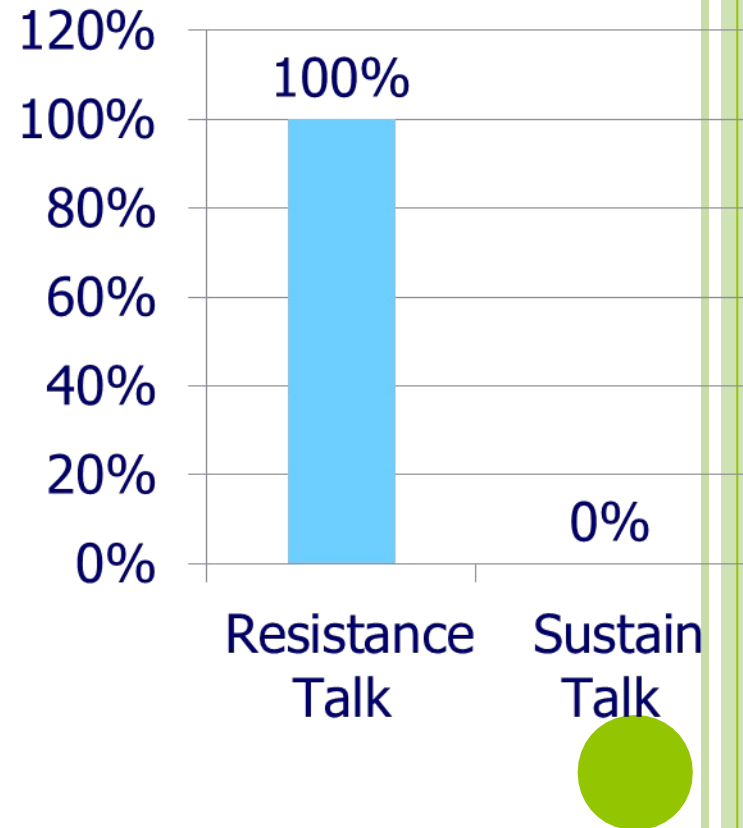
**B.** Sustain Talk



“Who are you to tell me what to do”

**A.** Resistance Talk

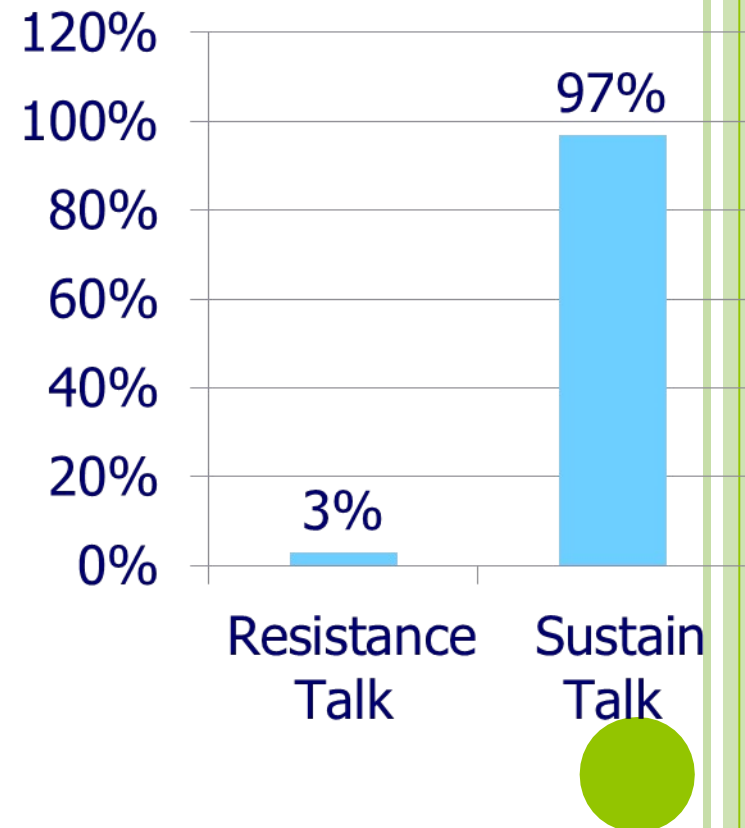
**B.** Sustain Talk



“It’s easier to just collect my benefits instead of trying to find a job”

**A.** Resistance Talk

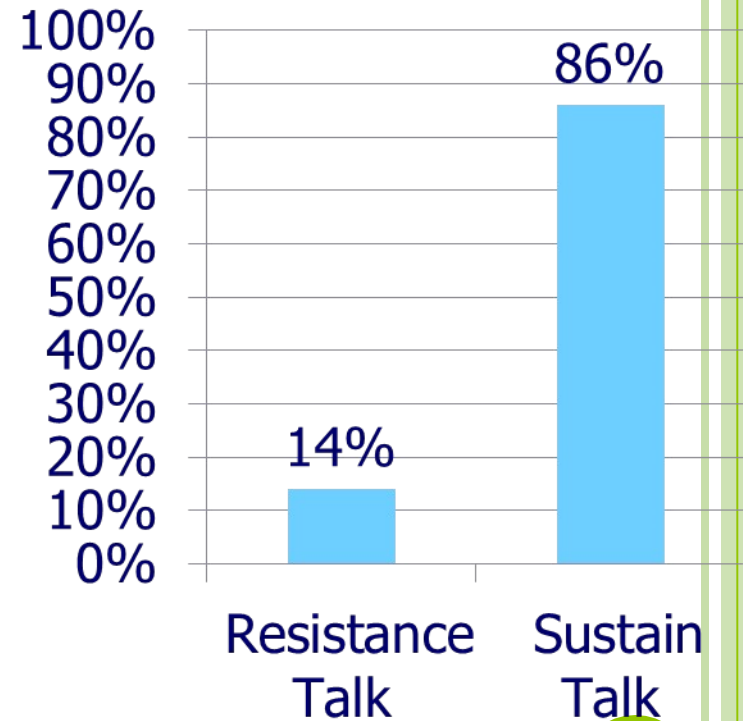
**B.** Sustain Talk



“If you’re so smart, you raise my daughter and I’ll do your job.”

**A.** Resistance Talk

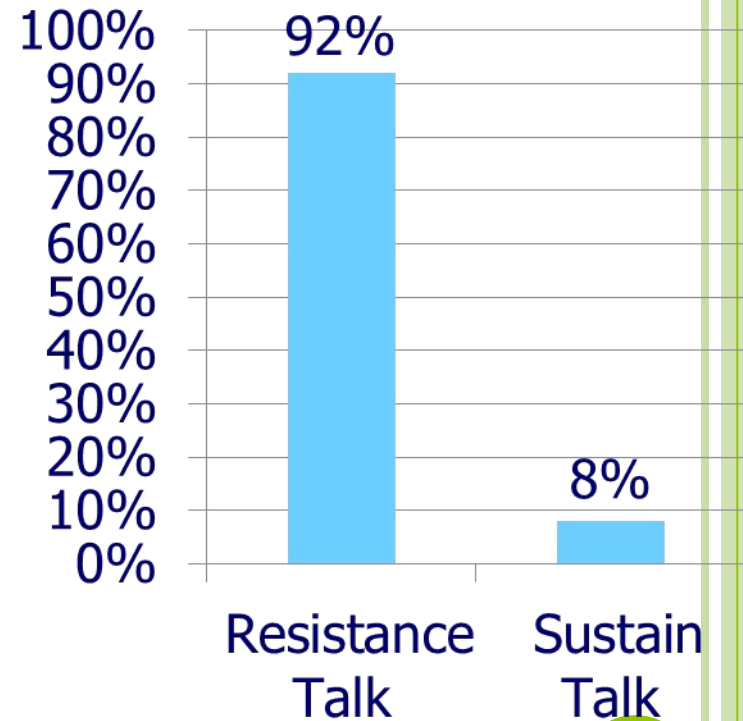
**B.** Sustain Talk



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

**A.** Resistance Talk

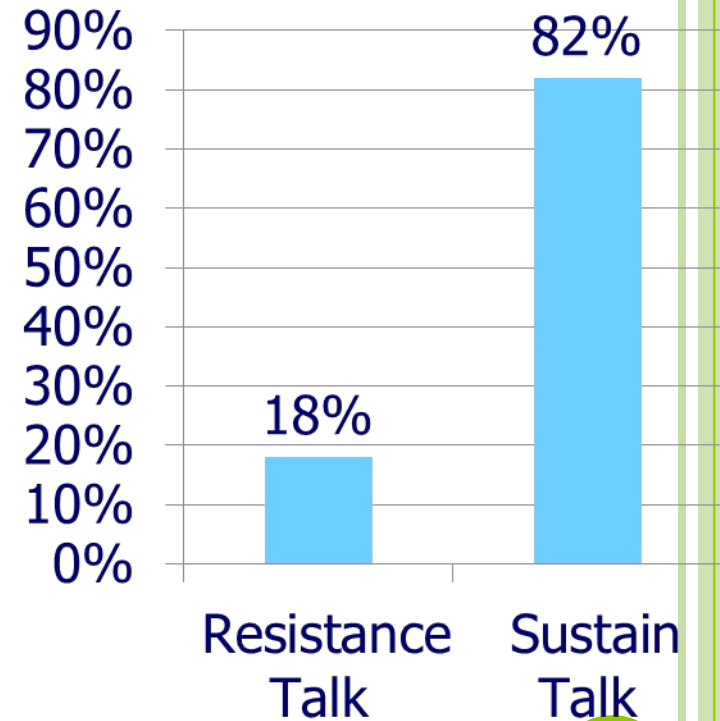
**B.** Sustain Talk



“I’m not sure if I’m ready for real school.”

**A.** Resistance Talk

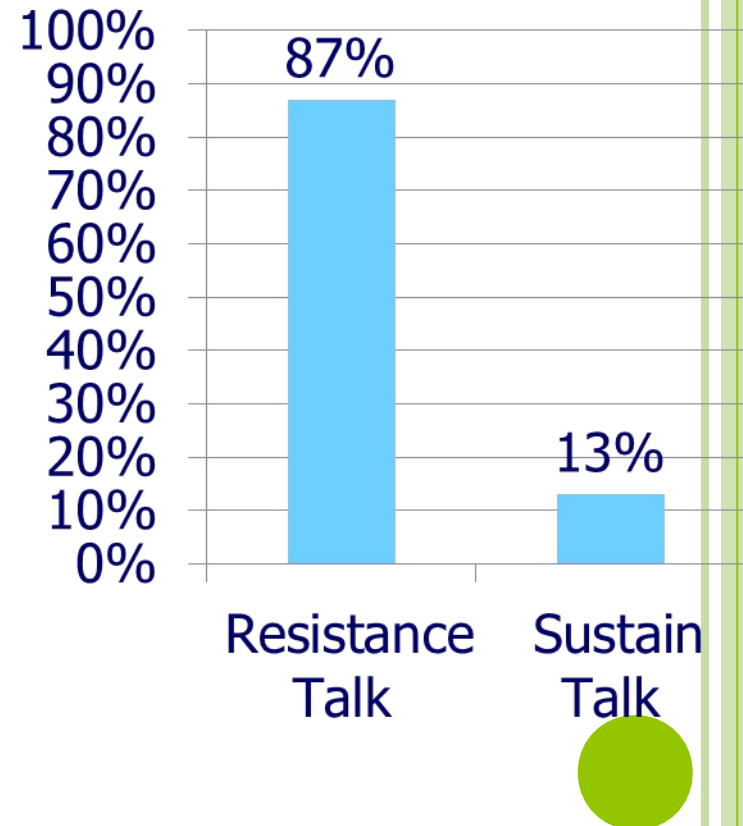
**B.** Sustain Talk



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

**A.** Resistance Talk

**B.** Sustain Talk

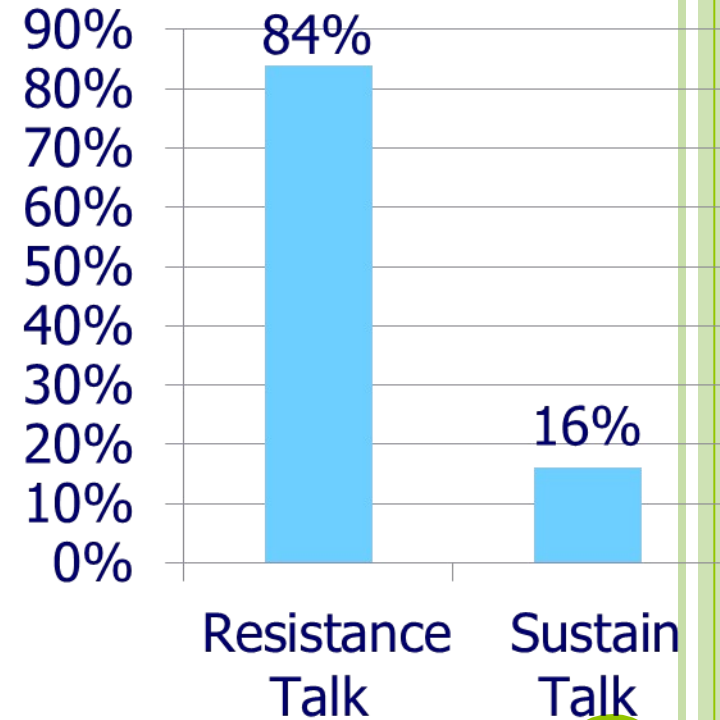




“If I don’t pass my classes it’s because you wouldn’t help me with my work.”

**A.** Resistance Talk

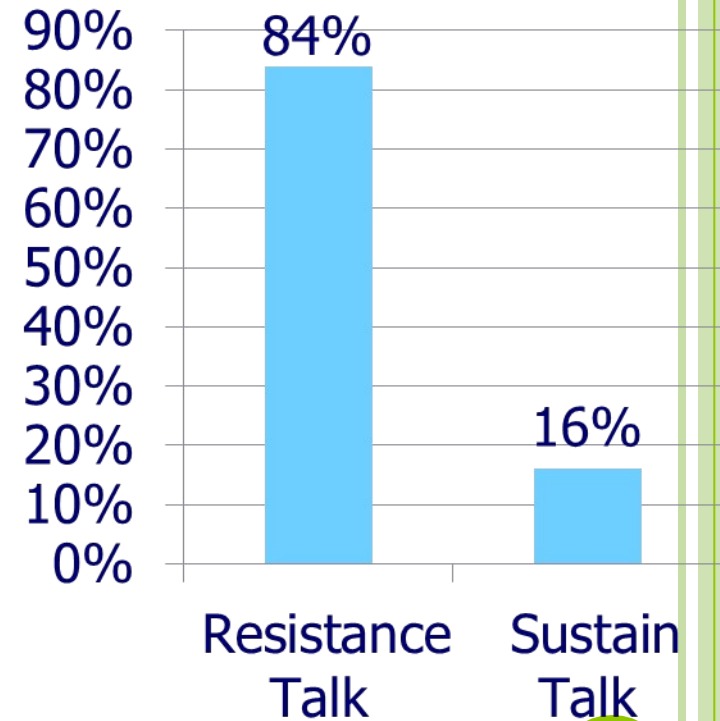
**B.** Sustain Talk



“He never listens, I told my doctor that medication is killing me.”

**A.** Resistance Talk

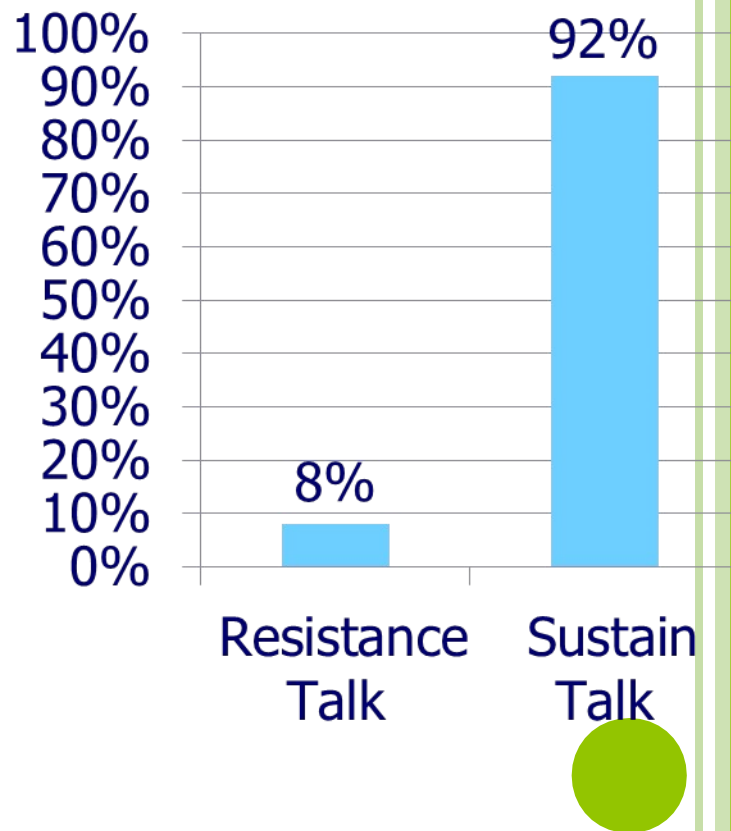
**B.** Sustain Talk



“I’m afraid to lose my housing assistance and childcare assistance if I get a job”

**A.** Resistance Talk

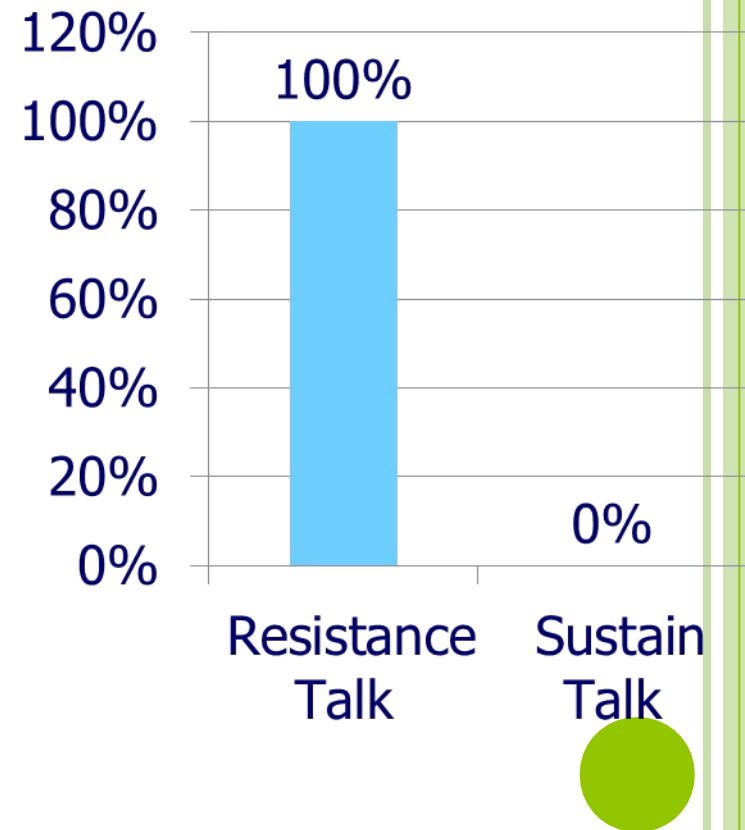
**B.** Sustain Talk



“She wouldn’t give me a bus token,  
it’s her fault I didn’t make it.”

**A.** Resistance Talk

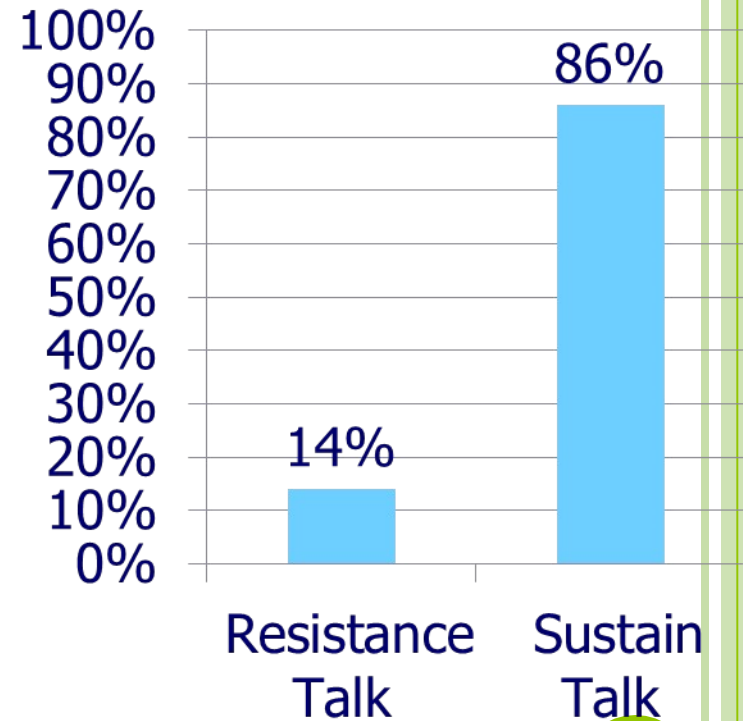
**B.** Sustain Talk



“I’m not smart enough to get a job like that”

**A.** Resistance Talk

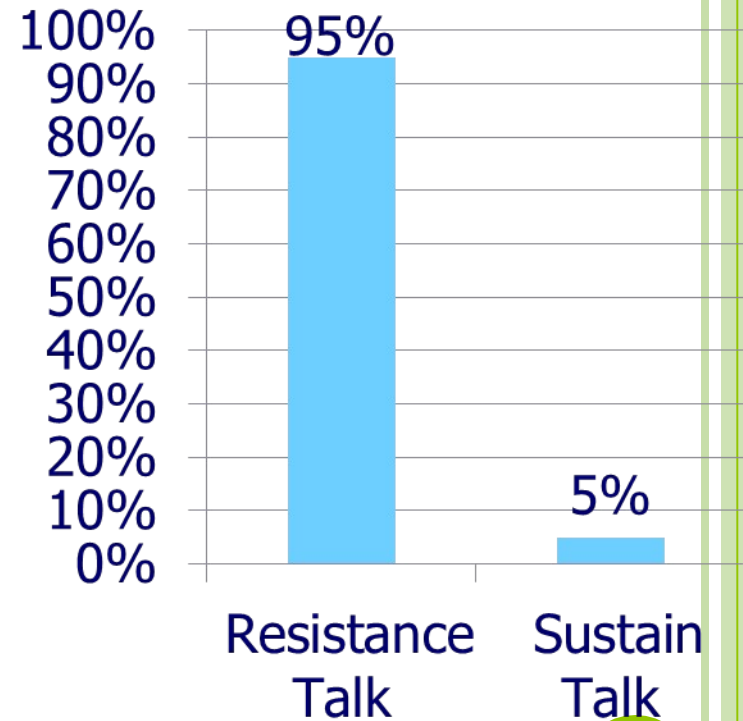
**B.** Sustain Talk



“I don’t think you even try to help people. How long have I been coming here and nothing is any better.”

**A.** Resistance Talk

**B.** Sustain Talk



# RESISTANCE VS. SUSTAIN

## RESISTANCE Talk

- ☐ Focusing outside self
- ☐ Relationally oriented
- ☐ Fight Talk
- ☐ Lightning Rod language
- ☐ Making it personal between you two

### **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...”



# CONTINUED RESISTANCE

If resistance (re)surfaces, **you** are moving too far ahead of the client in the change process (**mismatching stages**).

With resistance, “more” intensity is **not** better.

More intensity increases defensiveness, producing negative outcomes.





**STOP**

Whatever it is that you are doing – pushing, confronting, educating, explaining, etc.

**DROP**

**Your agenda**

**Your righting reflex**

**Roll**

...with resistance by reflecting

viewpoint of the individual from a place of equipoise



# CHANGE TALK

- Change talk is client speech that favors movement in the direction of the change
- Natural with ambivalence –opposite side of Sustain Talk
- What the client really wants, “Top of the Mountain”, aligned with underlying goals &/or values



# LISTENING TO CHANGE TALK



DESIRE: *want, wish, like*

ABILITY: *how could, might, can*

REASONS: *should, because*

NEED: *have to, need, important*



# CHANGE TALK

**Desire for Change**

**Ability to Change**

**Reason to Change**

**Need for Change**



**Commitment**

**Activation**

**Iaking steps**



**Behavior Change**



# LISTENING TO CHANGE TALK

- Your sense of his/her “Top of the Mountain”
- Vision of happier and/or healthier
- Hypothetical statements about change
- Problem recognition
- Virtues of changing –“stating the case”
- Identity (I’m not THAT person)
- Envisioning –“should” statements



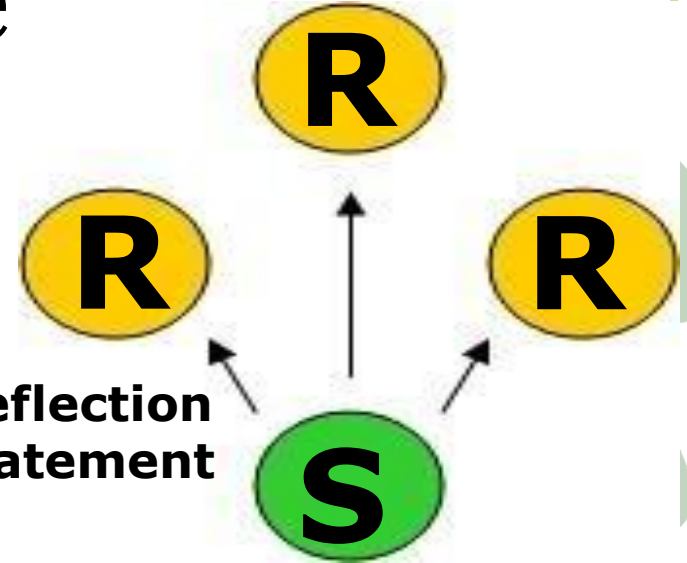
# Reflections practice

NOT:

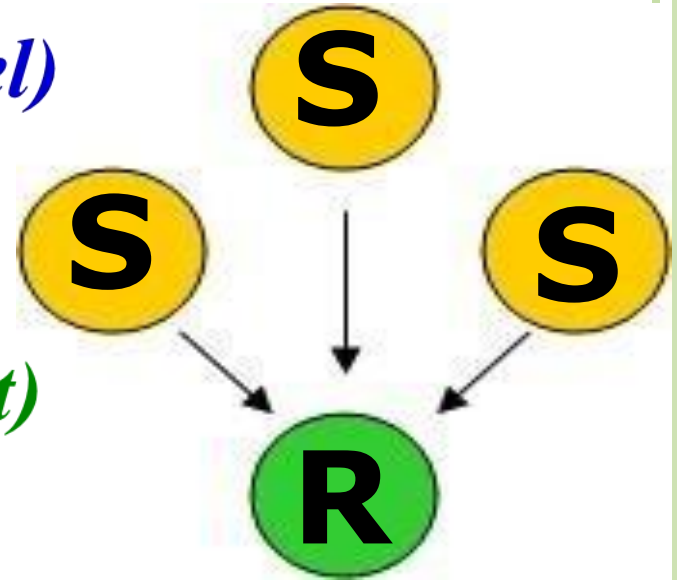
- ☒ Questions
- ☒ A conversation
- ☒ Intended to fix the problem

R= Reflection  
S= Statement

Pitching



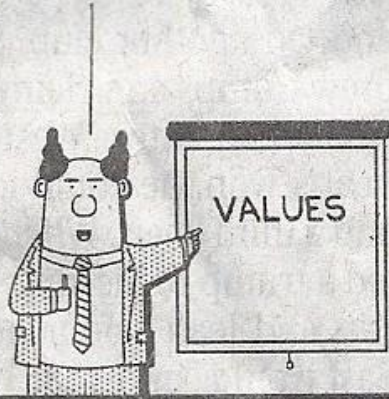
Batting



**EMPATHY** *(how they feel)*

**CHANGE** *(what they want)*

WHO CAN DEFINE  
"VALUES"? ANYONE?



Dilbert.com DilbertCartoonist@gmail.com

VALUES ARE A TYPE  
OF EMOTIONAL ILLUSION  
COMMON TO CHILDREN,  
IDIOTS AND NON-  
ENGINEERS.



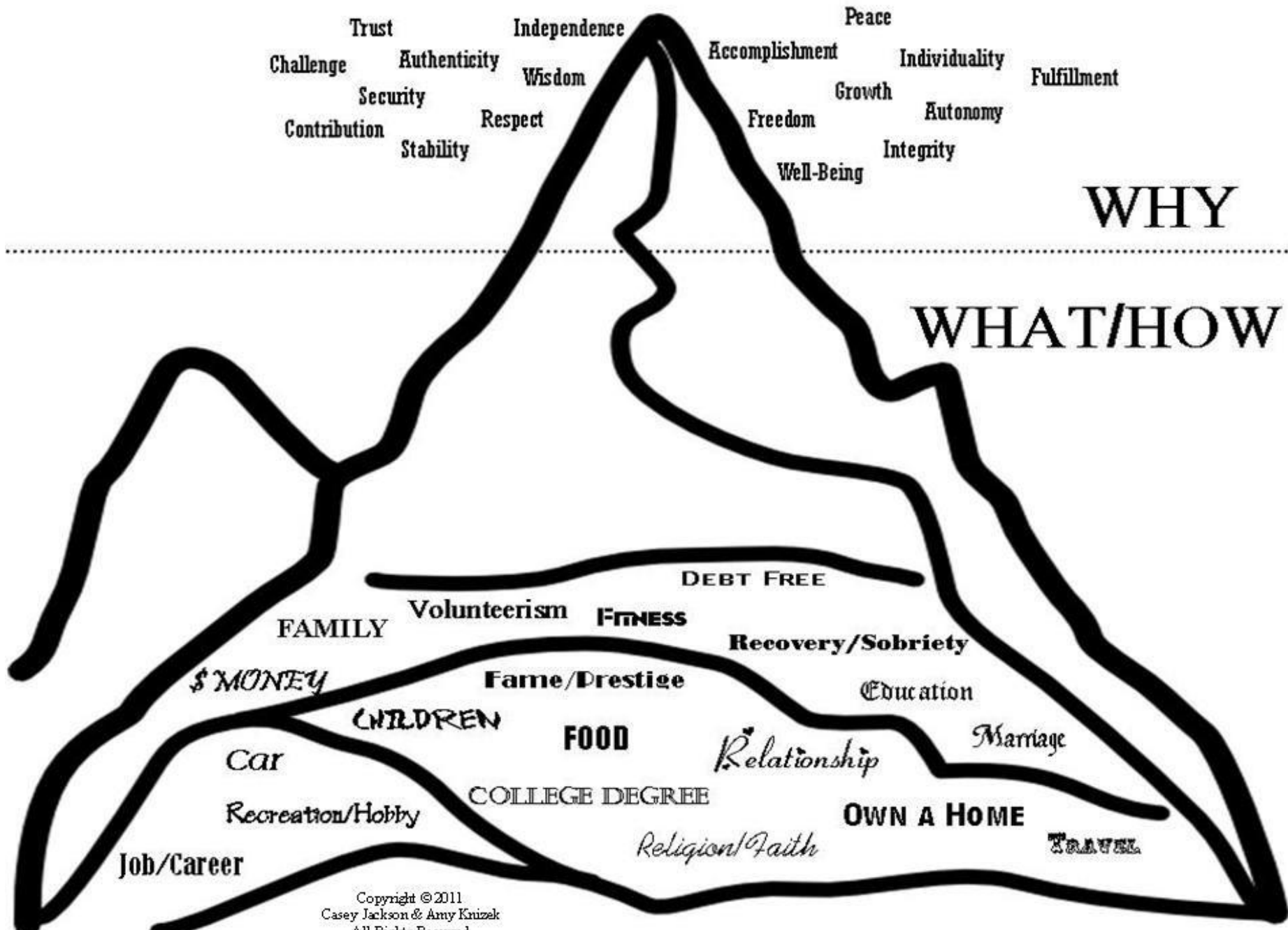
12-7-10 © 2010 Scott Adams, Inc./Dist. by UFS, Inc.

CAN WE  
PRETEND  
VALUES  
ARE REAL?



ARE WE  
A CULT  
NOW?

# FOCUS MOUNTAIN








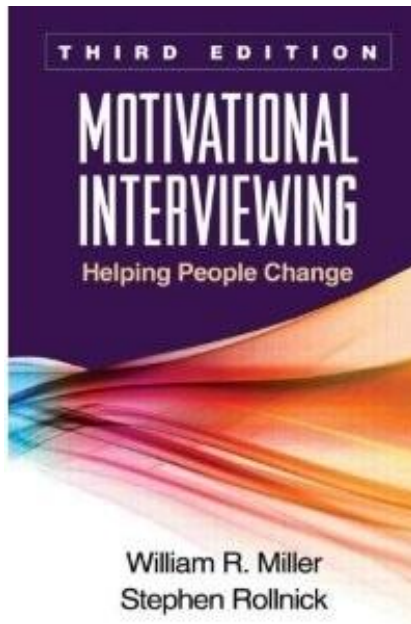
# **SAME Discussion Topic**

## **Ambivalence**

Use these open questions, and then...

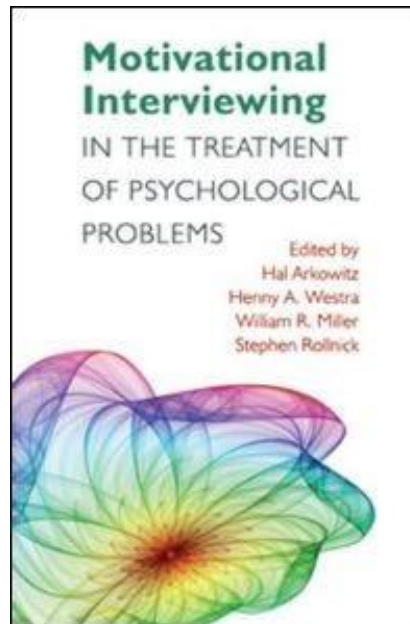
- ❑ **Actively listen** w / genuine interest to understand his/her dilemma...
  - ❑ **Practice Reflections:** critical elements, change talk, empathy, direction
  - ❑ **Ask** “Anything else?” “What else?” “Tell me more about that”
- 

# MOTIVATIONAL INTERVIEWING



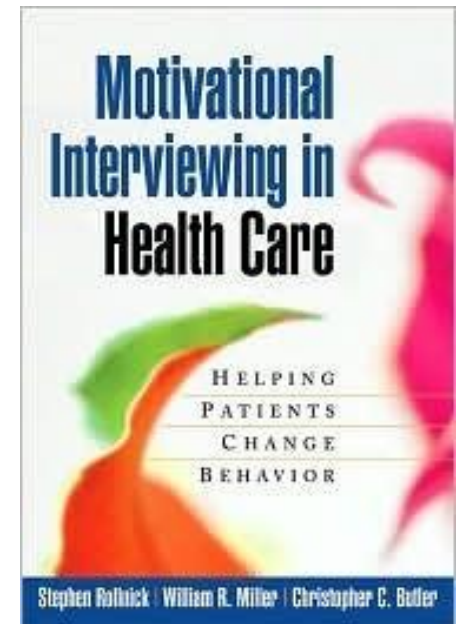
## Motivational Interviewing, Third Edition: Helping People for Change

by William Miller & Stephen Rollnick



## Motivational Interviewing in the Treatment of Psychological Problems

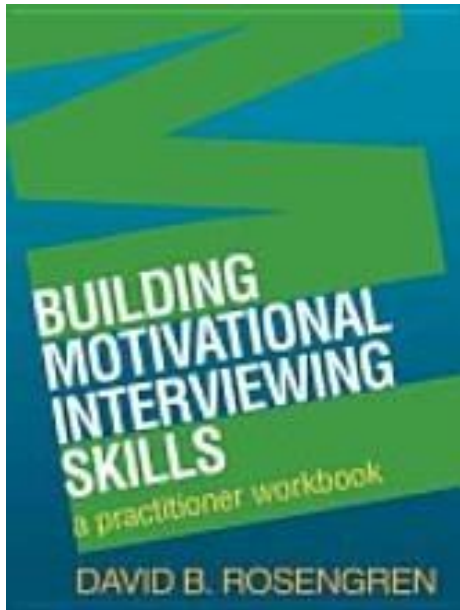
by William Miller, Stephen Rollnick, Hal Arkowitz, & Henry Westra



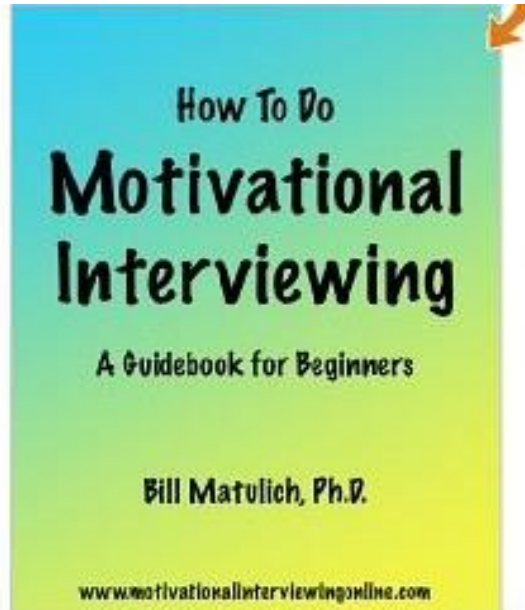
## Motivational Interviewing in Health Care: Helping Patients Change Behavior

by William Miller, Stephen Rollnick, & Christopher Butler

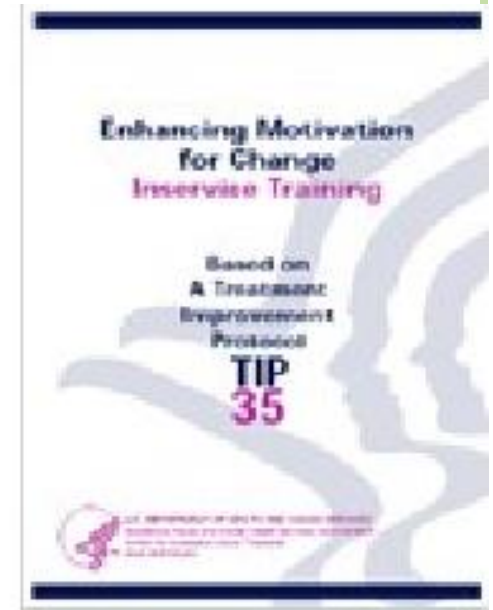
# MOTIVATIONAL INTERVIEWING



Building Motivational Interviewing Skills  
by David Rosengren



How To Do Motivational Interviewing: A Guidebook  
for Beginners  
by Bill Matulich



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**TIP 35**

