

MOTIVATIONAL INTERVIEWING



**FOR ADCP
BY DR NAJMA IQBAL MALIK**

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

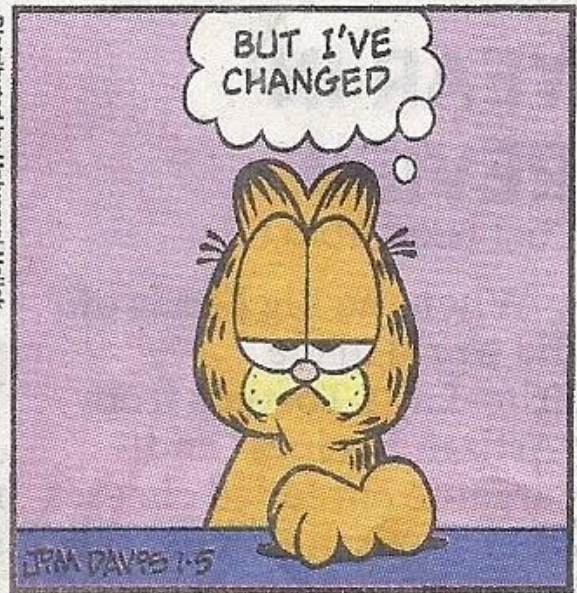
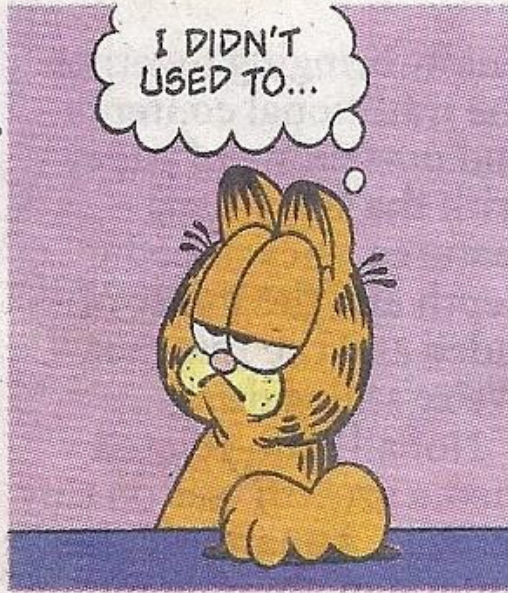
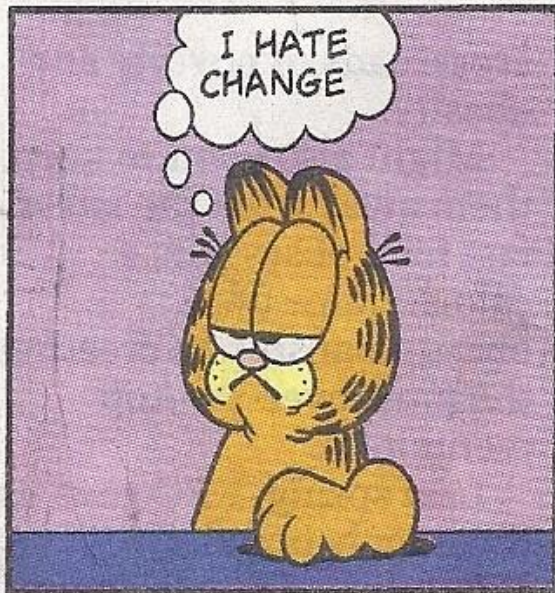
☐ Reduce or Minimize resistance

☐ 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



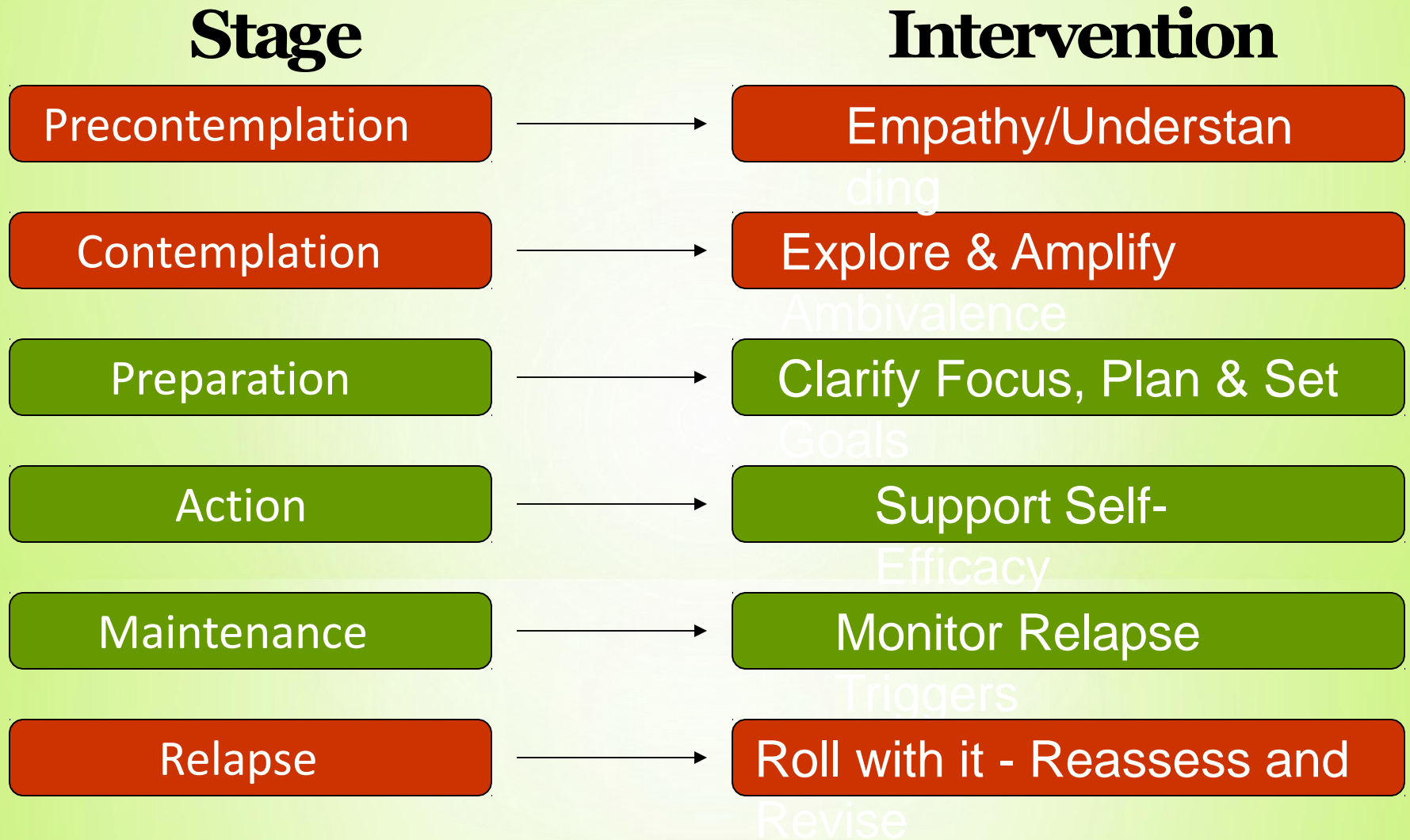
STAGE OF CHANGE MODEL

- ❑ 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

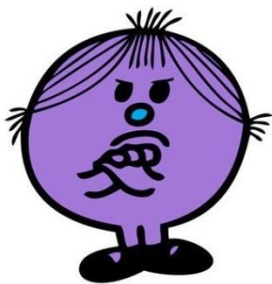
Unaware that a problem exists



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”

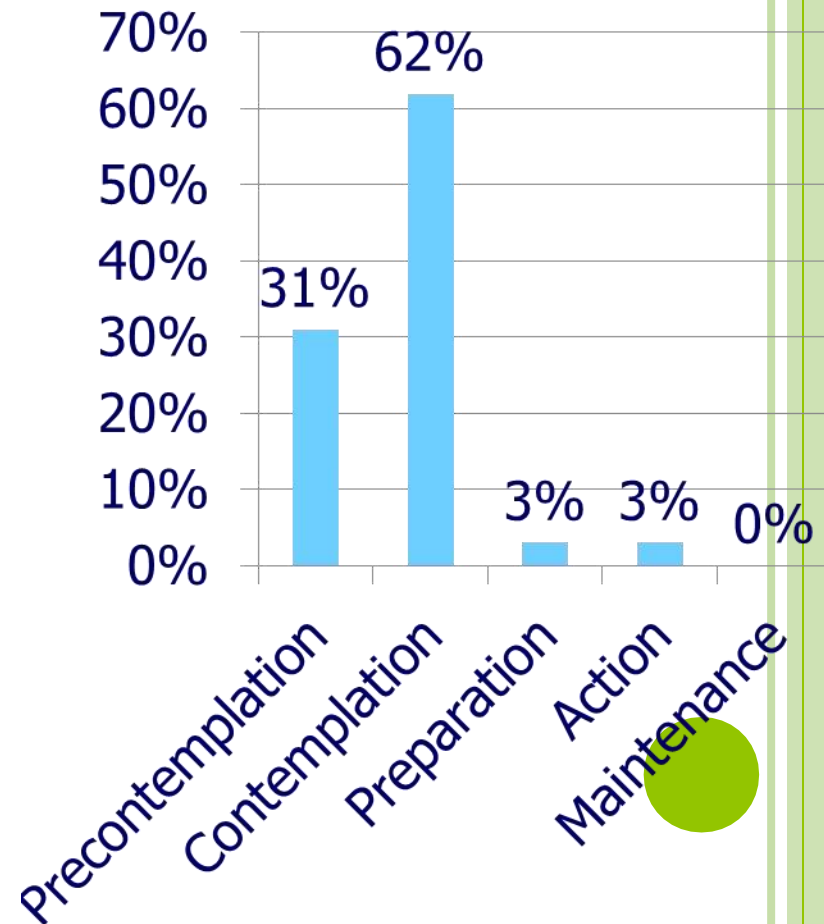
NOT

“He/she is a precontemplator”



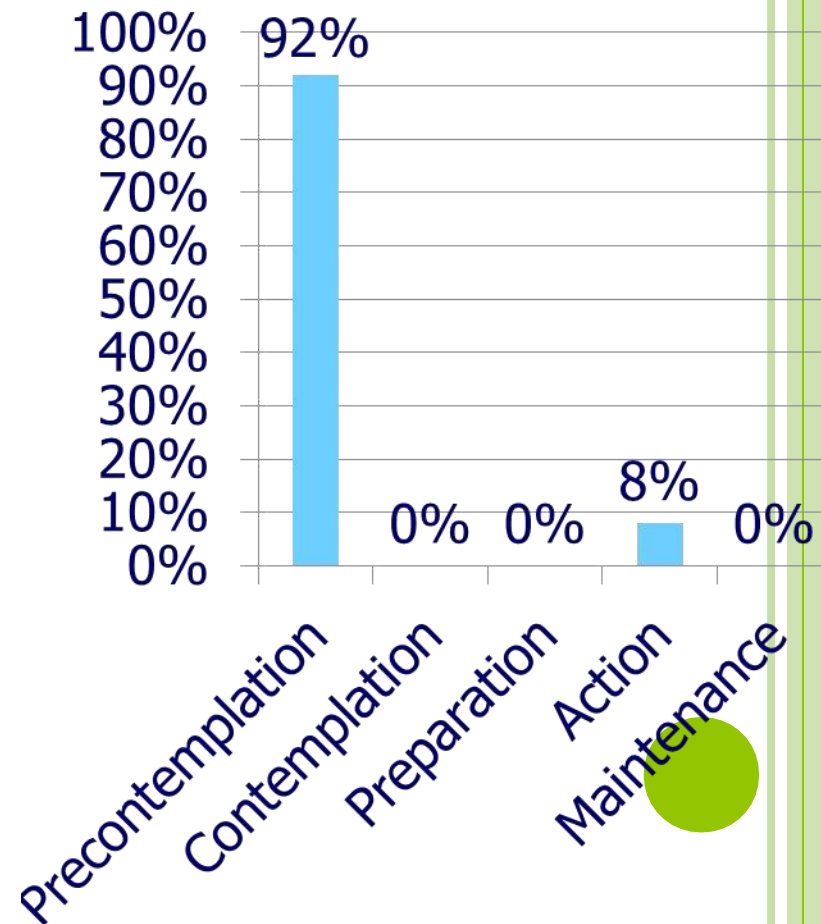
“I want to go to work. I don’t like being on disability because of my mental health, but I’m still not sure how this process could get me a job.”

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



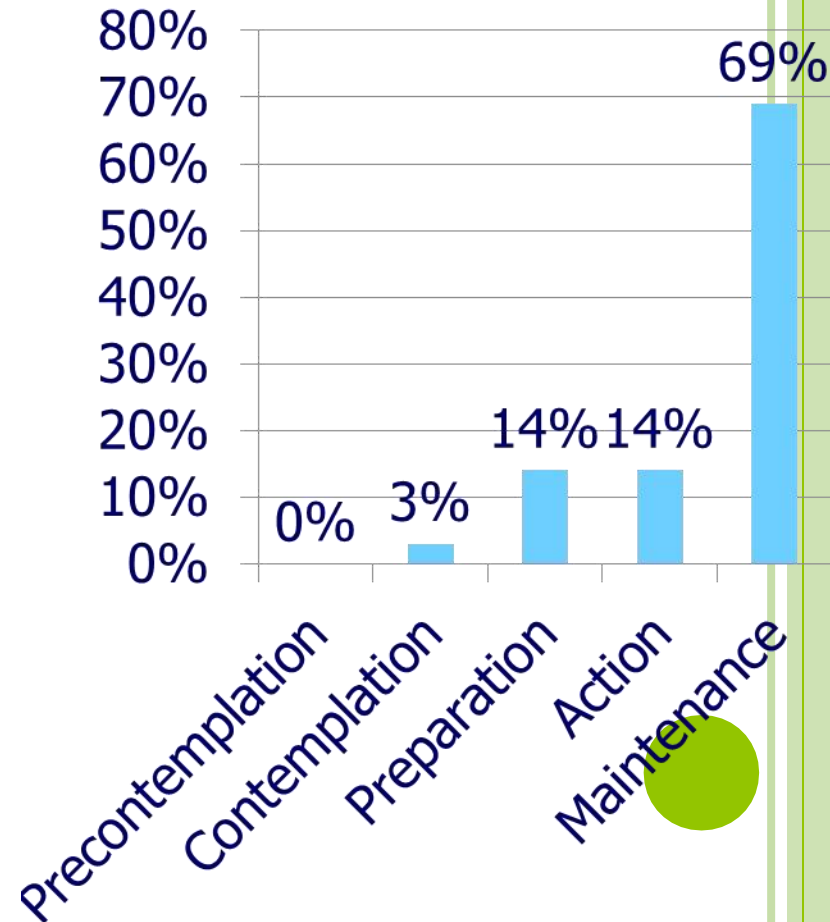
“I’m fine, I don’t care what the diagnosis or reports say. I do not need medication.”

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



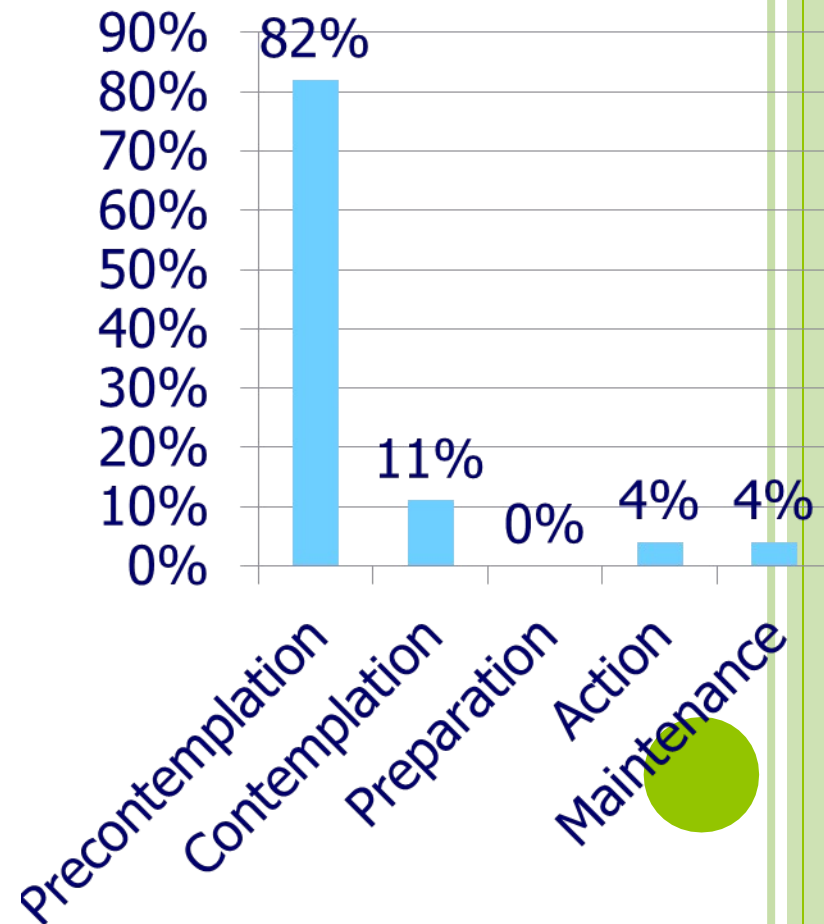
“I know I started out with a pretty bad attitude, but this retraining program has really given me some hope. Once I got into it, the months flew by. Actually, I’ve been enjoying this past year so much I hardly even think of it as training.”

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



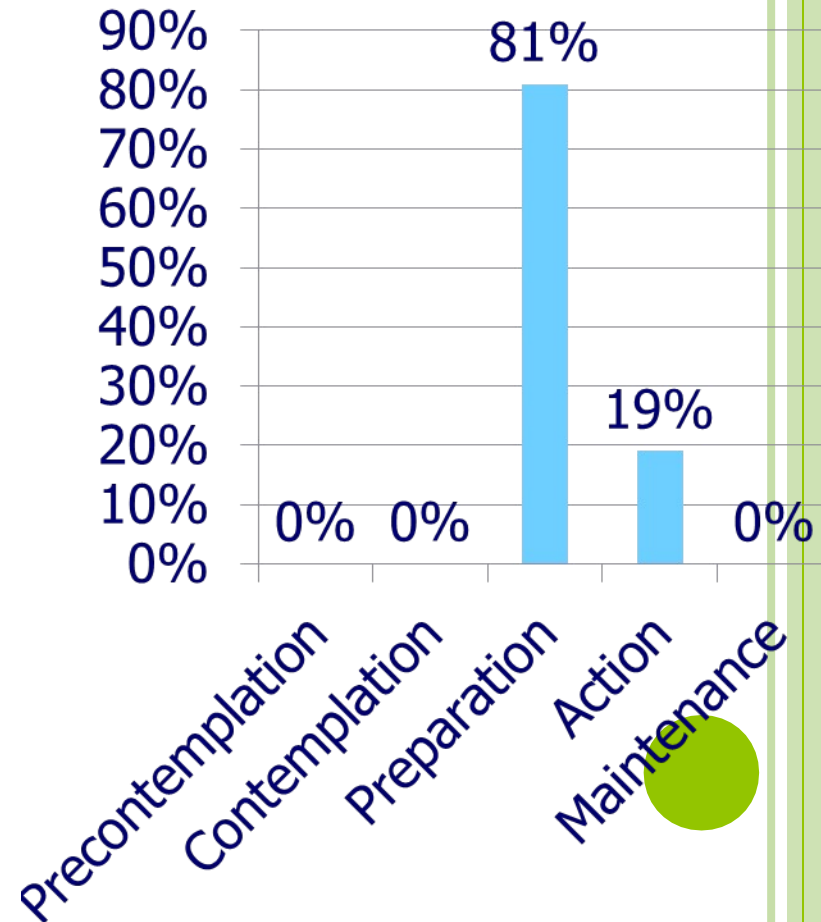
“All I hear about are those horrible side effects. I will quit taking that medication if I have those crazy things happen to me. Do you really think it will help?”

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



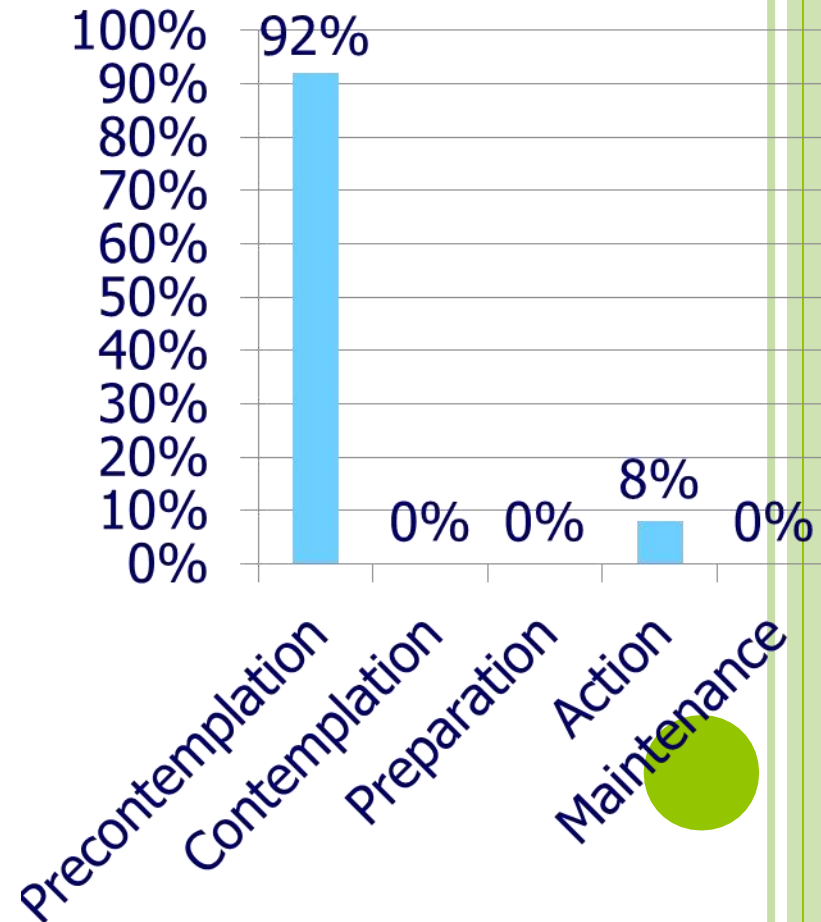
“I took that class to help me with my resume and cover letters, I tracked down a nice interview outfit, and I’ve had a few practice interviews and received some helpful feedback. I feel like I’m actually ready to go.”

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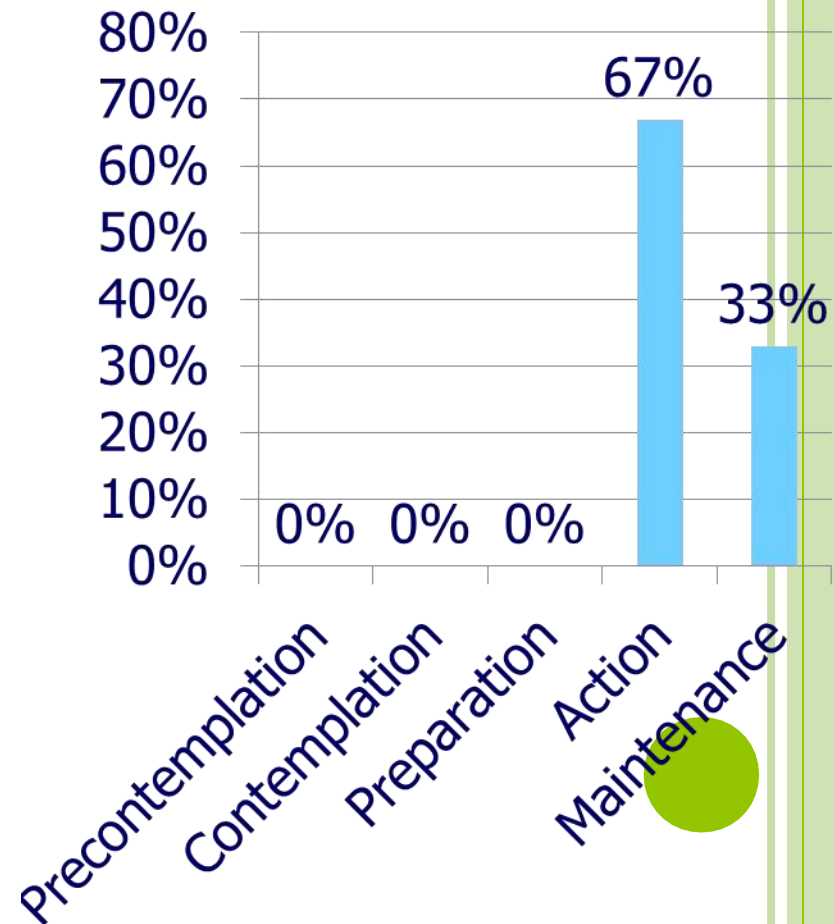
“There is no way I am taking that medication. I know what kind of crap that does to your head. There is nothing they can do to help me or fix me.”

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



“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
- B. Contemplation
- C. Preparation
- D. Action
- E. Maintenance

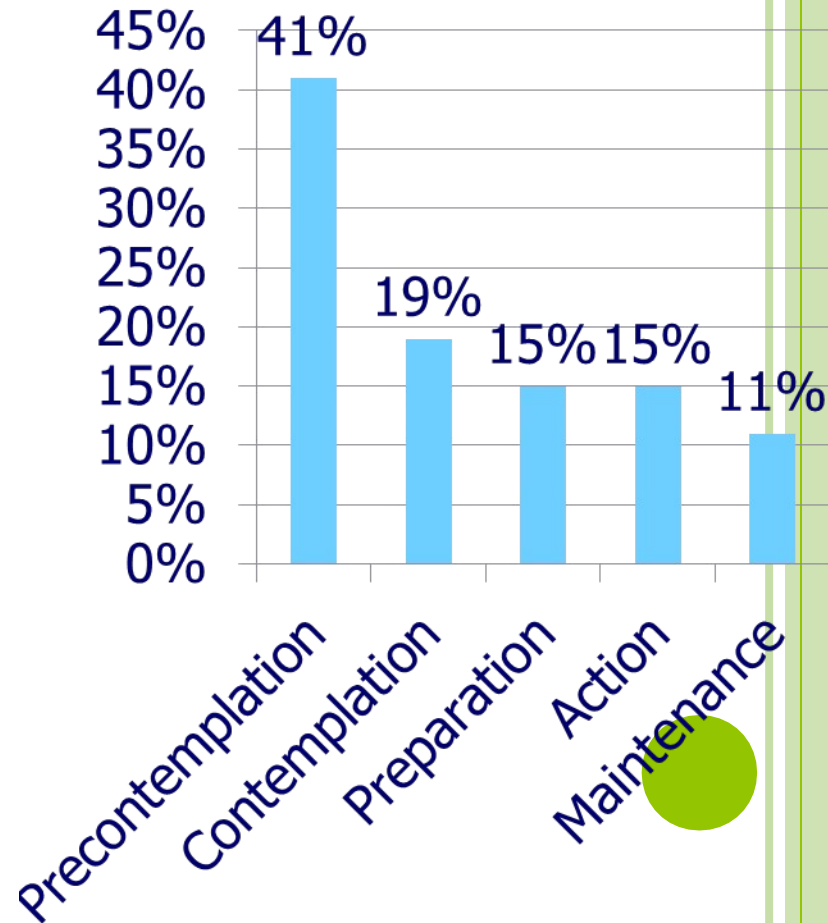


“That’s easy for you to say, you don’t live with medication helps and counseling has been a joke.”

N

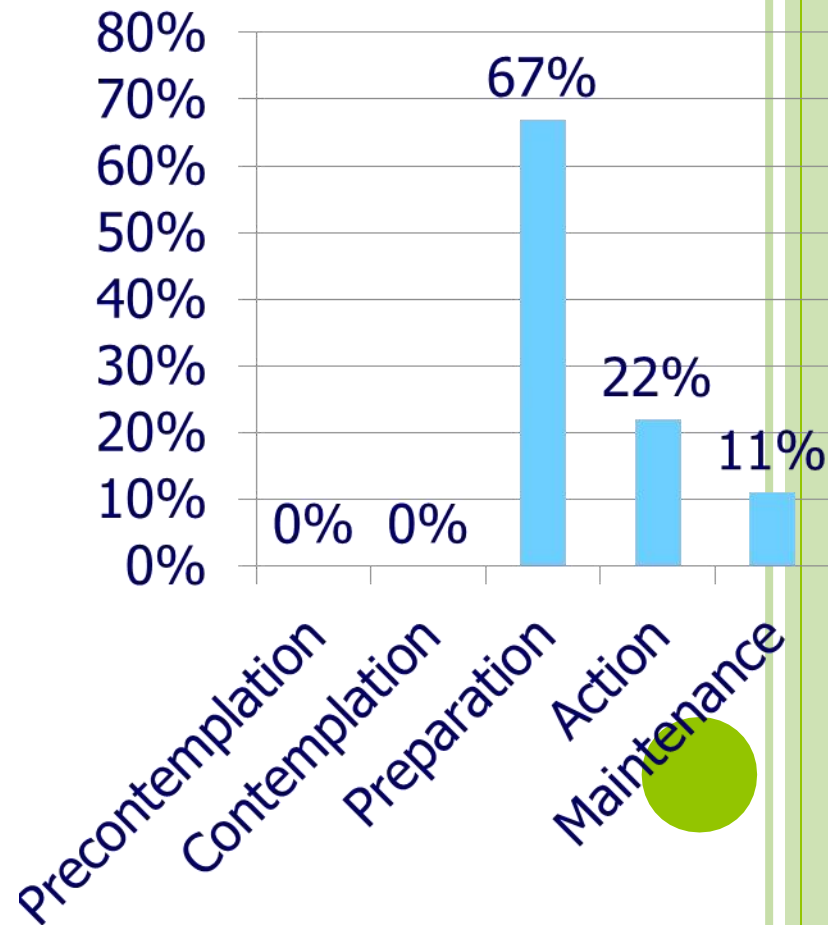
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- A. Precontemplation
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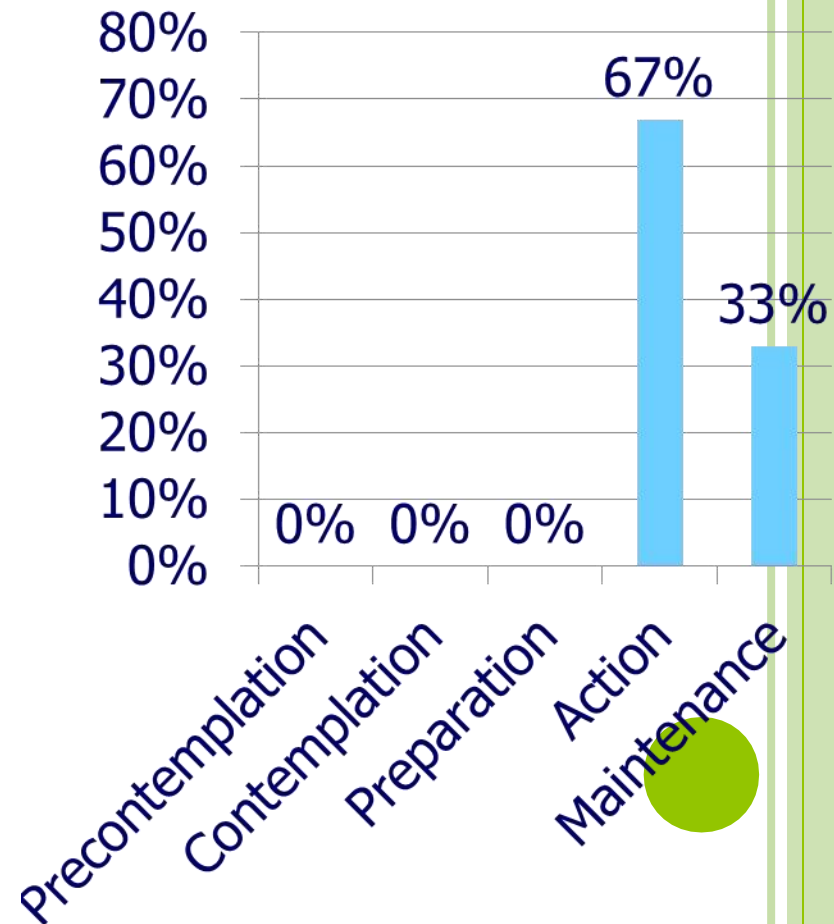
“Now that my depression is better managed, I am ready to go to work. I have checked into some training programs at the community college, applied for financial aid, and today I am taking some career interest tests.”

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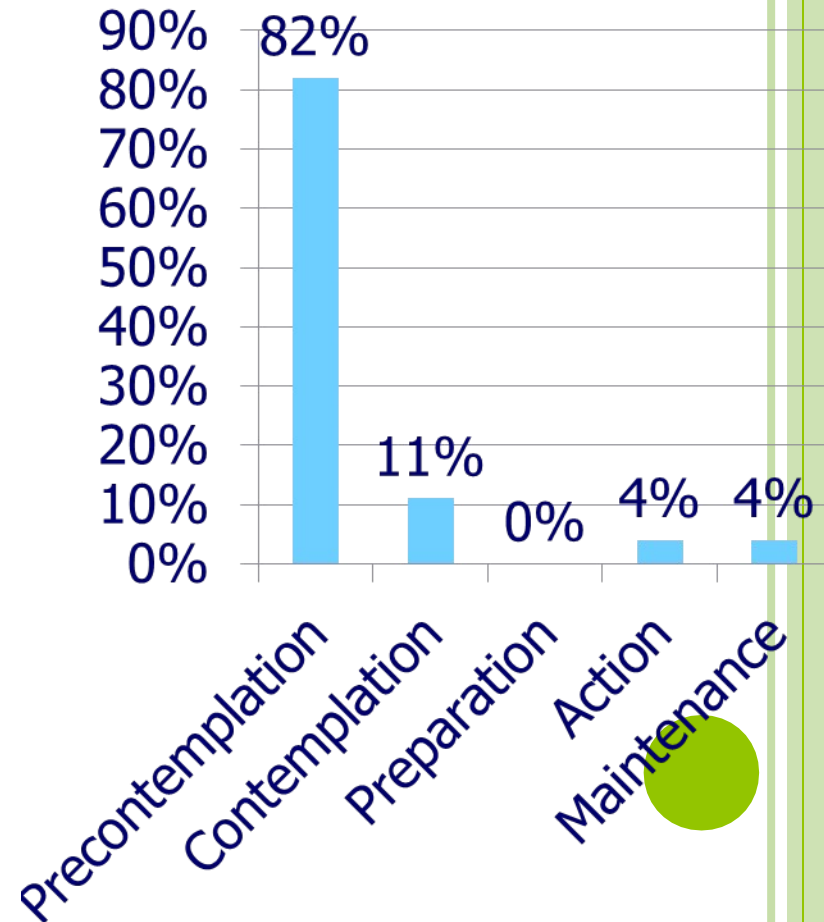
“It wasn’t easy talking in group when I first started. It is getting easier and I actually think about what people share in there when I’m riding the bus home. I’m glad I’m in the group and plan to keep coming.”

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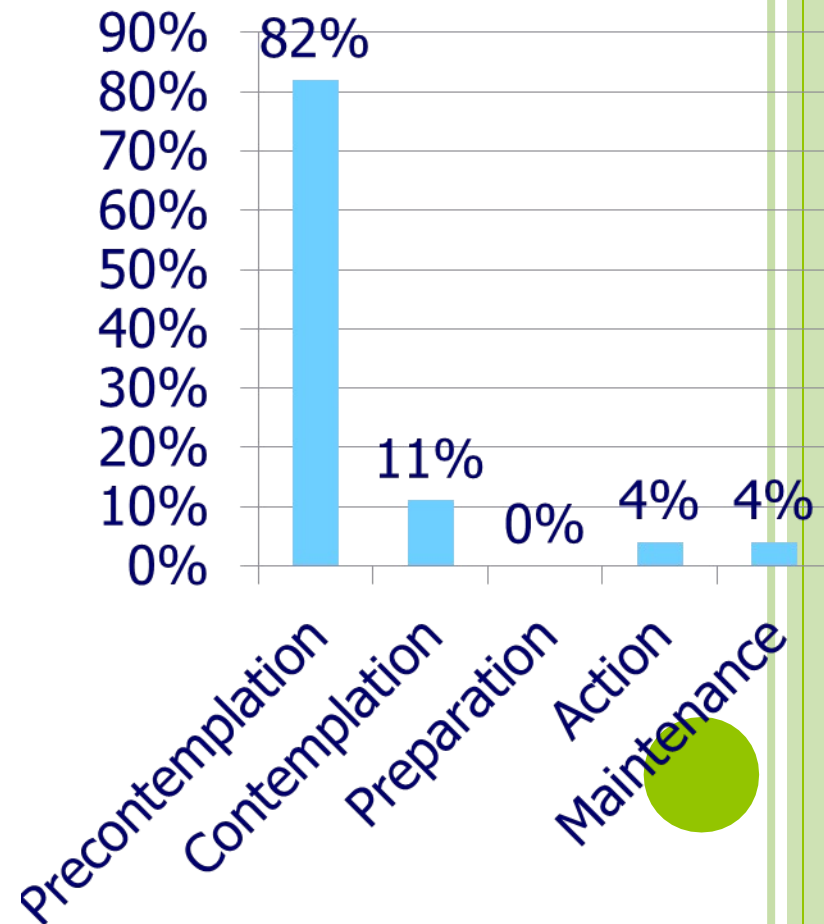
“Marijuana is legal now anyway. Everybody smokes it and I just sell enough to make a little spending money. It's not like I'm some addict or some major drug dealer.”

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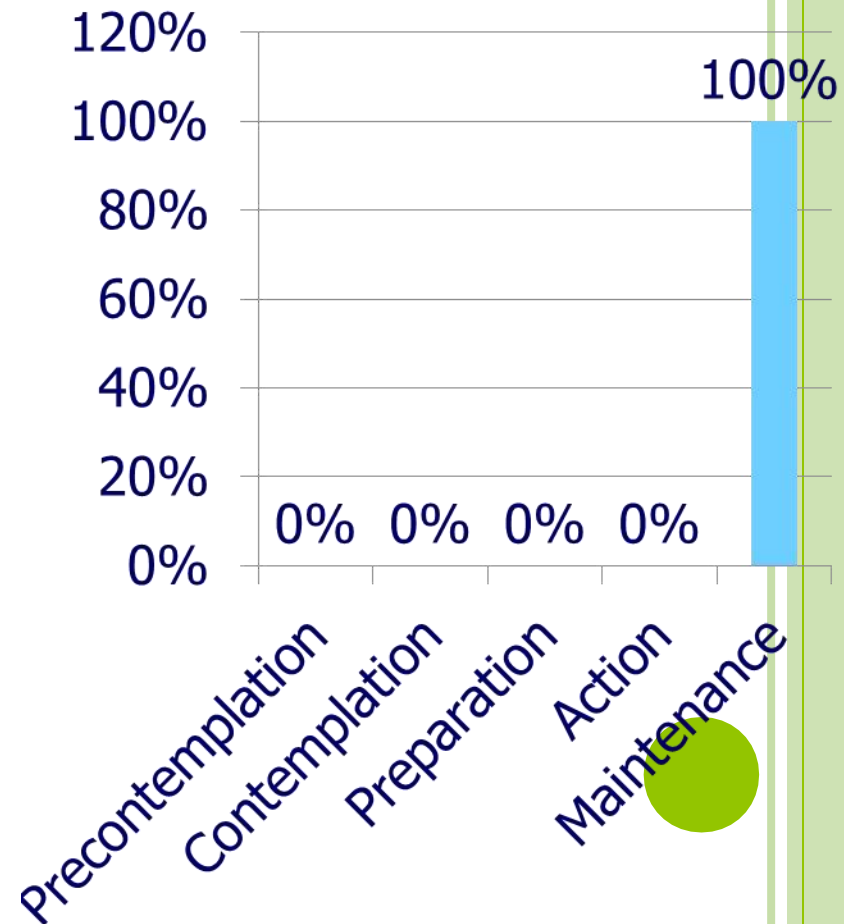
“I just thought I’d always live on disability checks. I’m still nervous that I could lose everything if I go to work. But, I do like this idea of exploring jobs and having somewhere to go every day.”

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



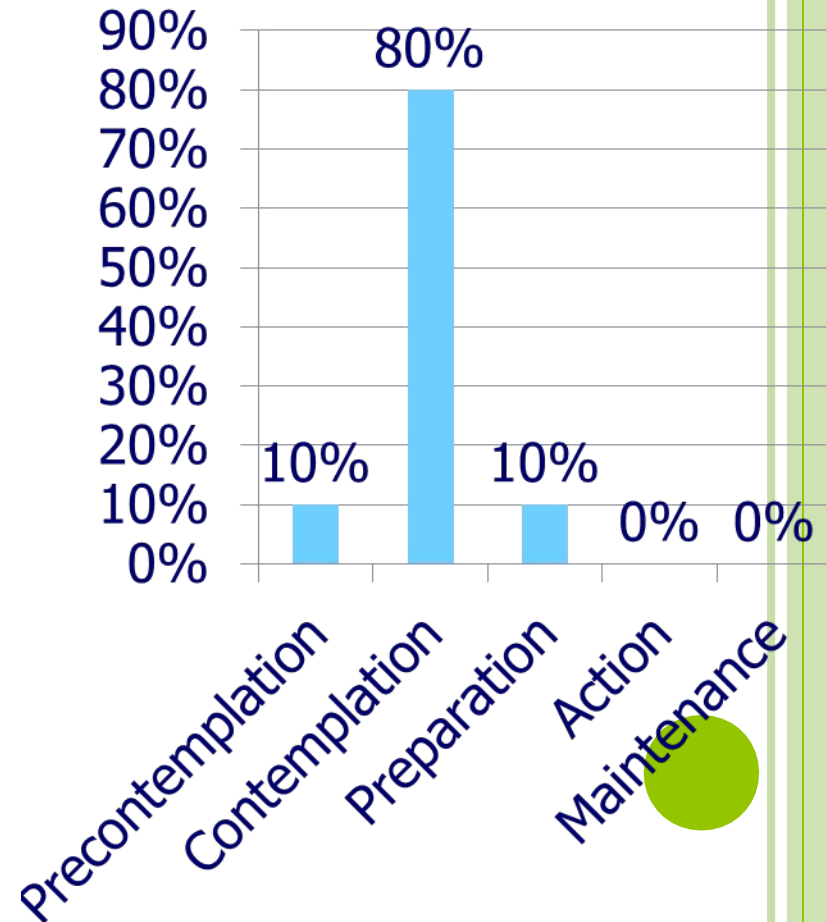
“I feel solid in my recovery. Looking back over this past year: I juggled a day job, being a mom, and night classes. It’s amazing to me I have a job that I love and make a good living to support my kids.”

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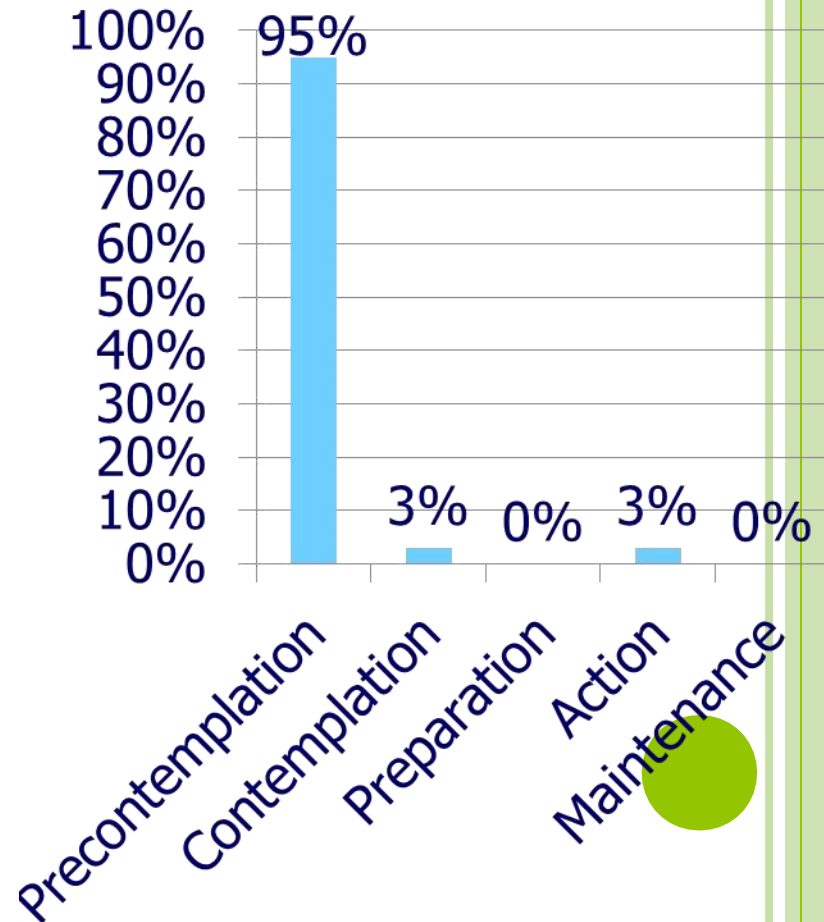
“I understand that this program can help, and there are some parts of it I am interested in, but I just want to make sure that this is really going to be worth my time.”

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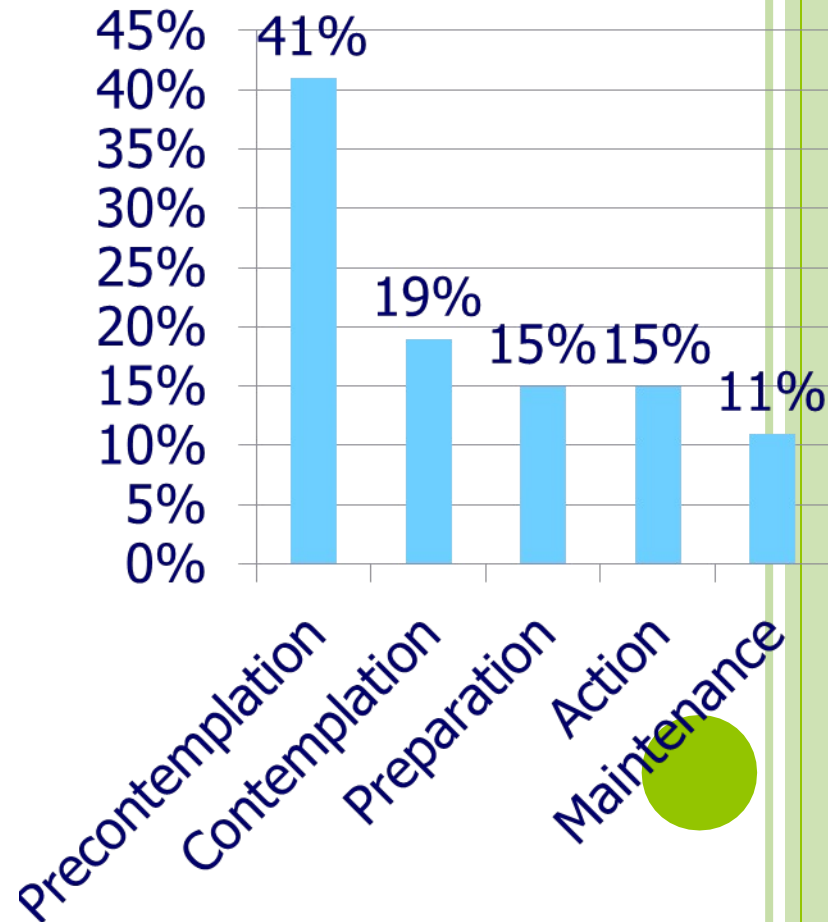
“I didn’t do anything wrong at that apartment, I don’t care what anyone says –my landlord lied about why he kicked me out and madestuff up. Not that I care, there was so much drama there and half the people that live there are crazy.”

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



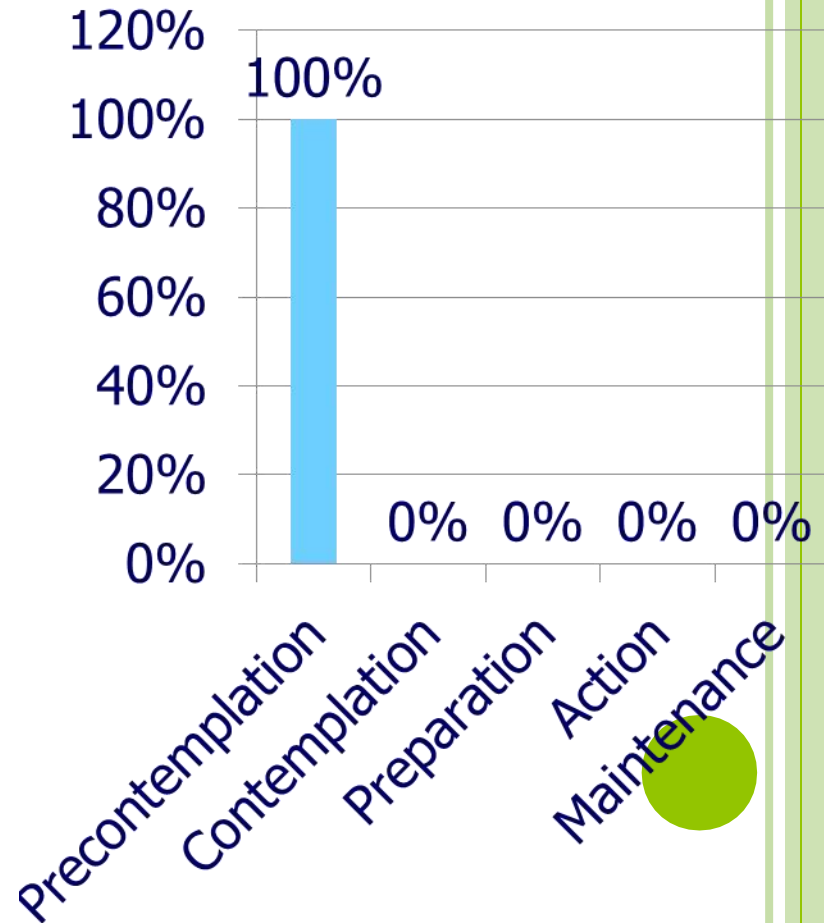
“Well, I was discharged 10 days ago. I have been taking my meds ever since, and I have made it to both of my counseling appointments.”

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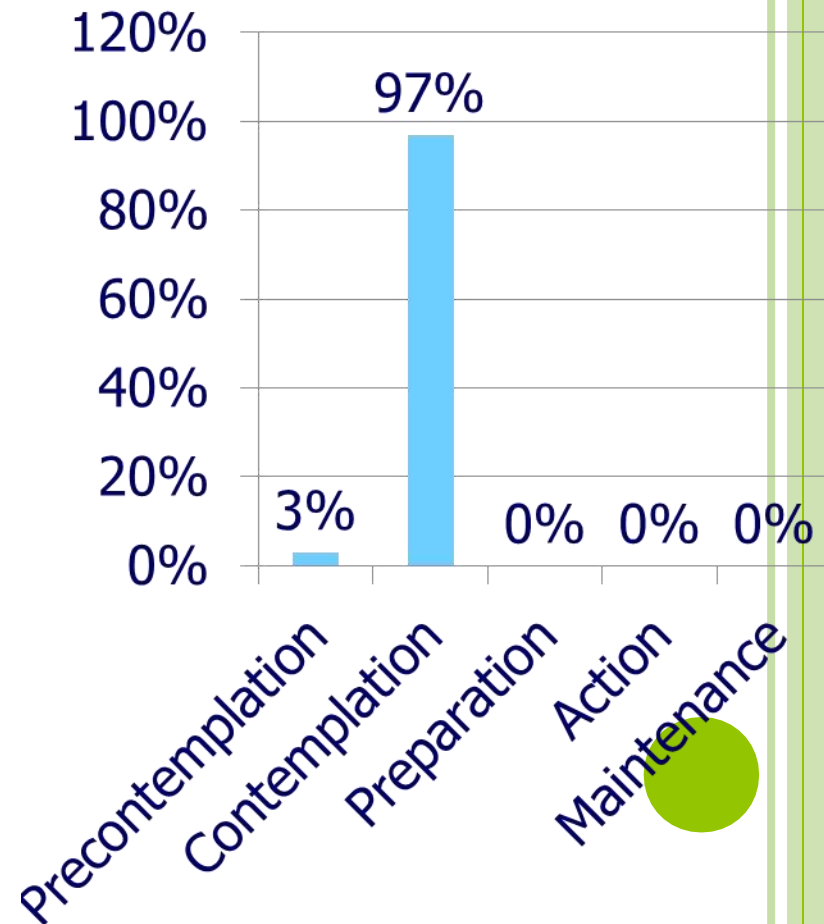
“That psychologist doesn’t know what she’s talking about. I don’t know how she came up with half that crap in the report. You need to get me an evaluation with somebody else.”

- A. Precontemplation
- B. Contemplation
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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.”

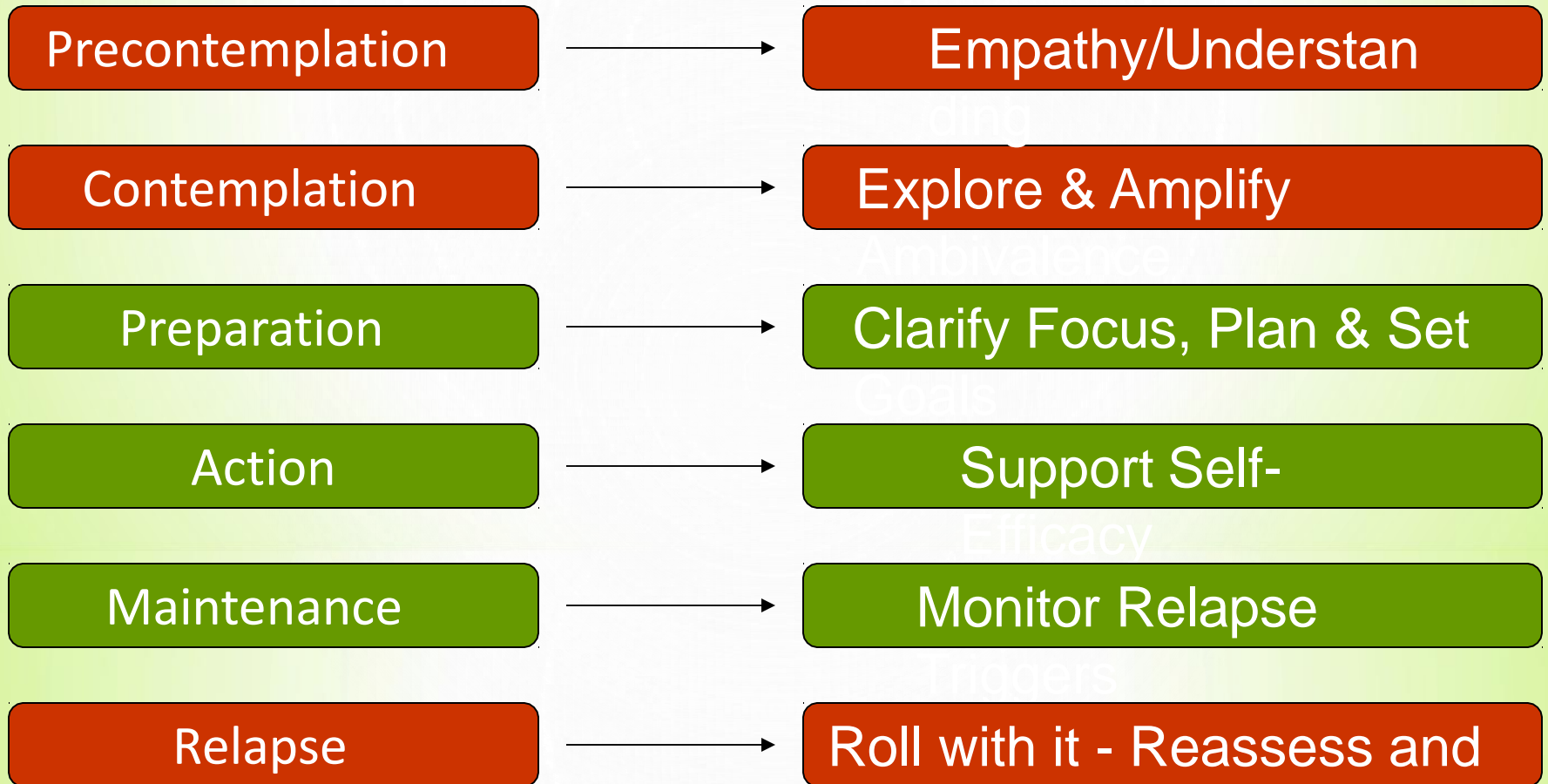
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STAGE MATCHING INTERVENTIONS

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...



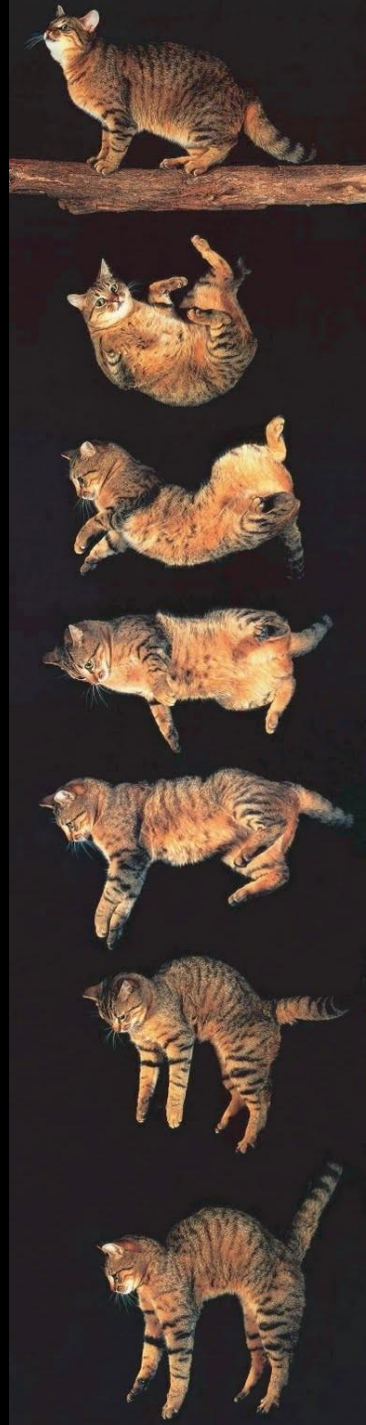
‘Internal state of equilibrium or balance’

'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'



A close-up photograph of two hands, one on the left and one on the right, firmly gripping a thick, dark, twisted rope. The background is a blurred green field, suggesting an outdoor setting like a sports field. The rope is the central focus, stretching horizontally across the frame.

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

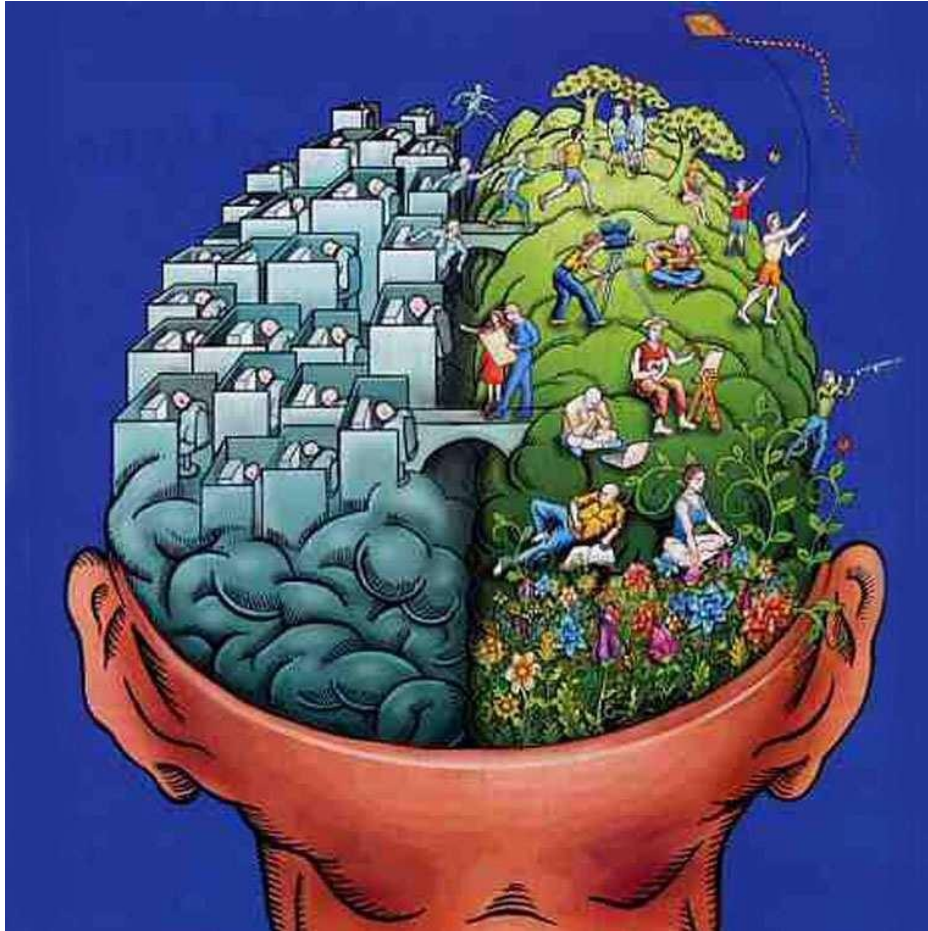


CARL ROGER'S PARADOX

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...



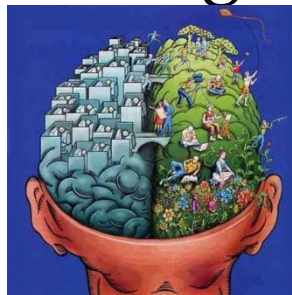
Rogers: Non-directional
Ml: Directional



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

1st 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 ●

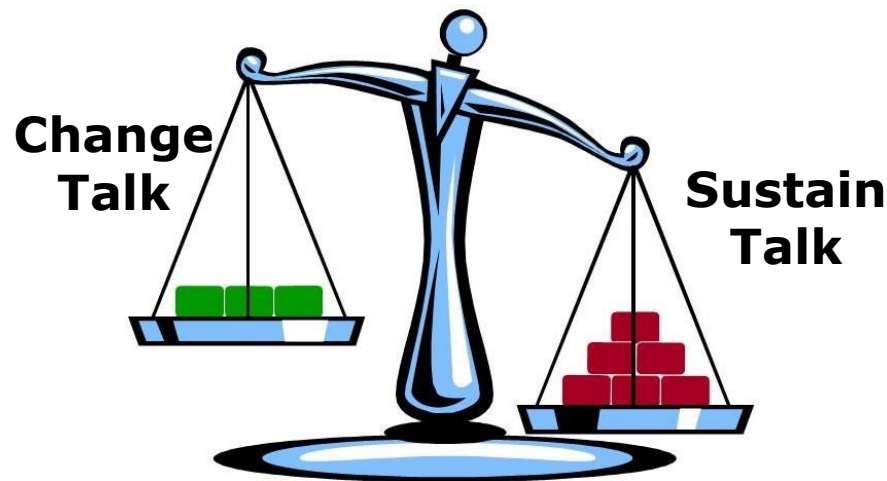
RESISTANCE TALK



- 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

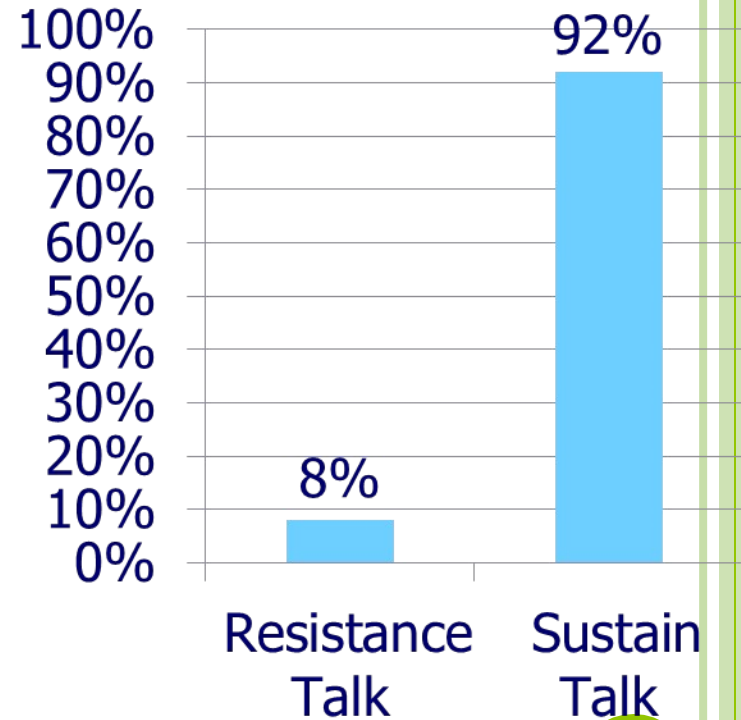
- ☐ Focusing internally
- ☐ Staying the same
- ☐ Stuck talk
- ☐ Status quo
- ☐ About his/her behavior
- ☐ Natural w/ ambivalence



“Smoking weed just relaxes me”

A. Resistance Talk

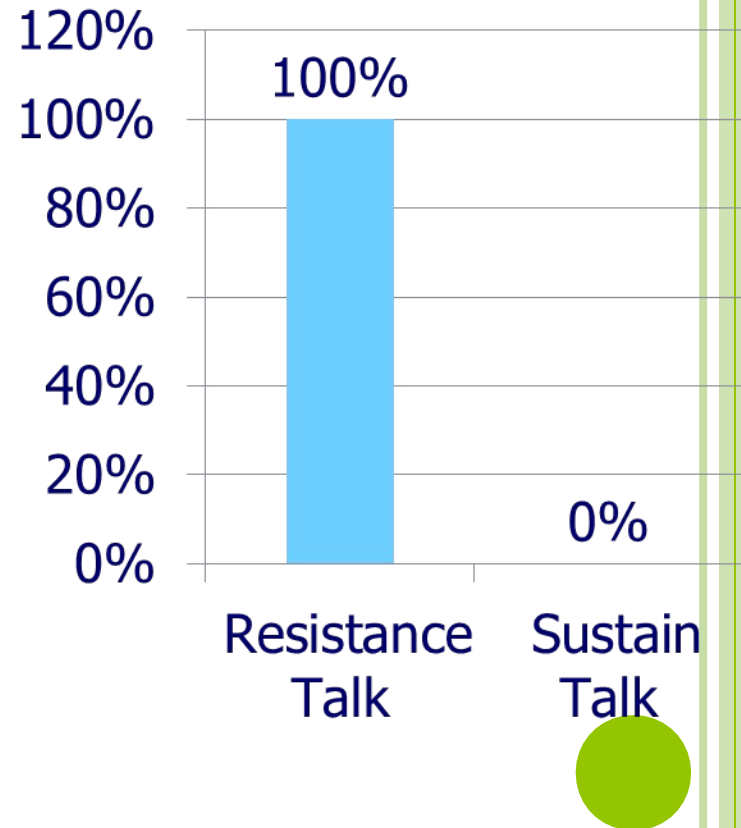
B. Sustain Talk



“You people are just here for the money”

A. Resistance Talk

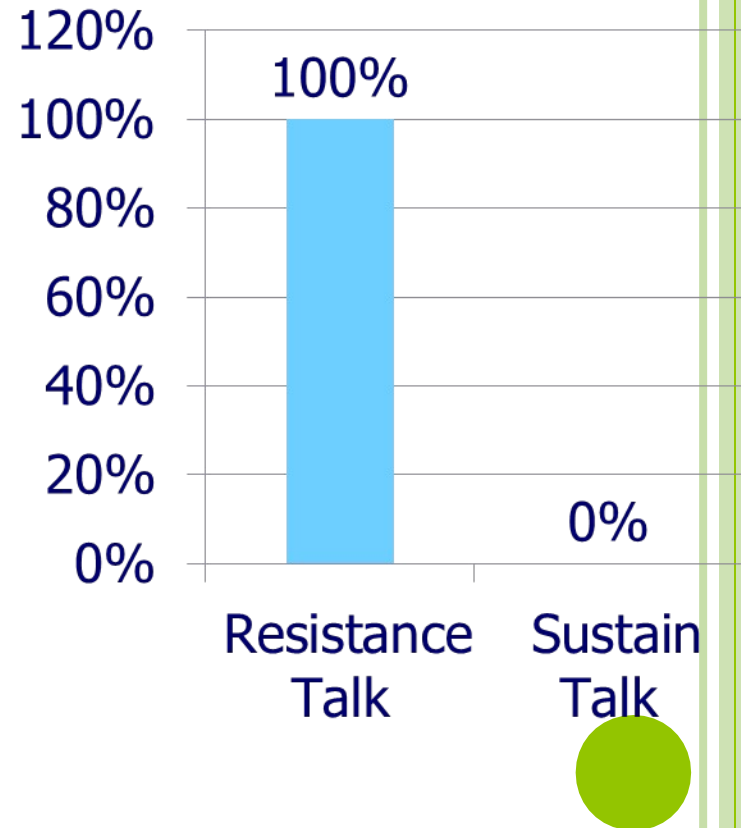
B. Sustain Talk



“Who are you to tell me what to do”

A. Resistance Talk

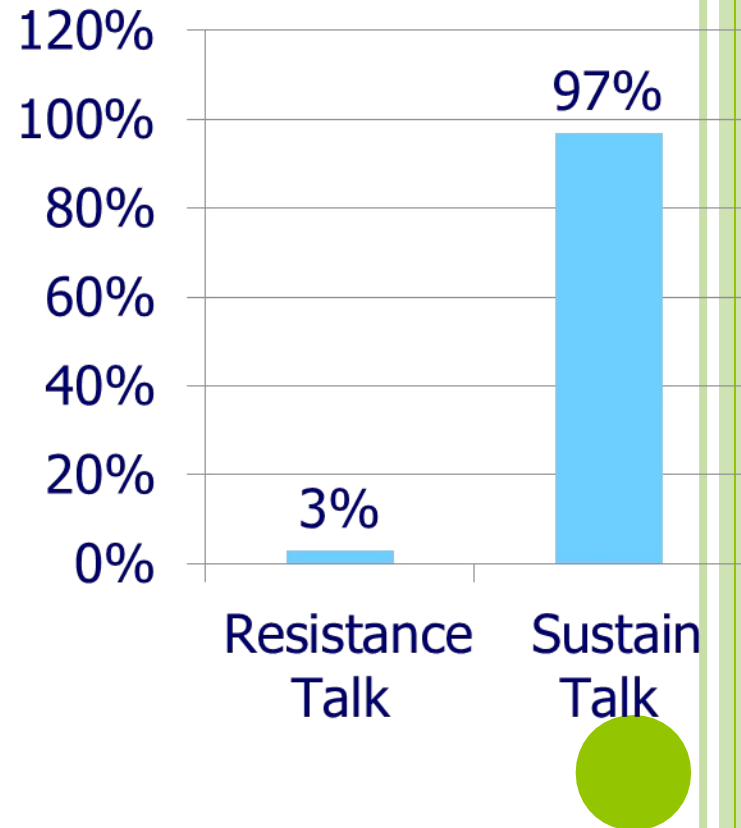
B. Sustain Talk



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

A. Resistance Talk

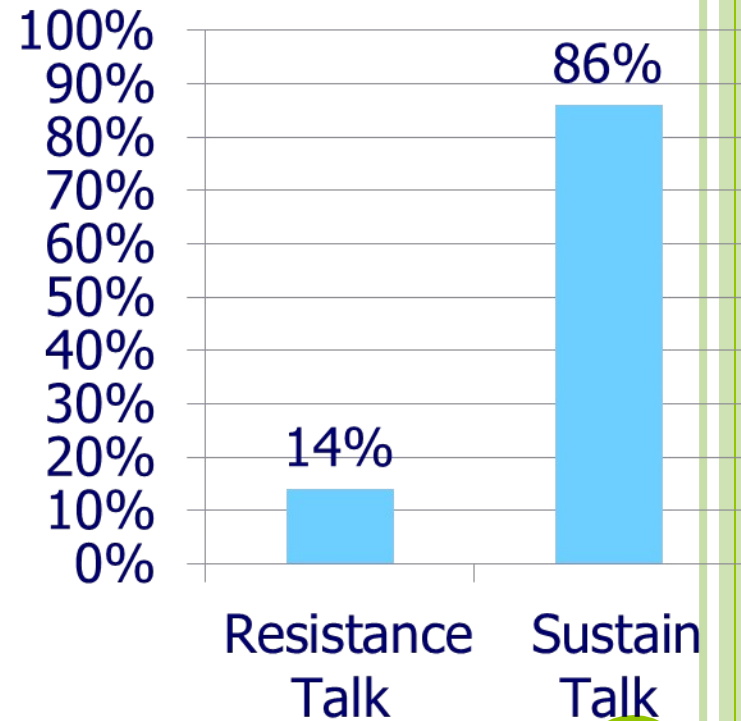
B. Sustain Talk



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

A. Resistance Talk

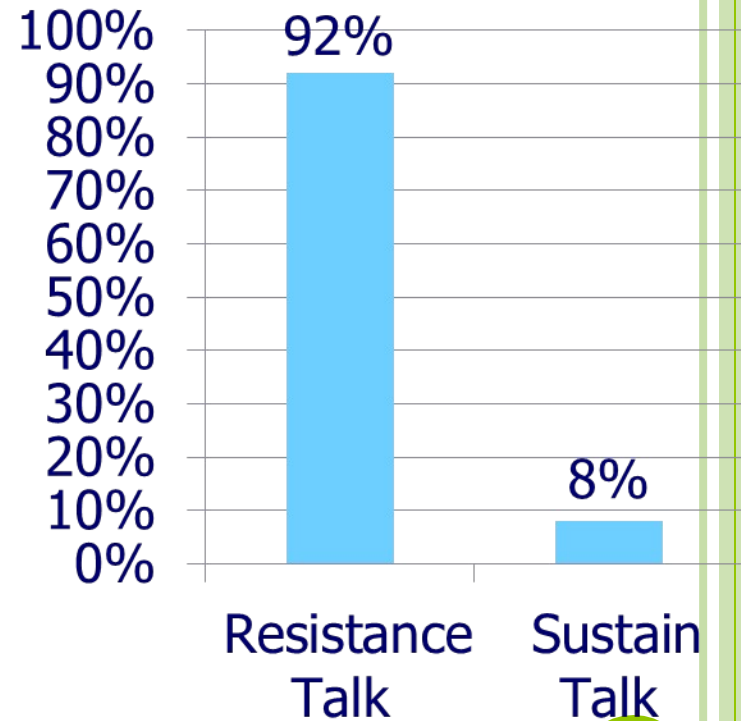
B. Sustain Talk



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

A. Resistance Talk

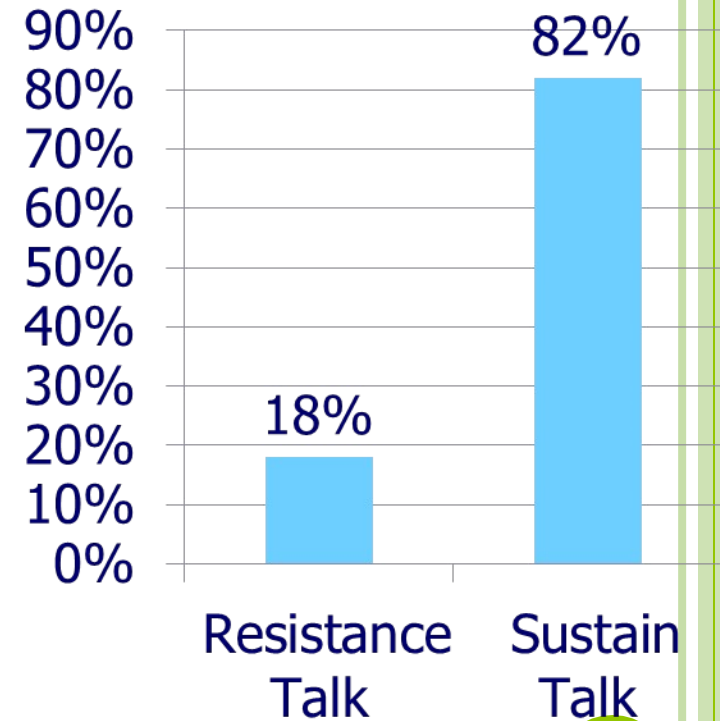
B. Sustain Talk



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

A. Resistance Talk

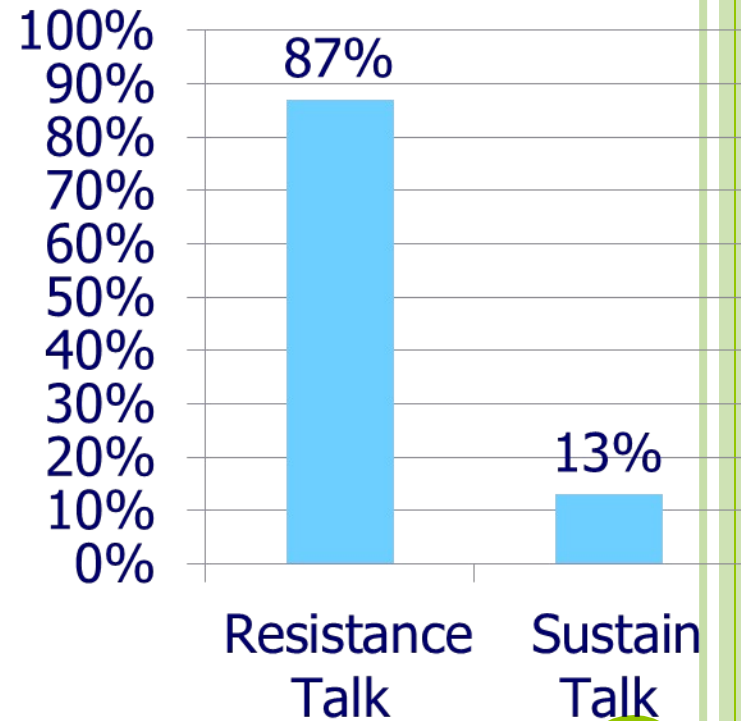
B. Sustain Talk



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

A. Resistance Talk

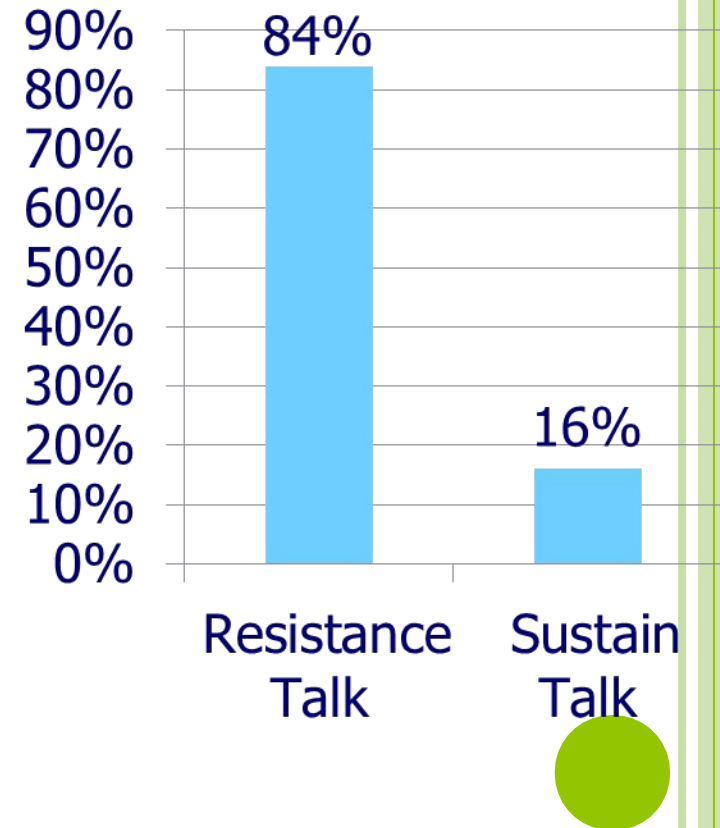
B. Sustain Talk



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

A. Resistance Talk

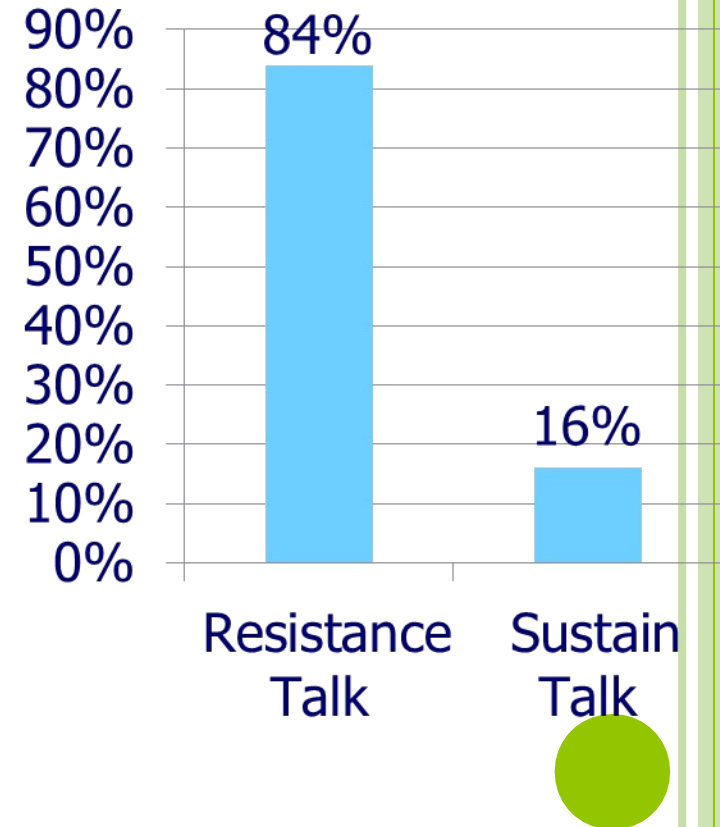
B. Sustain Talk



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

A. Resistance Talk

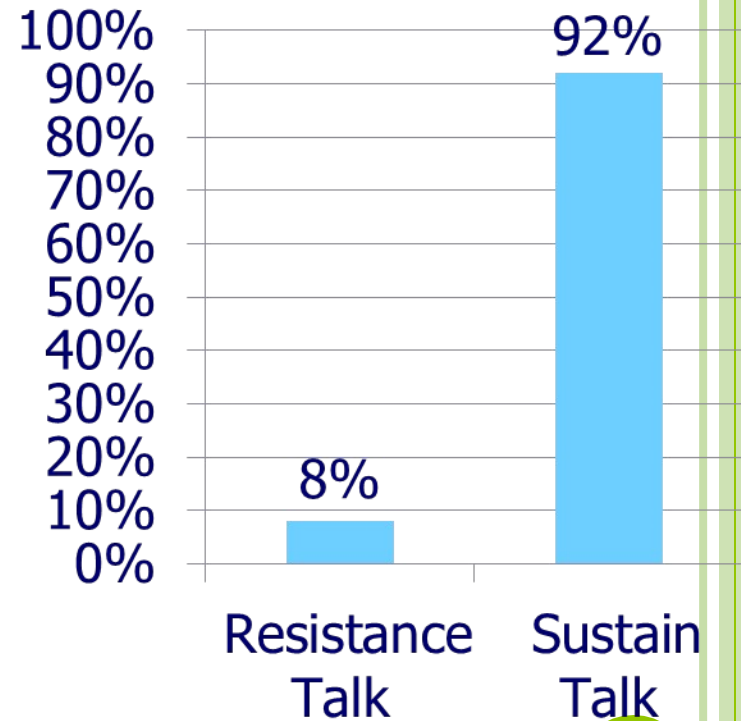
B. Sustain Talk



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

A. Resistance Talk

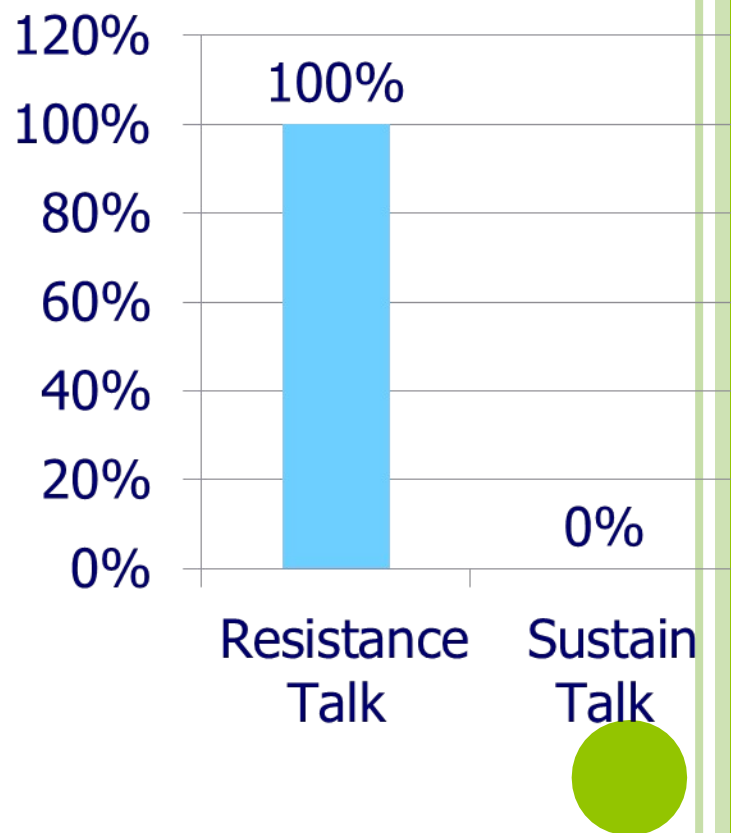
B. Sustain Talk



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

A. Resistance Talk

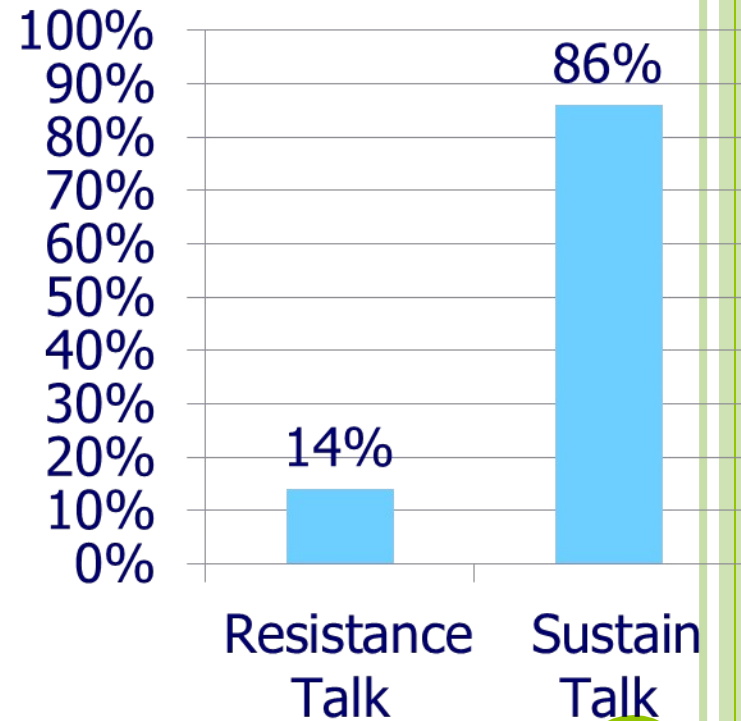
B. Sustain Talk



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

A. Resistance Talk

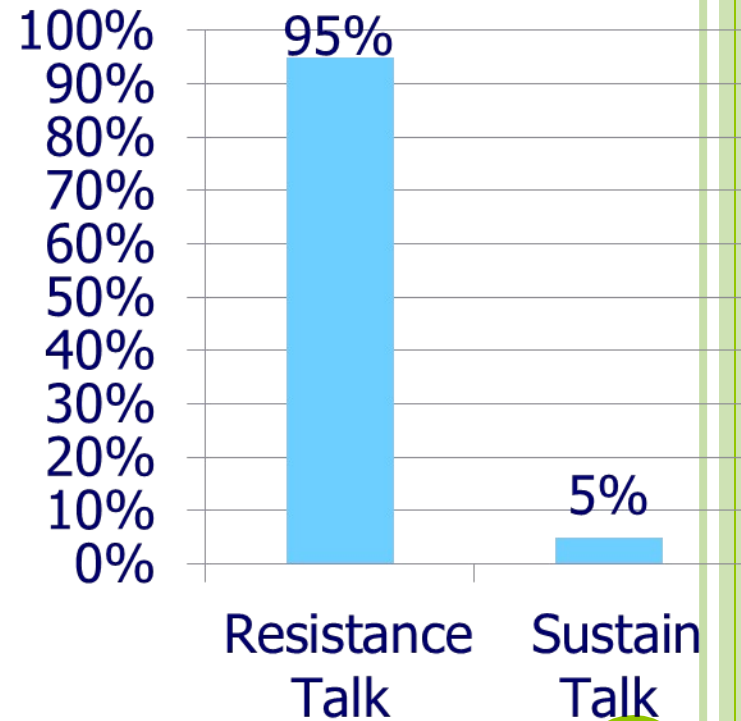
B. Sustain Talk



“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

Taking 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



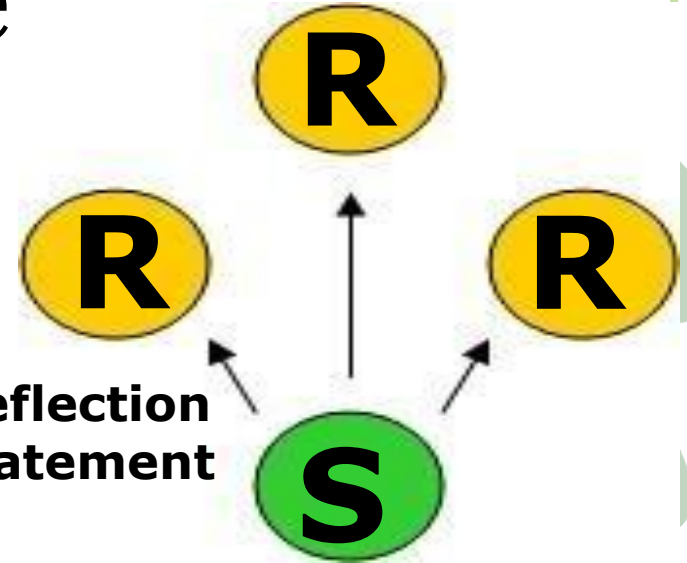
Reflections practice

NOT:

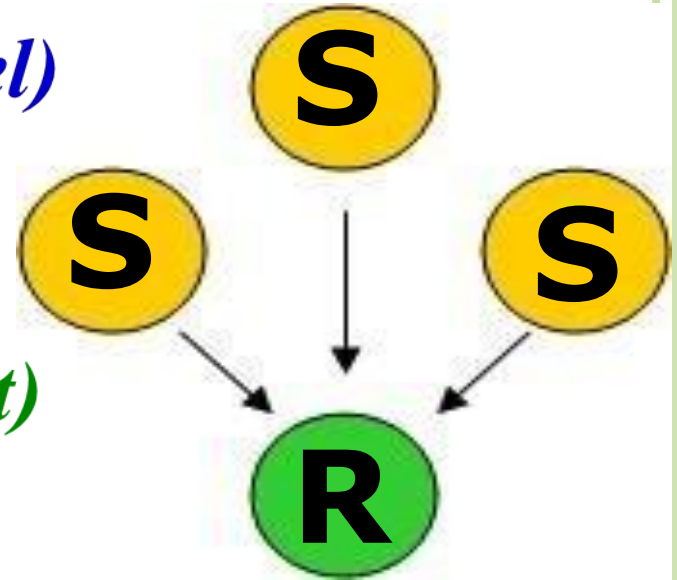
- ☒ Questions
- ☒ A conversation
- ☒ Intended to fix the problem

R= Reflection
S= Statement

Pitching



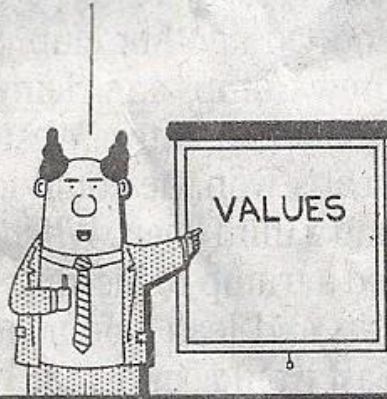
Batting



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.



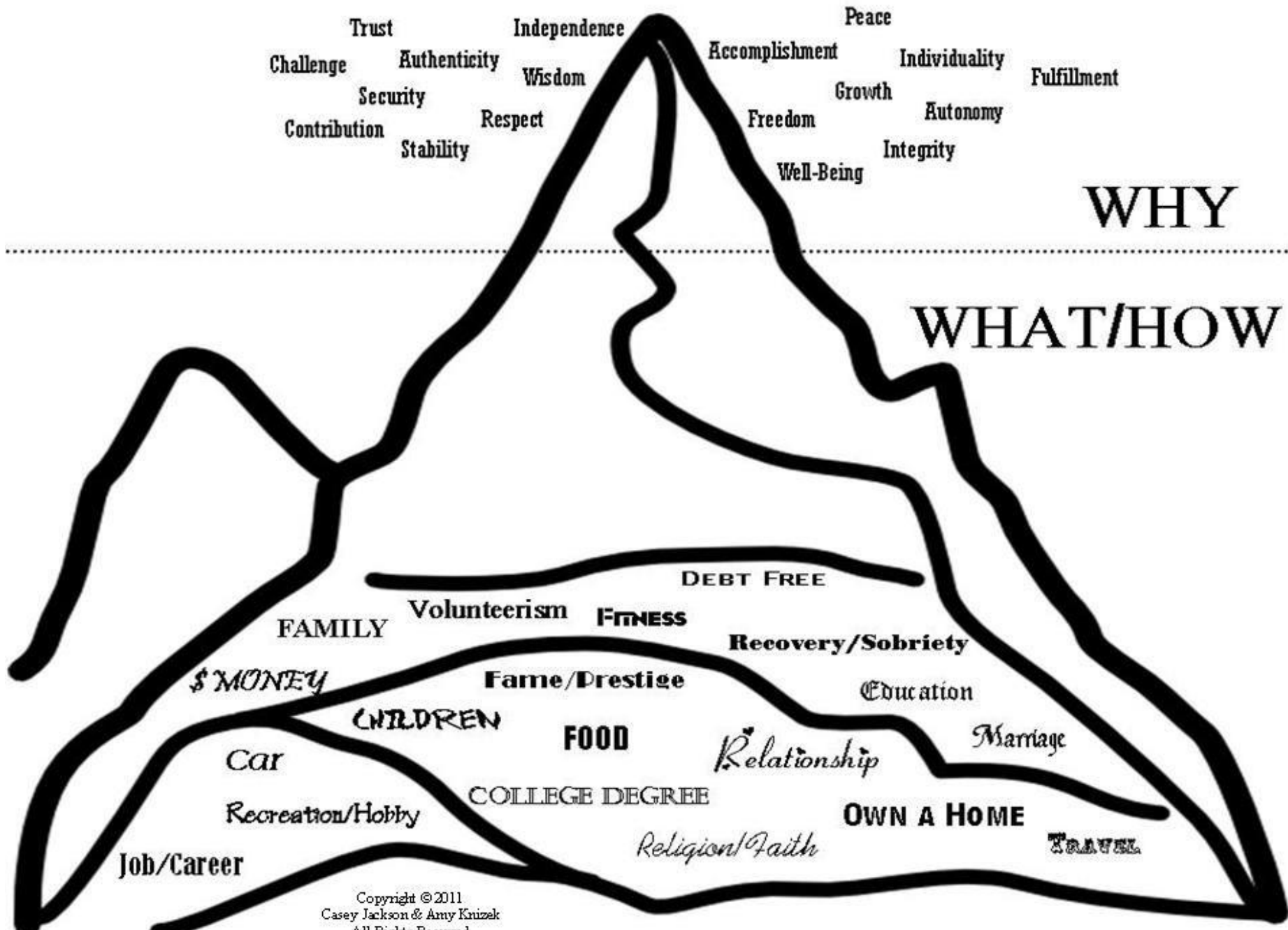
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CAN WE
PRETEND
VALUES
ARE REAL?



ARE WE
A CULT
NOW?

FOCUS MOUNTAIN






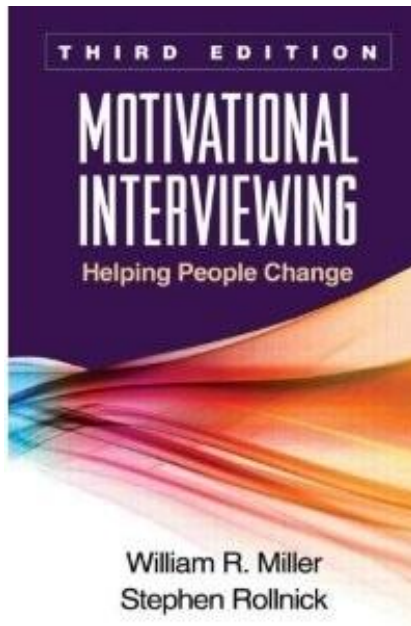
SAME Discussion Topic

Ambivalence

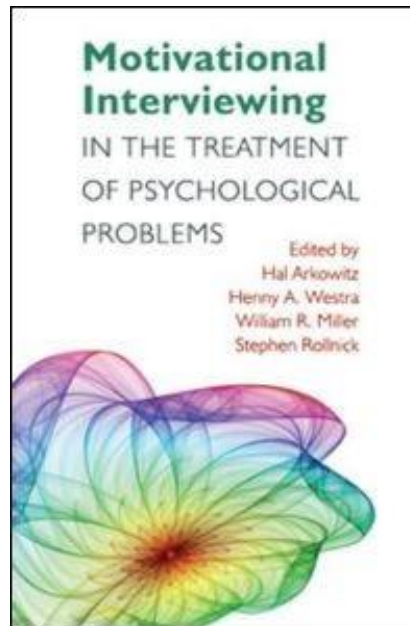
Use these open questions, and then...

- ❑ **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”
- 

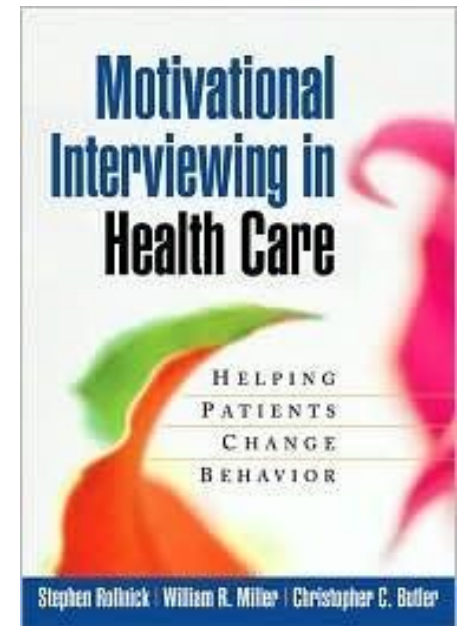
MOTIVATIONAL INTERVIEWING



Motivational Interviewing, Third Edition: Helping People for Change
by William Miller & Stephen Rollnick

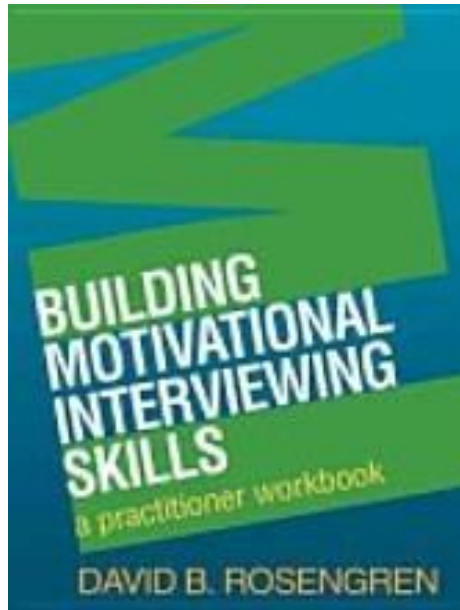


Motivational Interviewing in the Treatment of Psychological Problems
by William Miller, Stephen Rollnick, Hal Arkowitz, & Henry Westra

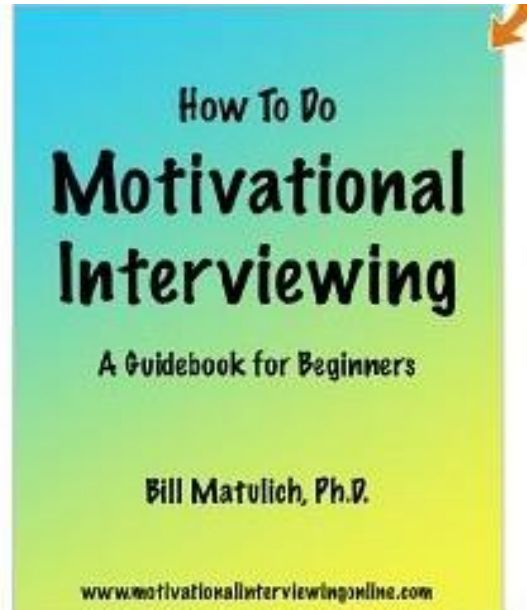


Motivational Interviewing in Health Care: Helping Patients Change Behavior by William Miller, Stephen Rollnick, & Christopher Butler

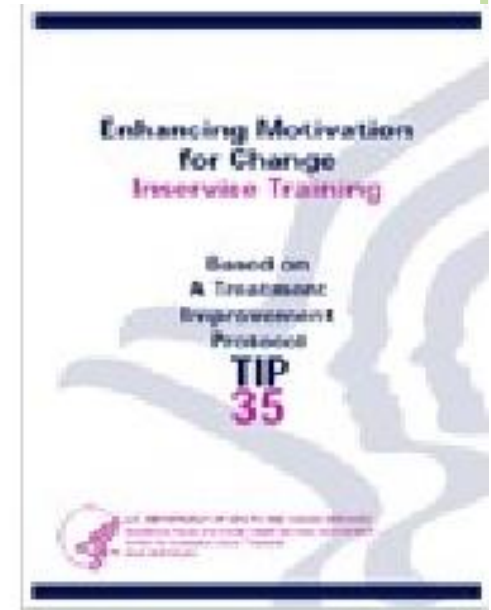
MOTIVATIONAL INTERVIEWING



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

