

Core Motivational Interviewing Skills

Nonverbal Empathy (psychological safety)

 Eye Contact & Smile	<p>Eye contact is the most important non-verbal empathic communication strategy, especially in an initial connection. Smiling is the primary way we communicate goodwill to another.</p>	<p>For telephone care, because these aren't available to us to communicate empathy, it is important to double down on the verbal empathy strategies.</p>
 Nodding & Leaning	<p>Nodding shows attentiveness, leaning toward shows interest and empathy.</p>	
 Mirroring	<p>Sitting if another is sitting; standing if they are standing- squarely shoulders to face another. Facial expressions that mirror another's feelings.</p>	

Verbalizing Empathy (trust)

 Normalizing	<p>Letting someone know they aren't pathologic or alone; assuring commonality <i>"relapse is so common"</i>; <i>"we all struggle with honesty at times"</i>.</p>
 Acknowledging Feelings	<p>Specifically, acknowledging feelings. Reflecting back specific feelings that have been stated <i>"you're feeling really overwhelmed"</i>, stating feelings that might be shown yet unspoken <i>"this is super frustrating for you"</i>, or summarizing <i>"that sounds so hard"</i>.</p>
 Affirming Strengths	<p>Noticing and articulating specific strengths <i>"You've put so much effort into this"</i>; <i>"I'm of struck by how important it is to you to be a good mom"</i>.</p>

Open-ended Questions (curiosity)

 **"How"; "What", and "Tell me more about..."**

The gold standard of communication. At least a 3-1 ratio is recommended (3 open needed questions for every 1 closed question). Open-ended questions don't have a limited outcomes or answer. **Avoid starting questions with "why"**.

Empathic Reflection (deep listening)



Exact Words

Using a few important words or a phrase that the other person used; *"it feels like things never work out"; "you're sick of this place".*



Summary

Summarizing longer monologues *"It seems like you've had a really tough year, with a lot of losses".*



Double-sided Reflection

Capturing both sides of someone's ambivalence *"On one hand you really want to attend AA, on the other hand, you don't know how you'd find the time, or if it would even work".*

Affirming Autonomy (respect)



Acknowledging Free Will

If autonomy is threatened, even subtly, we begin to resist. We can assure autonomy by stating it directly *"it is totally your decision"; "whatever you think is best" "What are your thoughts about this?".*

Assess Conviction (curiosity & respect)



Using a Scale

Using a 10-point scale, where 1 is low and 10 is high. The scale can measure desire to change, or how much of a problem someone thinks something is. (*"On a scale of 1-10, if 1 is smoking isn't a problem at all, and 10 means smoking is one of the biggest problem you have, where are you?"*).



Using open-ended questions

"How do you feel about your smoking?" or "Tell me a little about your thoughts on your alcohol use..."

Enhancing Conviction Strategies

 <p>Strengthening the Relationship</p>	<p>The most important intervention when conviction is low. Double down on all empathy strategies, focus on building the relationship <i>"I appreciate your willingness to talk to me about this, and I respect your honesty. It must be difficult to have others pushing you to come today"</i>.</p>
 <p>Amplify Slivers of Change Talk</p>	<p>Listen closely for the smallest statements about problems with how things are, or thoughts about changing. When heard, reflect the statement back, and encourage exploration <i>"you hate how expensive cigarettes have become. Tell me more about that..."</i>.</p>
 <p>Roll with Resistance</p>	<p>Avoid arguing at all costs. Look for places to agree. Avoid correcting, opposing, or continuing on a subject when the other person has indicated they do not want to continue discussing.</p>
 <p>Follow up on the scale</p>	<p>Always go low: <i>"You said you are a 3 in terms of how much a problem smoking is. I'm wondering what kept you from answering 0 or 1?"</i></p>
 <p>Ask Permission to follow up</p>	<p>Inquire about future contact and permission to ask about the issue at hand <i>"I'm wondering if it is okay if I ask about this again when you come in next time?"</i>.</p>
 <p>Provide information (Ask, Ask, Tell, Ask)</p>	<p>Ask what they already know; Ask for permission to give information; Tell most important pieces of information (keep it short); Ask what the other person thought of it.</p>

Assessing Confidence (Curiosity & Support)

 <p>Using a Scaling Question</p>	<p>Using a 10-point scale, where 1 is low and 10 is high. <i>"On a scale of 1-10, if 1 means it would be impossible and 10 is so easy you could do it immediately..."</i></p>
 <p>Use open-ended questions</p>	<p><i>"How hard or easy do you think this goal will be?" or "How likely do you think it is that you will be successful with this goal?"</i></p>

Increasing Confidence (Collaboration & Support)



Review past successes

Elicit past experiences when the other person has been successful in making a difficult change; encourage exploration and examination of the experiences. *"I remember that you had previously quit methamphetamine/started school again/left an unhealthy relationship- can you share more about how you did that?"*



Baby steps

Helping another break down goals into steps that are so small, success is ensured (calling the gym for prices is a small step. Exercising 20 minutes a day way too big. Checking out an Alcoholics Anonymous website is a small step. Quitting drinking is huge).



Identify barriers and problem solve

Asking *"what might get in the way of meeting your goal?"* or another open-ended question to assess barriers, then asking *"what are your thoughts about how to address this?"* to facilitate problems solving. **It is important that the other person identifies the barriers and does most of the (or all) the problem solving.**



Remembering what's most important prompts

Sometimes it is hard to remember that the goal isn't to 'get' someone to do something. The goal is to be helpful. If we hold too tightly on the trying to get them to change, we may lose the relationship, and our ability to be helpful now, and in the future. Ultimately, conveying care, empathy, love and acceptance is what is most deeply healing.