

# Motivational Interviewing: Part 1

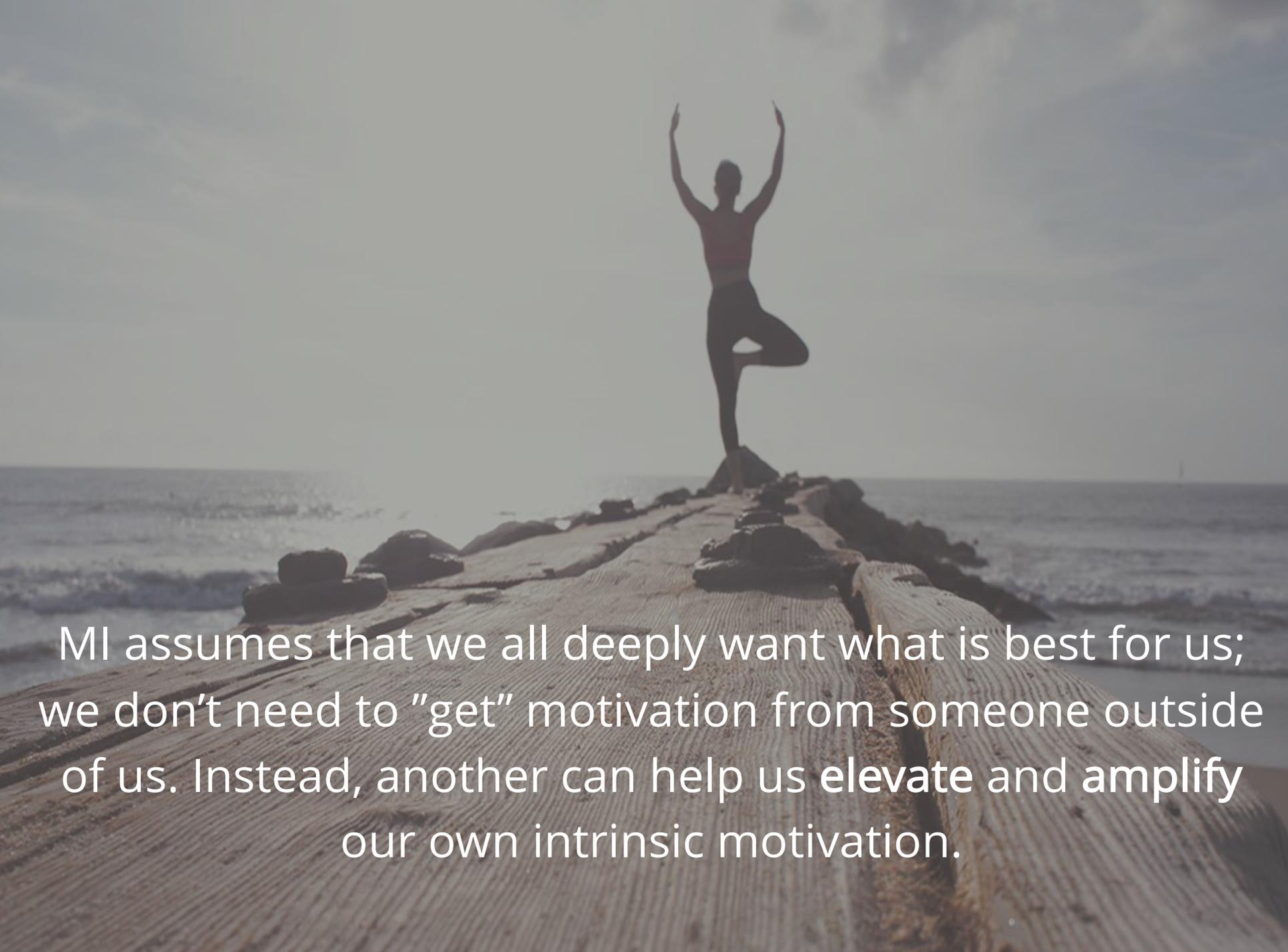


**Elizabeth Morrison LCSW, MAC**

# What is Motivational Interviewing (MI)?

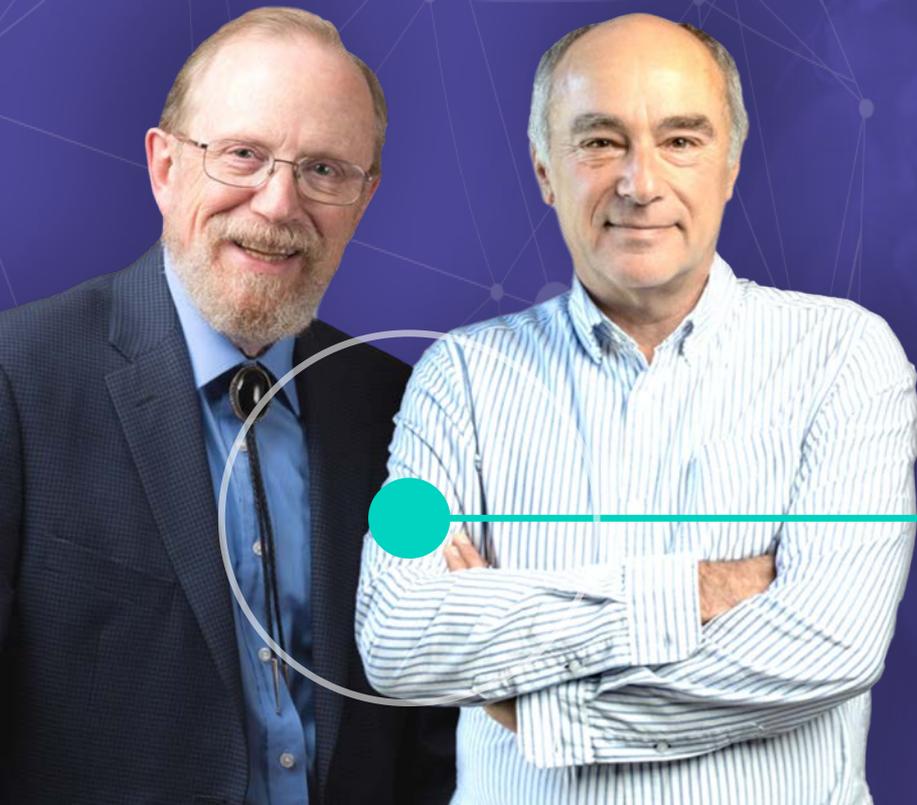


It is often used when we want to help others make changes that would enhance their wellbeing.



MI assumes that we all deeply want what is best for us; we don't need to "get" motivation from someone outside of us. Instead, another can help us **elevate** and **amplify** our own intrinsic motivation.

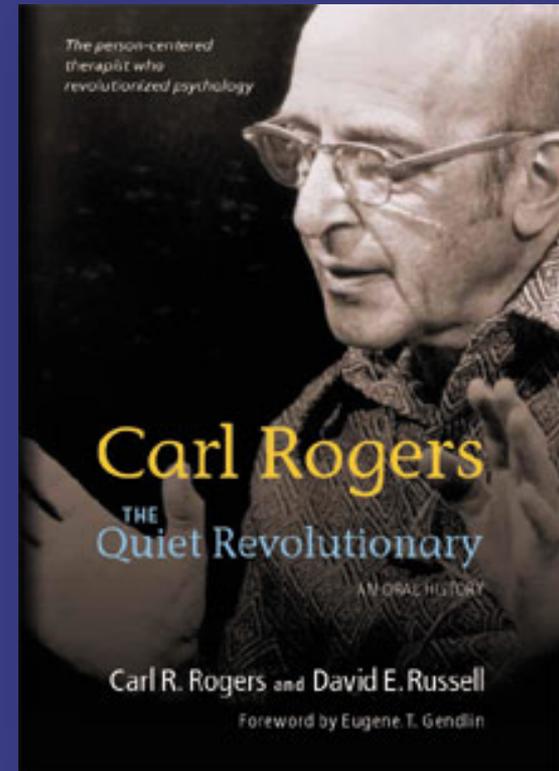
**What's with the  
name?**



**Motivational  
Interviewing  
was originally  
developed in  
part by...**

WILLIAM MILLER &  
STEPHEN ROLLNICK

The reason we say “in part” is because MI builds on the work and writings of many other philosophies and theories, such as Carl Rogers.





**Over 90 Clinical  
Trials (MARMITE)**



**30 years of research  
on the effectiveness  
of MI**

**The spirit of  
ML is non-  
judgmental,  
& empathic**



**What are the core elements?**

**1.** Empathic presence

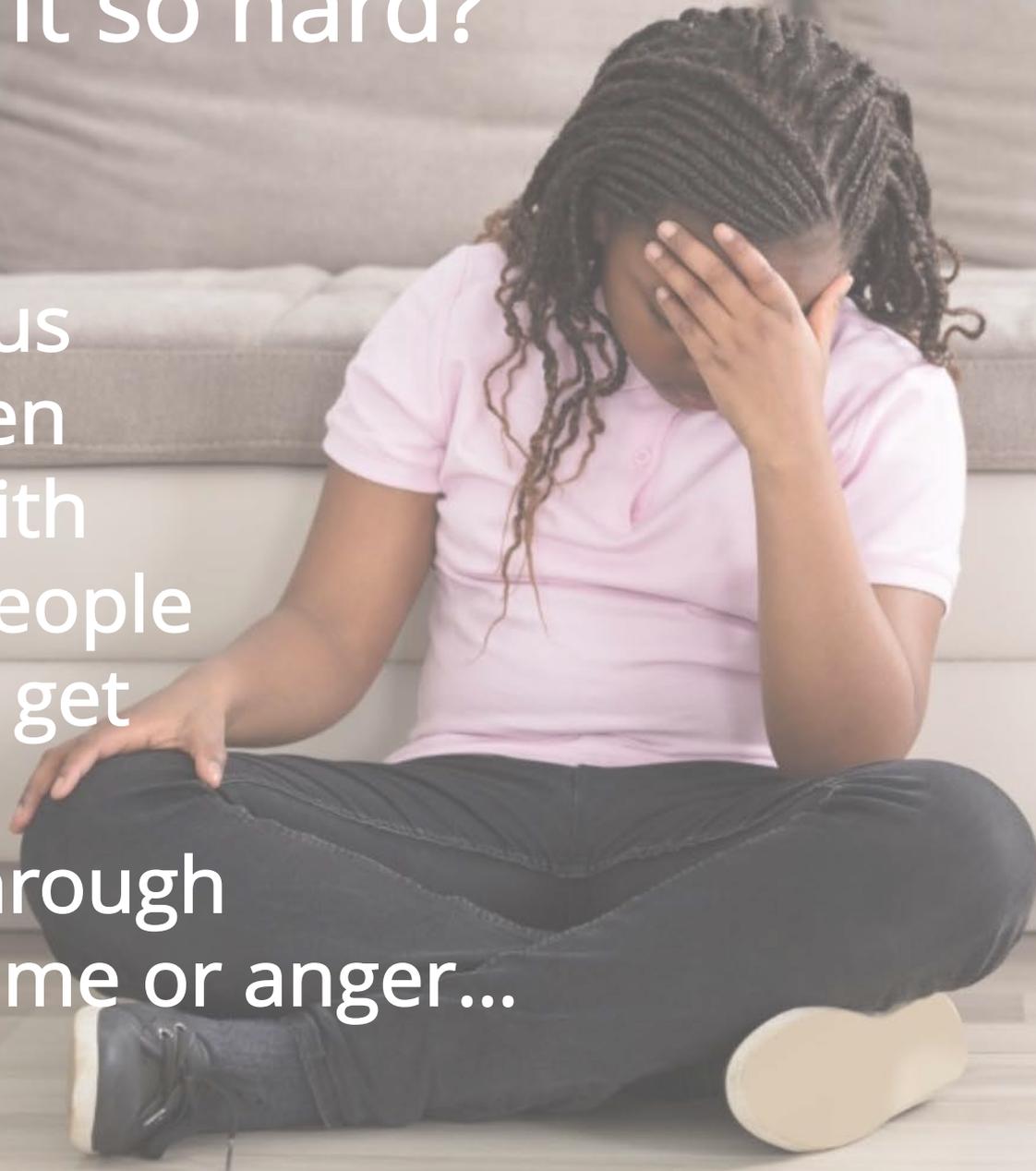
**2.** Skilful listening

**3.** Eliciting of thoughts,  
feelings, values, goals  
and motivations



# Why is it so hard?

Most of us  
have been  
raised with  
(good) people  
trying to get  
us to do  
things through  
fear, shame or anger...



**'If you keep getting grades like this, you'll never get into a good college'**

**FEAR**

**'Next time I catch you with pot, you will be grounded for months'**

**PUNISHMENT**

**'I'm really disappointed in you. I thought you were better than that'**

**SHAME**

# Principles



- Empathy
- Autonomy
- Relationship
- Respect

05

Identification

01

Pre-Contemplation

04

Action

02

Contemplation

03

Preparation



# MI WORKS:



**In person**



**On video**



**On the  
Telephone**

# Principle MI Strategies:

## Non-Verbal Empathic Communication



# EMPATHY- non verbal



Eye  
Contact



Mirroring



Handshake



Smiling

# Principle MI Strategies:

## Verbal Empathic Communication



# Verbalizing EMPATHY

- 01** Affirming Strengths
- 02** Acknowledging Feelings
- 03** Normalizing
- 04** Stating Non-Judgment



A woman with curly hair, wearing a light-colored blazer, is smiling and pointing with her right hand towards a whiteboard. The whiteboard has several horizontal lines on it. The background is a blurred office setting with other people. The entire image has a blue overlay.

**Demonstration:**

**Verbalizing Empathy**

# **Most Common Challenges**



## **Advice Giving:**

**Increases passivity, no correlation to behavior change**



## **Righting Reflex:**

**Increases arguing, no correlation to behavior change**

# Verbalizing Empathy Practice!



## Step 1

Groups  
of 3

## Step 2

Pick something  
real to practice  
with

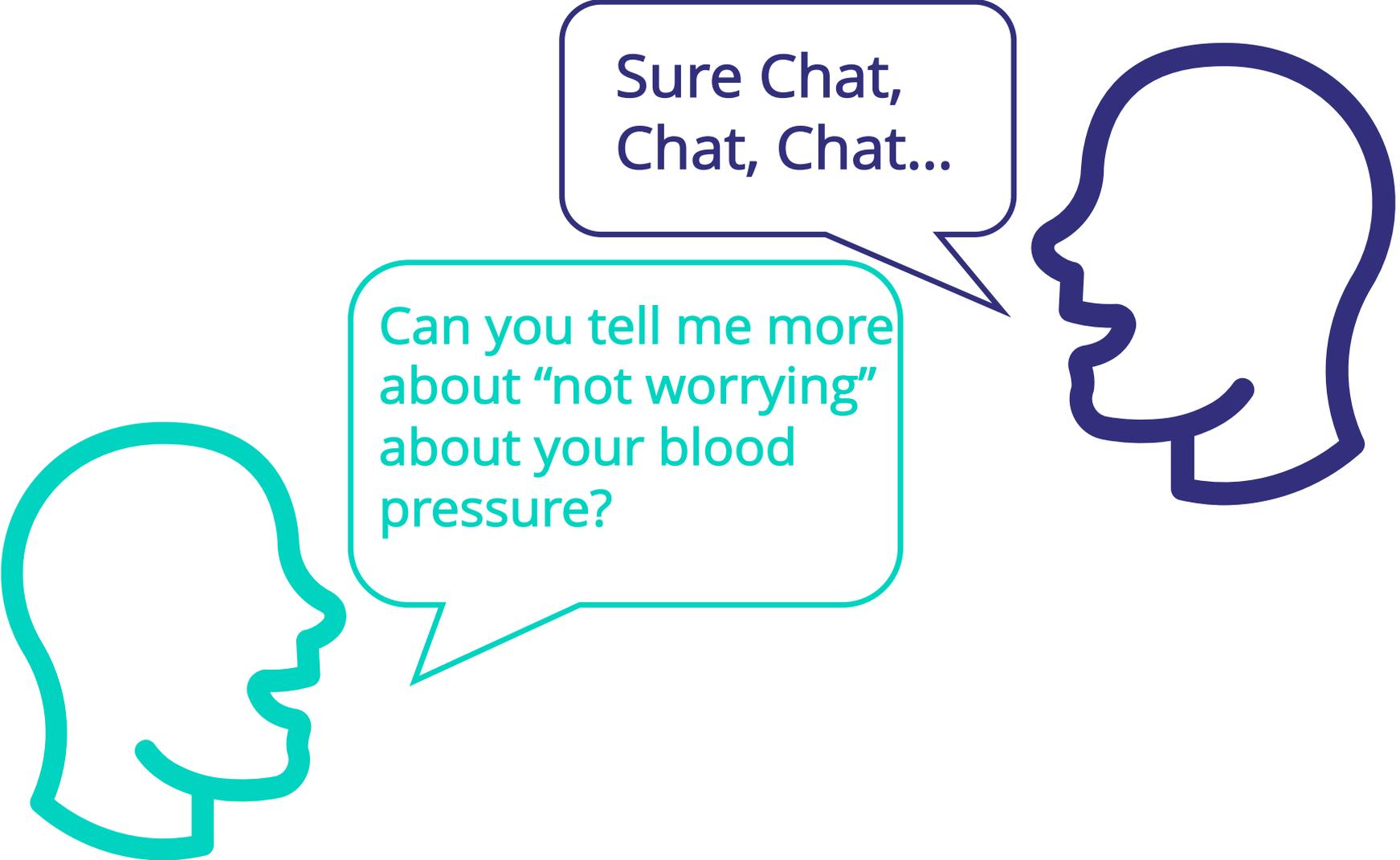
## Step 3

Switch

**Principle MI Strategies**

**Open-Ended Questions**

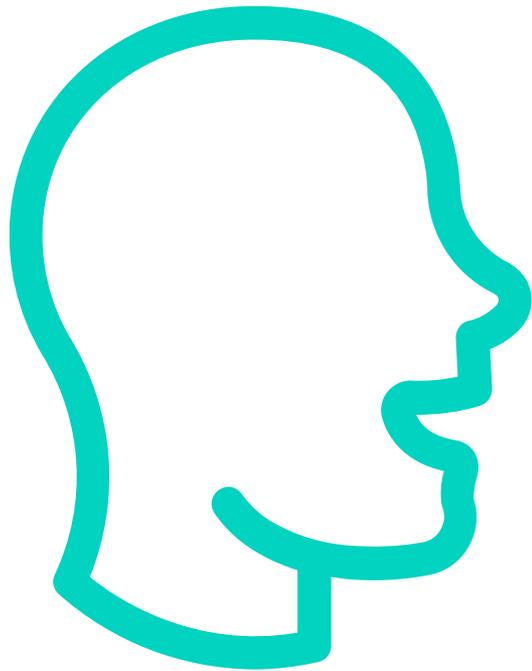




Sure Chat,  
Chat, Chat...

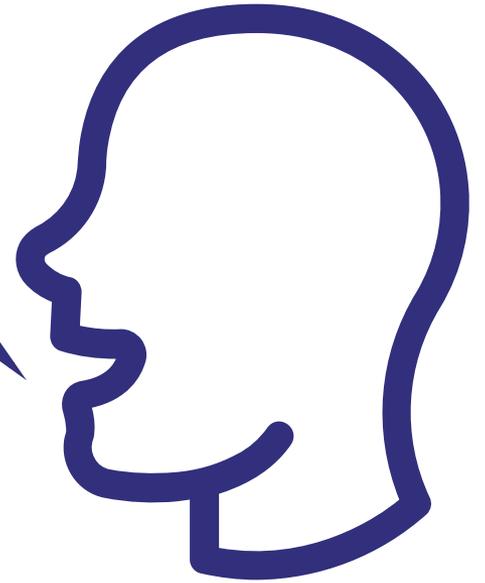
Can you tell me more  
about “not worrying”  
about your blood  
pressure?

# Closed Questions

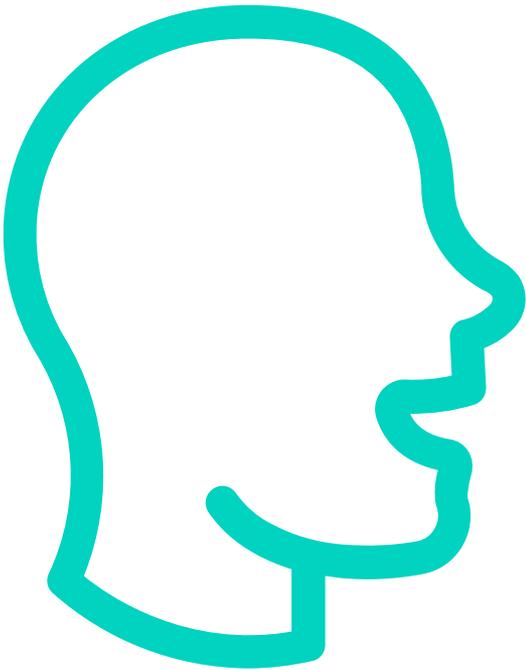


Do you use  
want to quit  
smoking?

No



# Narrow Questions



How long since  
you took your  
medication?

4 months



## Stems:

- **Tell me more (about)....**
- **How (did you/are you)....**
- **What (are your/do you)...**





**Which medications are you taking?**



**Are you checking your blood sugars?**



**Do you want to quit drinking?**



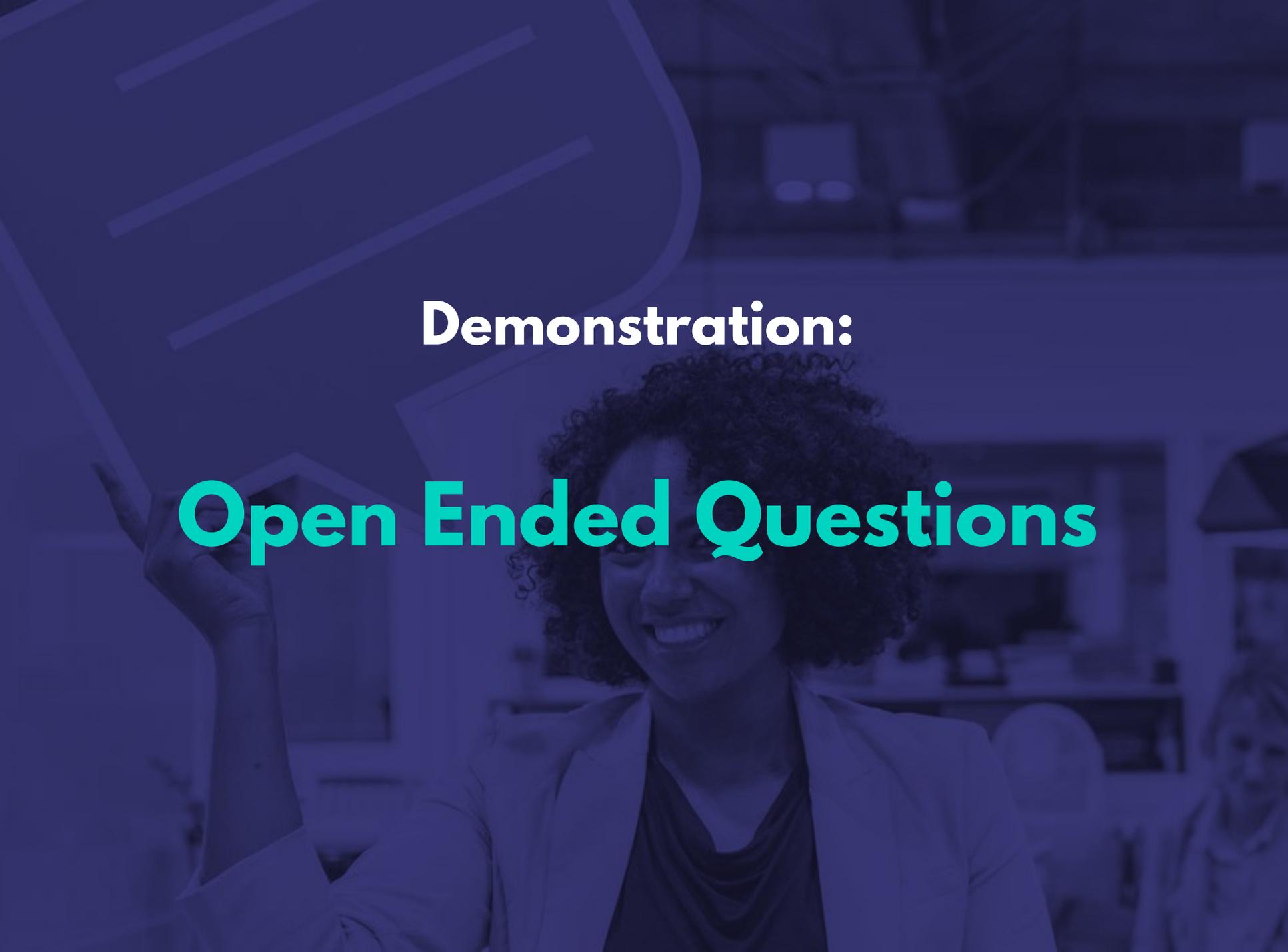
**What** are your thoughts about starting this medicine?



**How** are you doing with checking your blood sugars?



**Tell me** more about your feelings about drinking



**Demonstration:**

**Open Ended Questions**

# Open Ended Questions Practice!



## Step 1

Groups  
of 3

## Step 2

Pick something  
real to practice  
with

## Step 3

Switch

# Principle MI Strategies: Reflective Listening



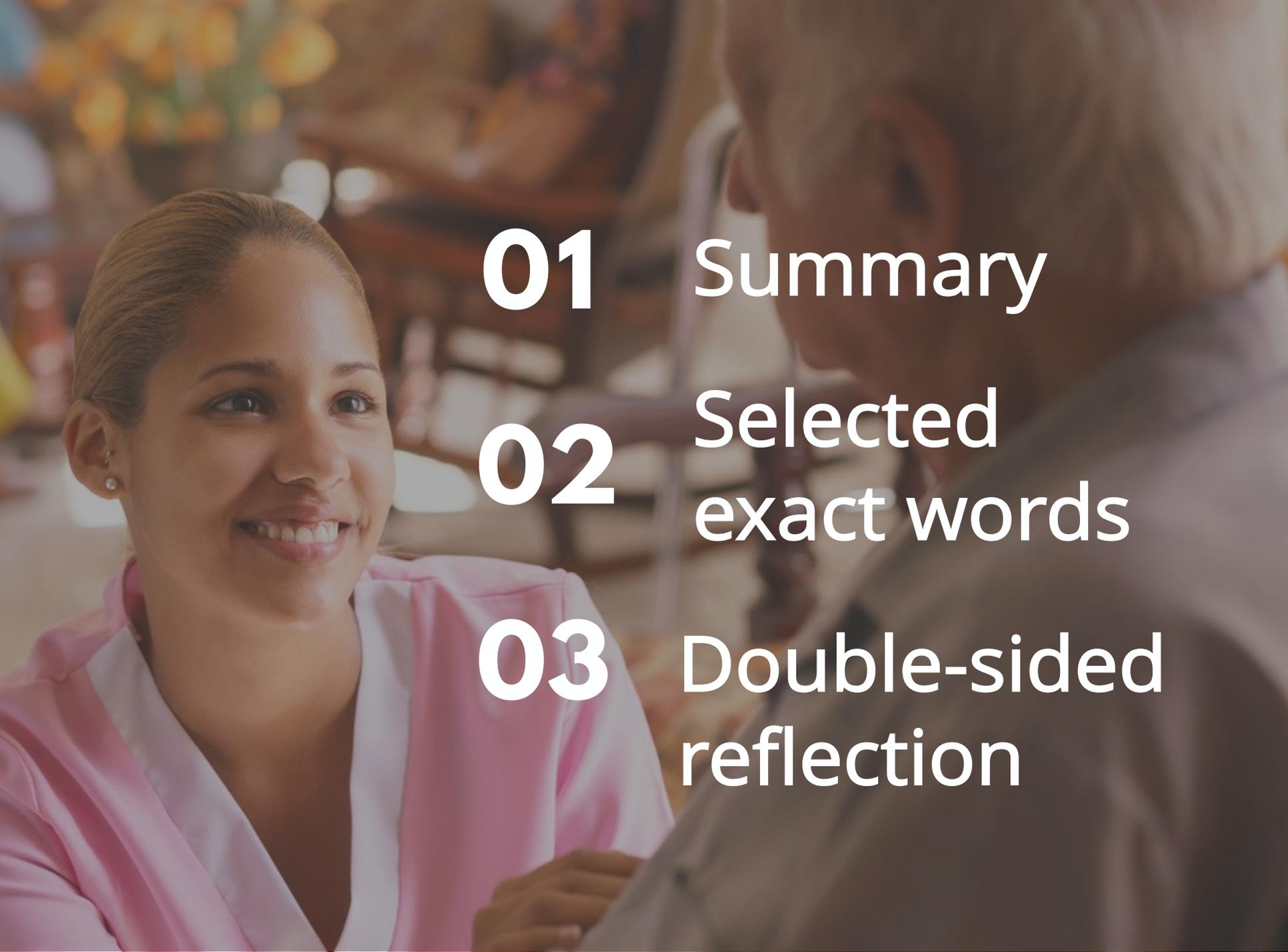
A healthcare professional in pink scrubs is sitting on a couch, talking to an elderly couple. The woman in the middle is smiling broadly and holding a pen over a clipboard. The man on the right is also smiling. They are in a bright room with white blinds in the background.

**Repeating important  
words and phrases**

Reflective  
Listening is  
**Vital**  
on the  
phone



# Types of Reflective Listening



**01** Summary

**02** Selected  
exact words

**03** Double-sided  
reflection

A woman in a white lab coat is standing and talking to an elderly man in a white short-sleeved shirt. They are in a clinical or office setting. The woman is on the left, looking towards the man on the right. The man is holding a pair of glasses. The background shows a counter and some equipment. The entire image has a blue tint.

**Demonstration:**  
**Reflective Listening**

# Practice

Practice

Empathic  
Communication

Practice



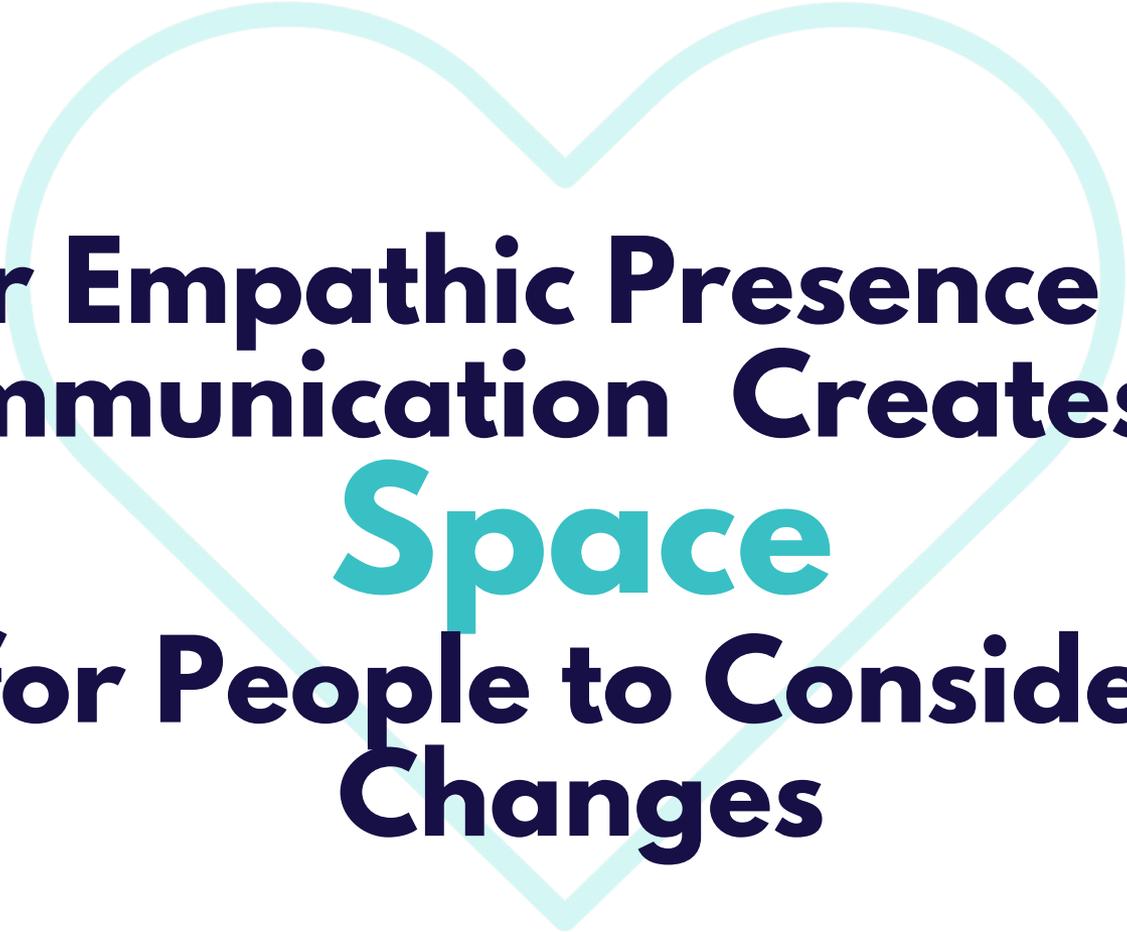
Open Ended  
Questions

Practice



Reflective  
Listening

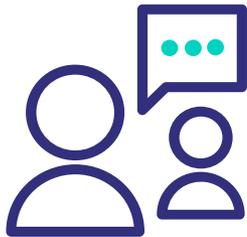
# Empathic Presence



**Our Empathic Presence and  
Communication Creates the  
Space  
for People to Consider  
Changes**



Open ended questions



Verbal empathy



Non-verbal empathy



Reflective listening



## Verbal Empathy

Normalizing	Letting someone know they aren't pathologic or alone; assuring commonality ('relapse is so common'; 'we all struggle with honesty at times')
Acknowledging	Specifically, acknowledging feelings. Reflecting back specific feelings that have been stated ('you're feeling really overwhelmed'), stating feelings that might be shown yet unspoken ('this is super frustrating for you'), or summarizing ('that sounds so hard').
Affirming	Noticing and articulating specific strengths ('I'm so impressed at the effort you put into this'; 'I so appreciate your honesty')
Non-judgment	Explicitly assuring non-judgment ('I want to let you know I'm not judging you')

## Open-ended Questions

'How', 'What', and 'Tell me more about...'	The gold standard of communication. At least a 3-1 ratio is recommended (3 open-ended questions for every 1 closed question). Avoid closed, and narrow questions (finite answers available). <b>Avoid starting questions with 'why'.</b>
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## Reflective Listening

Exact Words	Using a few important words or a phrase that the other person used; remember no inflection at the end, just a statement ('it feels like things never work out'; 'you're sick of this place')
Summary	Summarizing longer sharing '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'.)

05

Identification

01

Pre-Contemplation

04

Action

02

Contemplation



**Stages of  
Change**

03

Preparation

# Part 2:

## Principle ML Strategies

All part 2 strategies are effective with:





Acknowledge others' autonomy, the right to make choices, free will



Avoid lack of autonomy words



# Concepts

A close-up, low-angle shot of a person's legs and feet. They are wearing bright orange and blue athletic sneakers with white soles. The person is standing on a set of concrete steps. The background is a textured, grey concrete wall. The lighting is natural, suggesting an outdoor setting.

**A person's commitment to  
action comes from strong  
CONVICTION**



That something is  
a problem:  
“I really think this  
is a problem”

OR

That action is needed:  
“I really want to do this”



**A person's commitment to  
action comes from strong  
CONFIDENCE**

“I am pretty sure  
that I can make  
this change in  
spite of  
obstacles & set-  
backs”



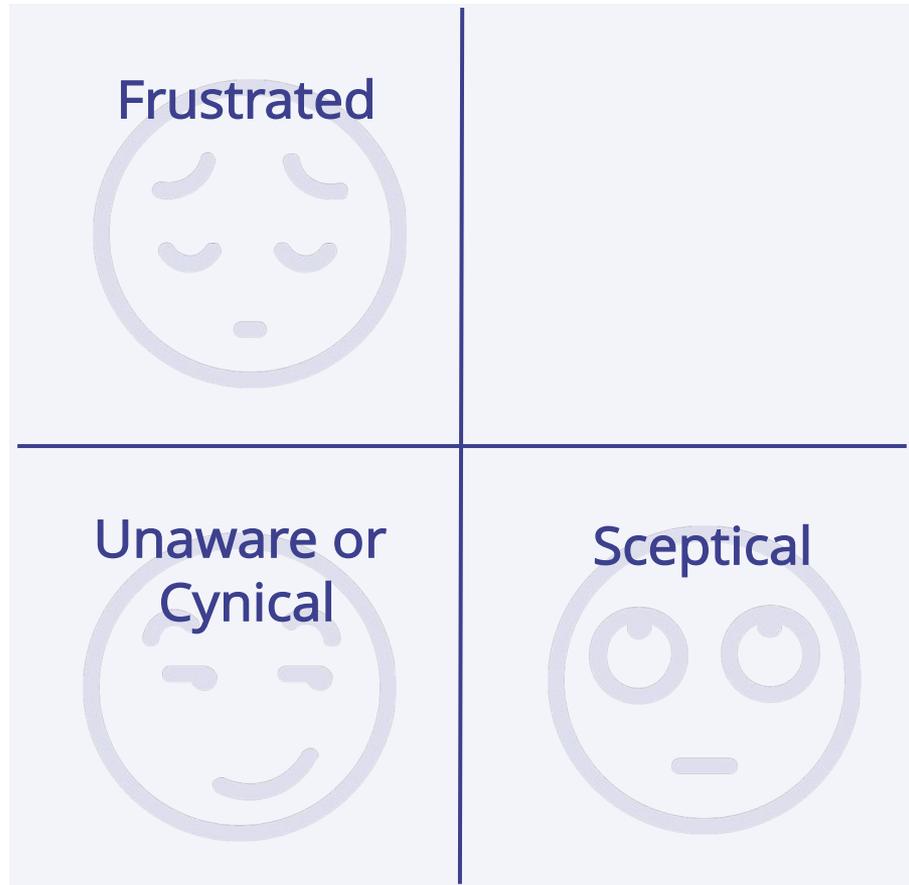
# Conviction & Confidence

# CONVICTION

10

0  
AMBIVALENT

CONVINCED



HELPLESS

POWERFUL

Success

Moving: Helping

10

# CONFIDENCE

# Principle Techniques



**Discover and Discuss  
Conviction**



“How do you **feel** about smoking/your weight/taking the medication....?”



“How **important** is taking your medication/losing weight/stopping drinking to you?”



# Assessing Conviction: Scaling



“On a scale of 0 – 10, how convinced are you that you need to leave your job?”



A close-up photograph of a person's hands holding a lit cigarette. The person is wearing a light blue button-down shirt. The background is a plain, light-colored wall. The text "Discover and Discuss Confidence" is overlaid on the image. "Discover and Discuss" is in white, and "Confidence" is in a bright cyan color.

**Discover and Discuss**  
**Confidence**



“How **sure** are you that you can make this change?”



“How **easy or hard** do you think it is that you will be able to make this change?”



# Assessing Confidence: Scaling



“On a scale of 0 – 10, if 1 is super easy, and 10 is almost impossible, how sure are you that you can leave him this month?”



**Time for  
Practice!**



## **Practitioner:**

Try both open ended questions, as well as a scaling questions



## **Practice:**

Pick a behavior change you are ambivalent about



## **Observer:**

Note aloud when the practicee has assessed conviction and confidence

# Eliciting Confidence and Conviction Practice



## Step 1

Groups  
of 3

## Step 2

Pick something  
real to practice  
with

## Step 3

Switch

# Confidence & Conviction

Strategies to  
enhance  
*Conviction* are  
**VERY DIFFERENT**  
than strategies for  
enhancing  
*Confidence*



# Strategies to Enhance Conviction



# Low Conviction

- Strengthened the relationship
- Explore ambivalence
- Roll with resistance
- Provide information (*Ask, Ask, Tell, Ask*)



# Strengthen the Relationship



# EMPATHY- verbal

- 01 Affirmation
- 02 Acknowledgement
- 03 Normalizing
- 04 Non-judgment



# Explore Ambivalence



A woman with blonde hair tied back, wearing a purple top, is speaking to a man in a white shirt. The man is seen from the back, looking towards the woman. The background is a plain, light-colored wall.

## **Open ended questions**

*"Tell me more about that...."*

## **Double sided reflection**

*"So on one hand....., and on the other hand....."*



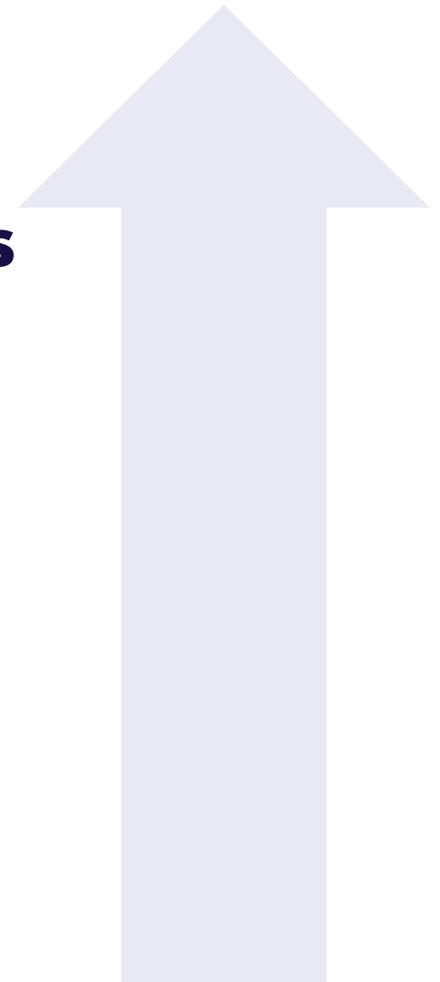
**“What’s the down side of exercising?”**



**“What are the good things about smoking pot?”**



**“Tell me more about the expense you mentioned”**



# Use the Scale- Go Low!



“Oh, a 3, thanks for letting me know. What kept you from answering 1?”

# Roll with the Resistance...



01

“It sounds like you just don’t think medication is a solution for you.”



02

“It sounds like you're frustrated, having the people around you constantly telling you that you should drink less.”

03

“You feel math is a completely useless subject that will never help you in real life.”



04

“I hear you. I'd feel the same way.”

# Giving Information: AATA



**A**

Ask what the person already knows

**A**

Ask permission to give information

**T**

Tell them the information you want them to have, using third person

**A**

Ask what they think about what the information you gave

# Strategies to Enhance Confidence

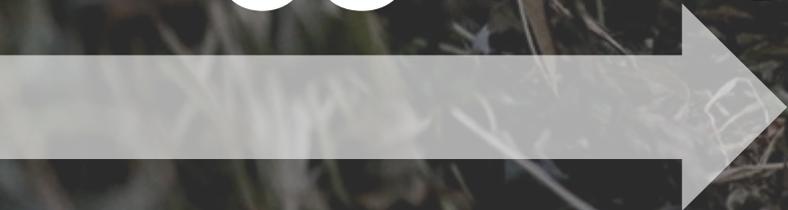




**01** Review past successes

**02** Define small steps

**03** Identify barriers



**Explore  
past  
successes  
with other  
behavior  
changes,  
or with this  
behavior  
change**



A person wearing blue jeans and sandals is walking on a paved road. A yellow line is painted on the road, and the person is walking on it. The background is a blurred road surface.

# Encourage smaller goals:

Goals need to be small enough that success is ensured



A woman with long dark hair, wearing an orange sleeveless top and blue jeans, is riding a bicycle in a park. She has her arms raised high in the air, and her eyes are closed, suggesting a sense of joy and accomplishment. The background is filled with green trees and a bright sky. The text "Success begets success" is overlaid in the center in a large, white, bold font.

**Success begets  
success**

# Identify Barriers & Elicit Problem Solving





**What do you think will get in the way of your goals/steps?**



**What are your thoughts about how to overcome that barrier?**



**What has helped you overcome this in the past?**



# Practice



A photograph of four people standing on a grassy hillside at sunset. They are seen from behind, embracing each other in a supportive group hug. The sun is low on the horizon, creating a warm, golden glow and a lens flare effect. The background shows a hazy landscape with rolling hills. The text 'Practice enhancing your partner's conviction & confidence' is overlaid in white, bold, sans-serif font across the center of the image.

**Practice enhancing your  
partner's conviction &  
confidence**

# Increasing Conviction and Confidence Practice



## Step 1

Groups  
of 3

## Step 2

Pick something  
real to practice  
with

## Step 3

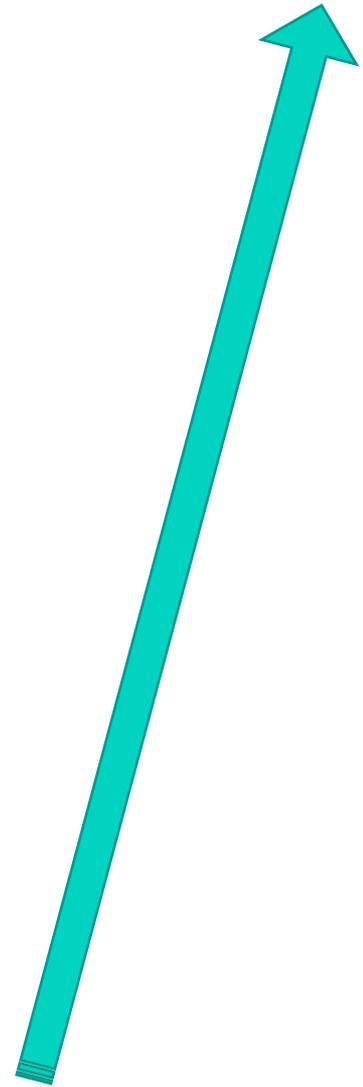
Switch

# Low conviction:

- Strengthen the relationship
- Explore ambivalence
- Roll with resistance
- AATA

# Low confidence:

- Baby steps
- Reflect on past successes
- Elicit barriers and solutions





Deliberate Practice is Key!

# Goals

**Thank you for being here  
with us today!**

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