



Motivational Interviewing

(going deep)





MI self-assessment



The heart of MI



Practice



More MI



Videos



Close





MI Self-Assessment





What does **NOT** work for
you when others try to help
you make a change?



~~*You need to think about
your kids...*~~

SHAME

~~*Don't you think
you should...*~~

PUSHING

~~*Yes, but...*~~

ARGUING

~~*You need to...you have to...*~~

NO AUTONOMY



He could hurt your kids...

WARNING

What about trying church...?

ADVICE

You'll feel so much better...

CONVINCING

You could lose your job...

FEAR





Empathy



Judgment



Motivational Interviewing

A communication approach centered around empathy, collaboration, and support. It is often engaged when we want to *help others make changes* that would enhance their wellbeing.

Mi is transtheoretical

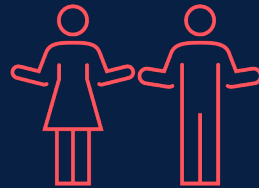


Research



EBP

Over 90 clinical trials show effectiveness across multiple behaviors



Cross-cultural

Research across cultures, including with African Americans, API populations, Latinos and others



Conditions

SUD, depression, anxiety, chronic disease management, vaccine hesitancy and more...



Behaviors

IPV, sex trafficking, parenting, sexual behaviors, public health, prevention, vaccine hesitancy





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The Foundation of
Motivational
Interviewing is
*empathic
connection...*





We will never be able
to help someone
change if they don't
feel we genuinely
care about them.





Friendly Body
Language



Affirming
Strengths



Empathic
Reflection



Countering
Shame



Open Ended
Questions



Acknowledging
Feelings





Asymmetry



Authenticity



**Know-nothing
mind**



Mindful Presence



Non-judgment



**Unconditional
Positive Regard**





WOB:
Know-nothing
Mind



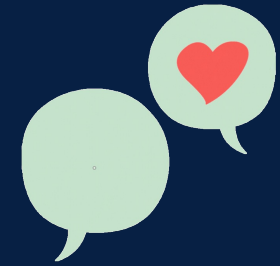


Barriers to know-nothing mind?

- Our opinions
- Our agenda
- Organizational mandates
- Standardized assessments
- Fear; hurry



MI Practice: Know-Nothing Mind



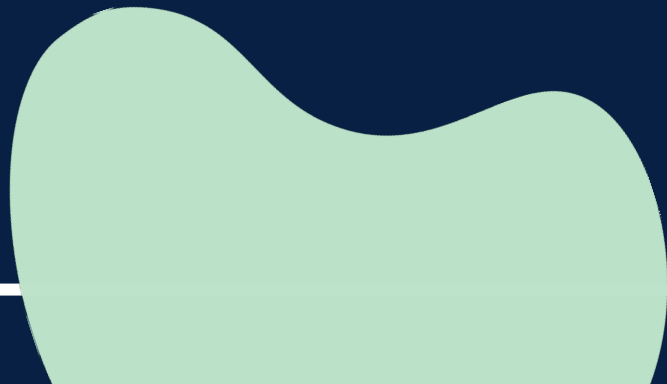
Sharing:

A decision you need to make, and you don't know what to do....

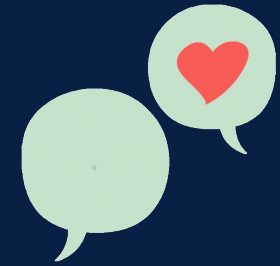
Practicing:

Know nothing mind
Reflect
Open Ended Questions
Genuine Curiosity

NO ADVICE :)



MI Practice: Know-Nothing Mind



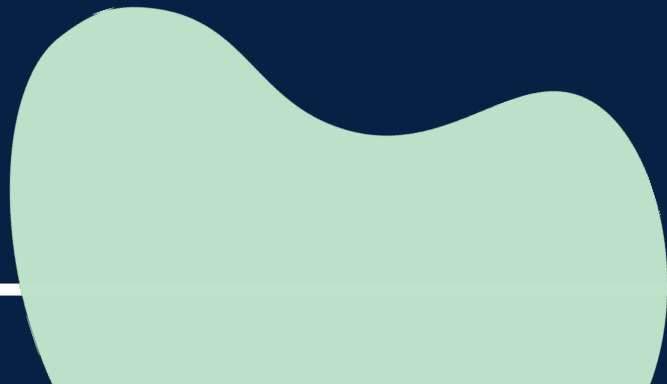
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Importance & Ability





Strategies to enhance **Importance**
are VERY DIFFERENT than
strategies for enhancing **Ability**



Pre-contemplation:

Increasing Importance



Strengthen the relationship



Know nothing mind:
genuine curiosity

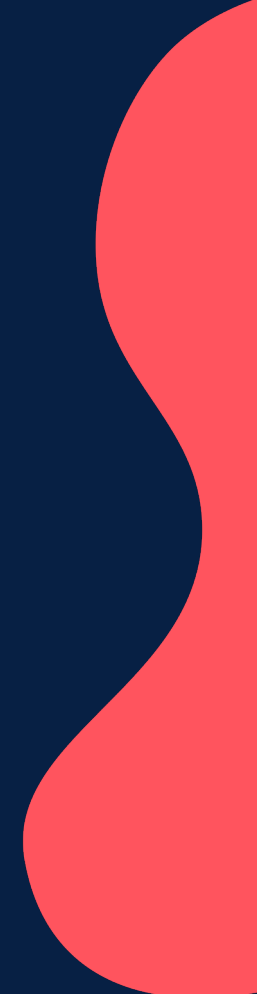
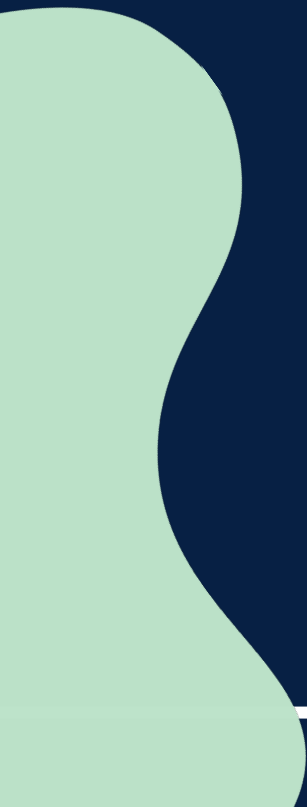


Listen for & Amplify
Change Talk



Affirming
Autonomy
(know-nothing mind)





Pre-contemplation:

Increasing Importance



Strengthen the relationship



Know nothing mind:
genuine curiosity



Listen for & Amplify
Change Talk



Affirming
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It is totally your decision, of course. You know what is best for you. What are your thoughts on this?

I hear you, it sounds like you are thinking about this a lot. Tell me about about what you are thinking...





Elicit & Discuss:
Ability



I hear you...you really want to end the relationship, for so many reasons. *How easy or hard will this be for you?*



It sounds like you really want to draw boundaries, set limits on how your son treats you. *How confident are you about doing this?*



Explore Past Successes:

“Tell me more about how you got into recovery”

“Tell me more about leaving your ex-husband”

“Tell me more about a time you made a life change...”



Very Very Very Very Very Very Very Very Small Steps



“What would be the smallest step towards this?... Smaller?... Smaller...?”



“I'm wondering if there is a step that you know for sure you could do...”



“That is a big goal...I wonder if there is a smaller step...”



Ask about barriers to change...

Elicit *their* solutions



*What makes it hard?
What are the barriers?*



*What are your thoughts on
what might help with that?*

What have you tried before?

*Tell me more about what you
think might help....*





Open Ended Questions

"What makes it hard...?"



Know-nothing mind

"that does sound tough....not having the money for a gym..."



Elicit Solutions

What are you thinking, about how to address that?"









Increasing Importance

- Strengthen the relationship
- Explore ambivalence
- Roll with resistance
- Affirming Autonomy



Increasing Confidence

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



*How easy/hard
will this be for you?*

*How confident are you
in making the change?*



Use at least one strategy to Increase Confidence

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

✗ **ADVICE**

















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 one another. Facial expressions that mirror the other's feelings.</p>	

Verbalizing Empathy (trust)

 Countering Shame	<p>Letting someone know they aren't pathologic or alone; assuring commonality <i>"relapse is so common"</i>; <i>"We have all done things in the past, that we would do differently now."</i></p>
 Acknowledging Feelings	<p>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 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..."	<p>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. <i>Avoid starting questions with "why"; "tell me more..." or "how do you feel about this?"</i></p>
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