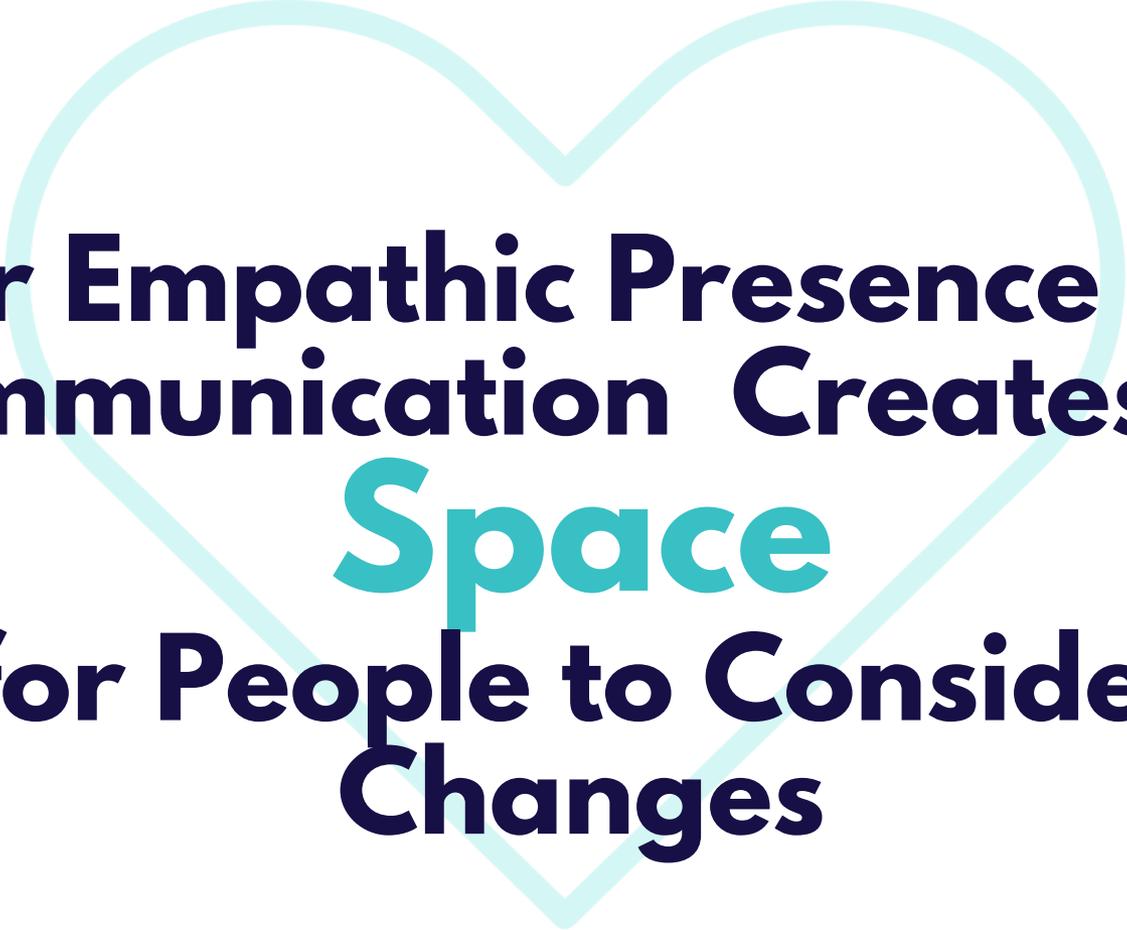


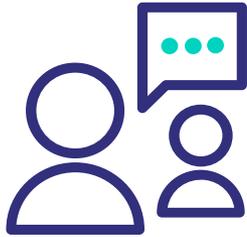
Welcome
Back!



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



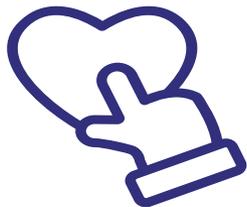
Open ended questions



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). Avoid starting questions with 'why'.
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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

03

Preparation



Part 2:

Principle MI Strategies

All part 2 strategies are effective with:





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



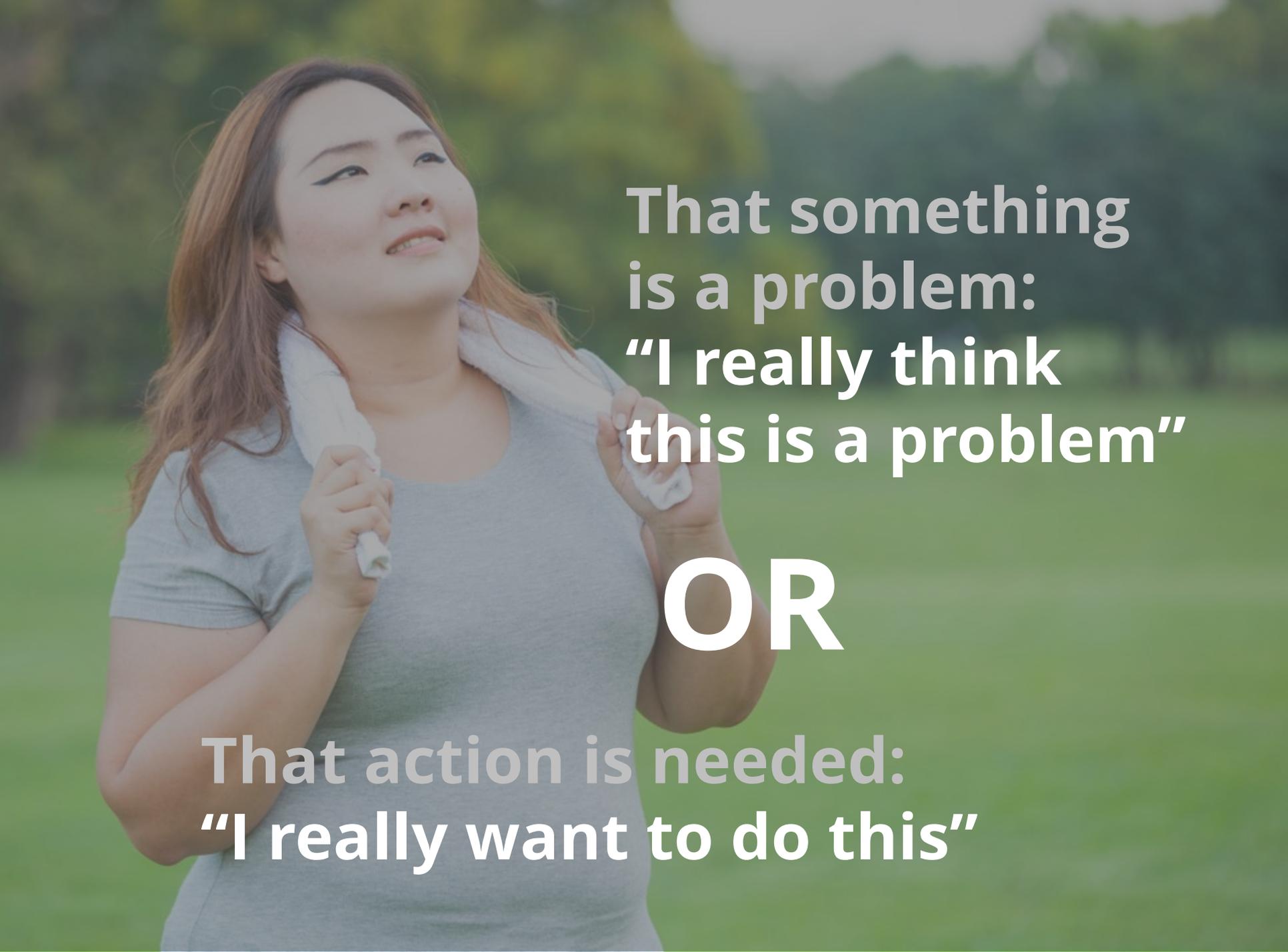
Avoid lack of autonomy words



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”



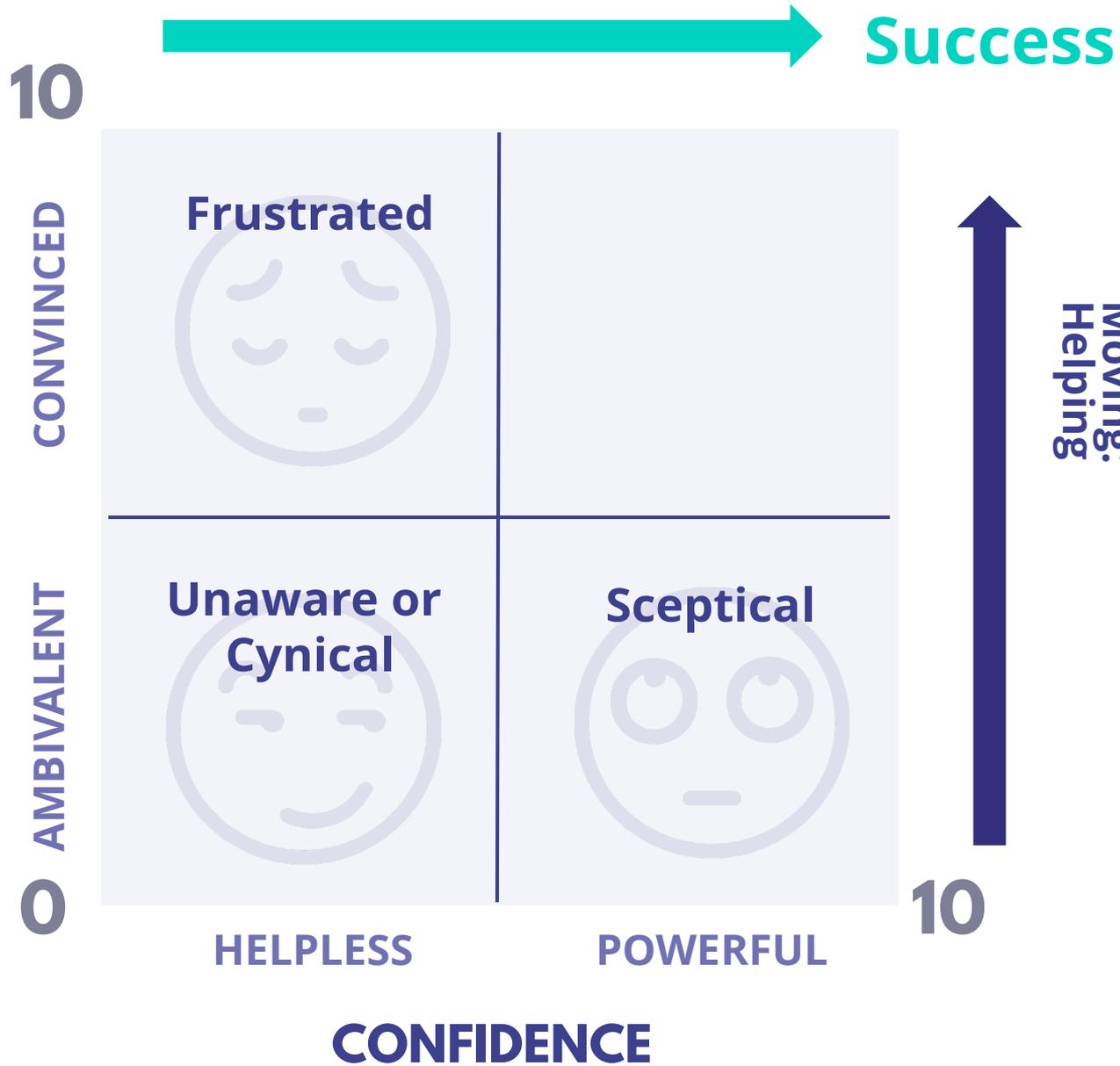
**A person's commitment to
action comes from strong
CONFIDENCE**

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



Conviction & Confidence

CONVICTION



PRINICIPLE 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



Practicee:

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 long-sleeved shirt, is speaking to a man in a white shirt. The man is seen from the back, with his hand near his face. 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.....”



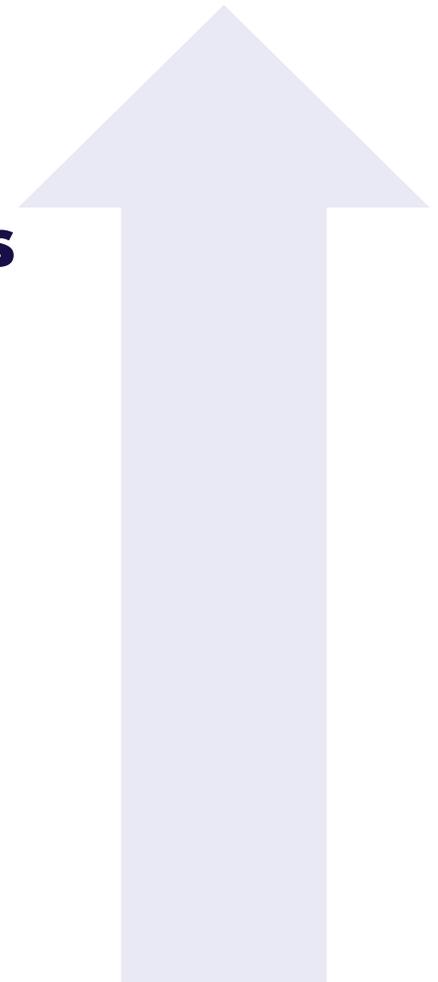
“What’s the down side of exercising?”



“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

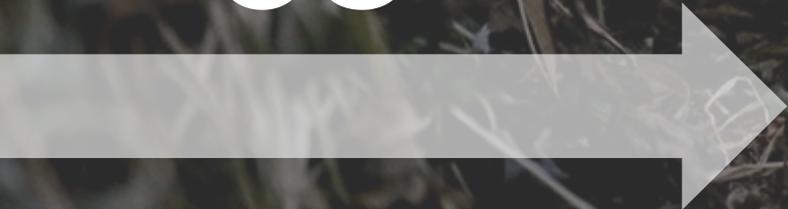




01 Review past successes

02 Define small steps

03 Identify barriers



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





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 head is tilted back, looking up at the sky. The background is filled with green trees and foliage, creating a bokeh effect. The overall mood is one of joy and freedom.

**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 is overlaid in the center in a bold, white, sans-serif font.

**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

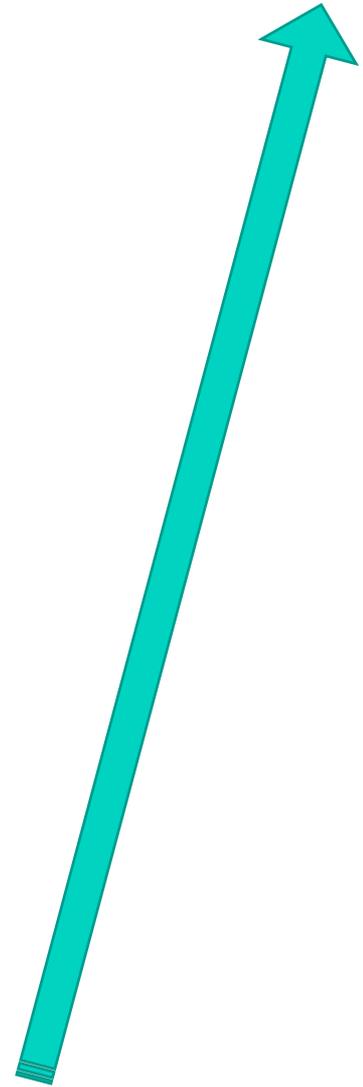
Switch

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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