

Motivational Interviewing

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WELCOME!

CONTACT

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*Healthy lives,  
Safe communities*



Don't worry!


- I won't call on you for answers
- I won't ask you to role play
- I won't put too much research into each slide



Focus


- Experience
- Relax
- Take-home skills
- Enjoy time being in a group

Welcome newcomers!


A photograph of a paved road with a yellow double line down the center, stretching into a misty forest. Several bears are walking across the road in the distance.

Professionals in the field

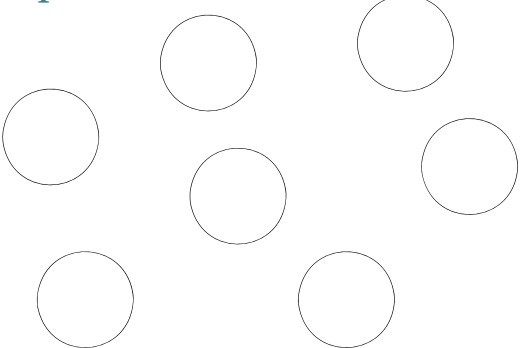
- Before...

A photograph of a firefighter in full gear, including a helmet and a large backpack, standing in a field with mountains in the background.


And after...

A photograph of an elderly man with glasses and a cap, looking directly at the camera.

Options Menu

A diagram consisting of seven empty circles arranged in a circular pattern, representing an options menu.

Why I'm doing this

A photograph of a man sitting on a black leather couch, working on a piece of equipment, possibly a motorcycle or a similar vehicle.

Anchor Points

- Risk
- Need
- Responsivity

Underneath all goals

- Competence
- Autonomy
- Relatedness

(Deci & Ryan, 2002)

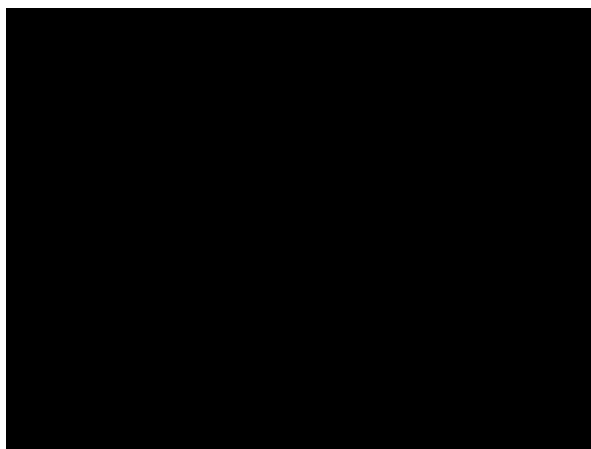

Let's do it!

- Cell phones off
- Participation increases effectiveness
- Beginner's Mind

Take-Away Message

- People change
  - We have proof
- Punishment alone does not reduce recidivism
  - We have proof
- When all else fails, get back to the basics
  - Effective treatment gets young people to change the way they think and gets families to support those changes
  - **We will never change the way they think; they have to**

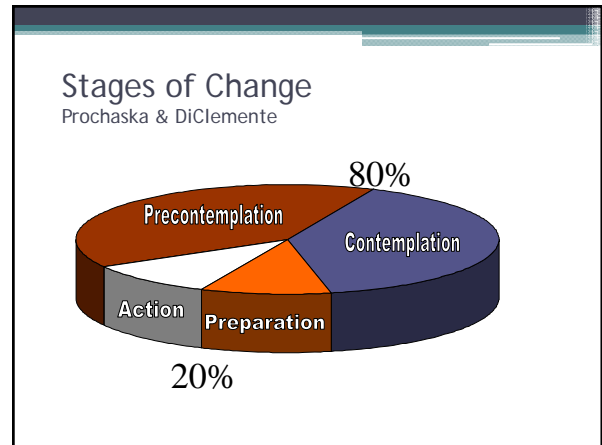
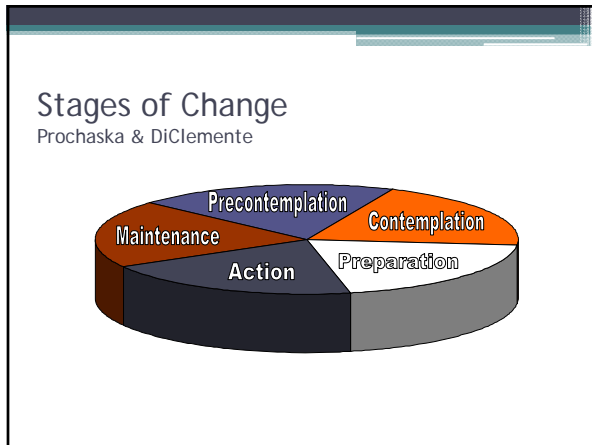
Motivation 1.0 - Survival



### Take-Home Message

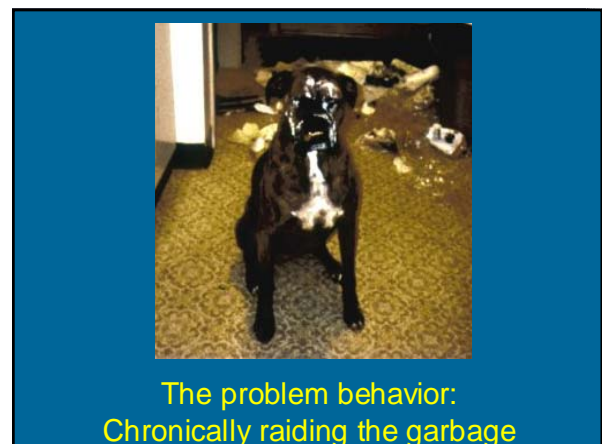
- Change Talk
- Acceptance
- Less Is More
- Righting Reflex
- Michelangelo Belief
- Autonomy and Choice

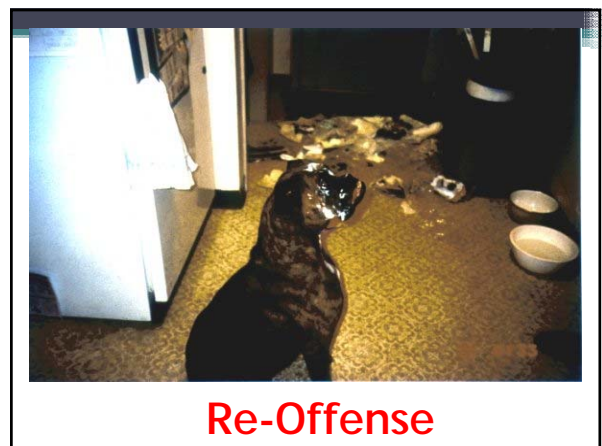
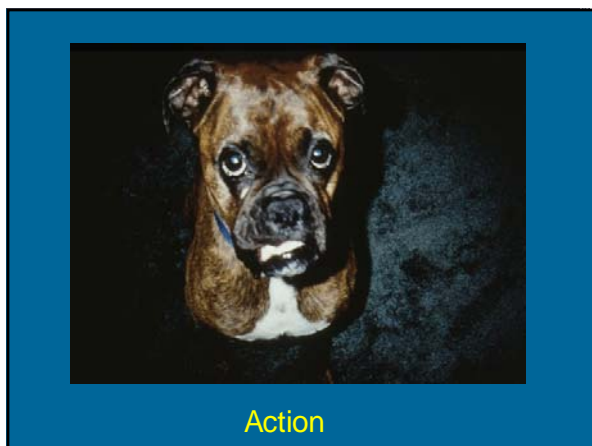
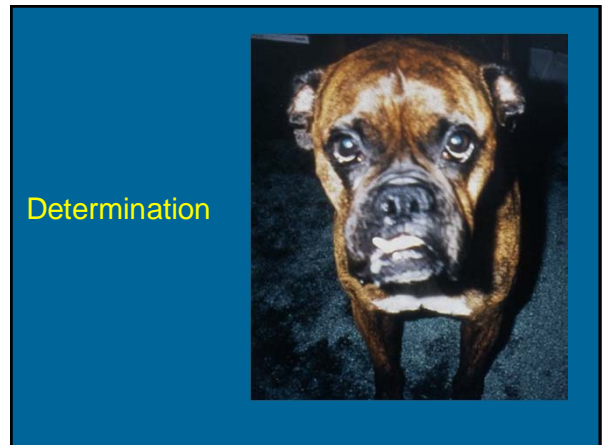
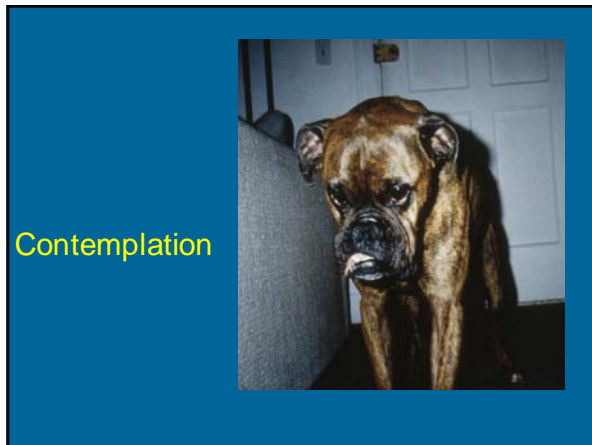
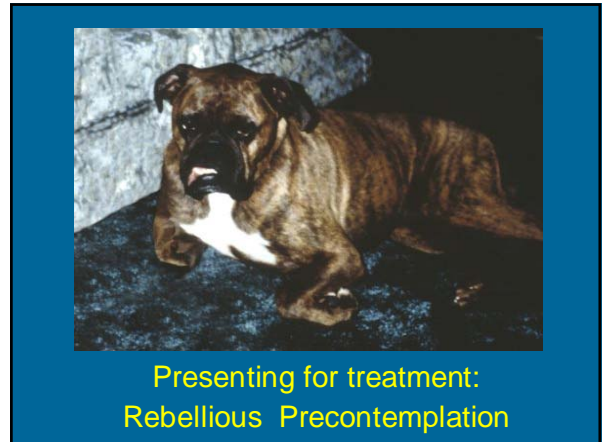
A man convinced against his will is of the same opinion still.



### Case example

Meet Ethel





## How ready are you?

**0 1 2 3 4 5 6 7 8 9 10**

Motivation = importance + Confidence

## The Big Question

- *Do we want them to re-offend or not?*

## Obstacles (Mann, 2009)

- Believing treatment is ineffective
- Competing priorities
- Concerns about side effects
- Concerns about poor program responsivity
- Distrust of key professionals
- Expectation of hostile responses
- Pressure from friends or family
- Fear of stigma

## Improving the context (Mann, 2009)

- Listen
- Empathize with offenders' perspectives
  - (Empathy is not an endorsement)
- Building relationships (collaboration, trust)
- Identify and counter myths
  - (Sometimes offenders have poor information)
- Communicate strength-based treatment aims
- Make referrals quickly and respectfully
- Offer clear and transparent information about treatment and outcomes

## Improving the context (Mann, 2009)

- Ensure that risk assessments take account of treatment progress
- Educate non-treatment staff
- Clear leadership to promote prosocial modeling and supportive environment
- Work with families and support networks
- Use intrinsic motivators
- Use treatment graduates
- Provide choice
- Explore and monitor Rx staff motivations

## How Dolphins Learn



**RESPECT**

Style  
is everything!

Ambivalence  
The Dilemma of Change

Helpful hints

- Use “on the one hand you... and on the other hand you...”
- Reject using “but”
- Reject using “It sounds like...”
- Never use the word “why”

Discrepancy

- The difference between where you are and where you want to be

The Righting Reflex

### Common Human Reactions to the Righting Reflex

- Angry, agitated
- Oppositional
- Discounting
- Defensive
- Justifying
- Not understood
- Not heard
- Procrastinate
- Afraid
- Helpless, overwhelmed
- Ashamed
- Trapped
- Disengaged
- Don't come back – avoid
- Uncomfortable
- Resistant

### A Continuum of Styles

|           |         |           |
|-----------|---------|-----------|
| Directing | Guiding | <=>       |
| <=>       |         | Following |

### Motivational Interviewing

Best-known Definition

Motivational interviewing is a person-centered, directive method of communication for enhancing intrinsic motivation to change by exploring and resolving ambivalence.

### Steve Rollnick, 2/28/10

- Motivational interviewing involves helping patients to say why and how they might change, and is based on the use of a guiding style

### The Spirit of Motivational Interviewing

- Collaboration
- Evocation
- Autonomy

### Update: September 2011

- Partnership
- Acceptance
- Compassion
- Evocation



### Two Phases of MI

- Phase 1: Building Motivation for Change
- Phase 2: Strengthening Commitment to Change

### Four General Principles

- Express Empathy
- Develop Discrepancy
- Roll with Resistance
- Support Self-Efficacy

### Update: September 2011

- Four Fundamental Processes
  - Engaging
  - Focusing
  - Evoking
  - Planning

### These processes are...

- Somewhat linear
  - E.g., engagement comes first
- And also recursive
  - Engaging happens throughout MI
  - Focusing is not a one-time event;
  - Real treatment involves re-focusing
  - “testing the water” on planning helps

### Engaging

- Spirit factors
- Open questions
- Affirmations
- Reflections
- Summaries

### Focusing

- Developing a clear direction and goal
- Sometimes the change goal is clear; very often it's not!
- Possibilities:
  - Clear Focus
  - Agenda Mapping (options menu)
  - Clarifying

## Evoking

- Eliciting Change Talk
  - Desire, Ability, Reason, Need
  - A clear focus is a prerequisite
- Change and sustain talk:
  - Two sides of the same coin
  - Dancing with Discord”

Good listening is more than being silent and paying attention

So what do you say?

## What Good Listening Is *Not*

(Roadblocks: Thomas Gordon)

- Asking questions
- Agreeing, approving, or praising
- Advising, suggesting, providing solutions
- Arguing, persuading with logic, lecturing
- Analyzing or interpreting
- Assuring, sympathizing, or consoling

## What Good Listening is *Not*

(Roadblocks, from Thomas Gordon)

- Ordering, directing, or commanding
- Warning, cautioning, or threatening
- Moralizing, telling what they “should” do
- Disagreeing, judging, criticizing, or blaming
- Shaming, ridiculing, or labeling
- Withdrawing, distracting, humoring, or changing the subject


## Why are these “roadblocks”?

- They get in the speaker’s way. In order to keep moving, the speaker has to go around them
- They have the effect of blocking, stopping, diverting, or changing direction
- They insert the listener’s “stuff”
- They communicate:
  - One-up role: Listen to *me!* I’m the expert.
  - Put-down (subtle, or not-so-subtle)
- *Roadblocks are not wrong. There’s a time and place for them, but they are not good listening.*

## Therapeutic Empathy


- Empathy is not:
  - Having had the same experience or problem
  - Identification with the client
  - Let me tell you my story
- Empathy is:
  - The ability to accurately understand the client’s meaning
  - The ability to reflect that accurate understanding back to the client

### Hope Theory



- Agency Thinking
  - Awareness that a goal is attainable
- Pathways Thinking
  - Awareness of how to do it
    - See works by C.R. Snyder
- *“Therapists who are burned out or otherwise fail to convey hopefulness model low agency and pathways thinking.”* (in Hubble, Duncan, & Miller, 1999)

### Robben Island



### Amrhein et al. (2003)

- Change Talk (Miller & Rollnick, 2002)
  - Desire *“I want to...”*
  - Ability *“I can...”*
  - Reason *“There are good reasons to...”*
  - Need *“I need to”*
- Taking Steps (e.g., *“I’ve been...”*)
- Commitment talk

### Change talk

- ***When you hear change talk, don’t just stand there!***
- Reflect
- Reinforce
- Ask for more


### Getting Moving: OARS

- Open questions
- Affirmations
- Reflections
- Summaries

### Reflective listening

- Simple Reflection
  - Exact words
  - Closely related words
- Complex Reflection
  - Continuing the paragraph
  - Reflecting emotion

Good/not-so-good things about change



### Guidelines for Offering Feedback

- Ask permission
- Encourage self-assessment
- Limit the amount of feedback
- Be specific
- Include the client's agenda
- Respect readiness
- Avoid personal affronts
- Balance the feedback

### Discussion

|           |           |
|-----------|-----------|
| • Offer   | • Offer   |
| • Explore | • Explore |
| • Offer   | • Offer   |
| • Explore | • Explore |
| • Offer   | • Offer   |
| • Explore | • Explore |
| • Offer   | • Offer   |
| • Explore | • Explore |