


 The Institute for Individual and Organizational Change

Motivational Interviewing

Effectively Engaging in Change

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SELF-DETERMINATION THEORY

BEHAVIOR CHANGE
COMPLIANCE



Motivational Interviewing

EMPATHY

↑ REFLECTING ↓
↑ EVOKE (Open Questions) ↓

DIRECTION

MI Strategy – “Equipoise”

Engage
Empathy... understanding
Roll w/ Resistance
Reflective Listening
Acknowledge Sustain Talk

Focus
VALUES... Why...
Rescuing “Change Talk” from “Sustain Talk”
Reflect “Change Talk”
Evoke “Change Talk”

Plan
Evoke/Identify targets- increase “Confidence”
Assess & address barriers
Assess, affirm, and incorporate strengths
Evoke/Identify specific steps= change plan
Other EBPs (i.e. CBT, DBT, TF-CBT)
Reflect “Commitment Talk”

Pursue

PreContemplation

Contemplation

Preparation

Action

Maintenance



Motivational Interviewing
...is goal-oriented

Person-centered, Directional
method of communication for
enhancing intrinsic motivation by
exploring and resolving
ambivalence about change

Equipoise
...reduces resistance &
allows for exploration
of ambivalence

Resistance vs. Ambivalence

Reflective Listening

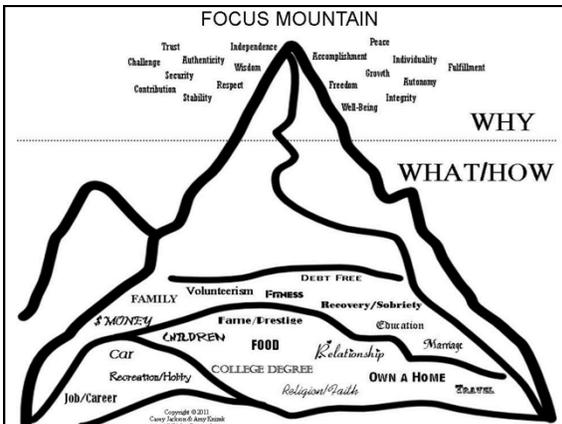
"With this back injury and losing my job, I've been feeling more depressed lately. I never thought I would be asking the state to bail me out, but I need help soon just to keep our house."

Empathy (How he/she feels)

"The fact that you are even here is almost impossible to comprehend, and the situation has been way harder on you emotionally than you expected it to be."

DIRECTION (What he/she wants)

Staying on top of your bills is a top priority for you, so you are ready to start looking at what we can strategize together to get you prepared for the right employment opportunity."



Sustain vs. Resistance

SUSTAIN Talk

Staying the same
Stuck talk
Status quo
About his/her behavior
Natural w/ ambivalence



RESPONSE:
Rescue change talk
"You want..."

RESISTANCE Talk

Relationally oriented
Focusing outside self
Fight Talk
Lightning Rod
Making it personal
Between you two



RESPONSE:
Empathic reflections

Change Talk vs. Sustain Talk



- | | |
|---|---|
| <ul style="list-style-type: none"> • Your sense of his/her "Top of the Mountain" • Vision of happier and/or healthier • Hypothetical statements about change • Problem recognition • Virtues of changing – "stating the case" • Identity (I'm not THAT person) • Envisioning – "should" statements | <ul style="list-style-type: none"> • Any rationale for why behavior is not going to change • Any message of being stuck or planning on staying the same • One side of the coin of ambivalence • Staying with status quo • Perceptions of inability to change |
|---|---|

Eliciting Change Talk

- I**mportance/Confidence Ruler
- Q**uerying Extremes
- L**ooking Back / Looking Forward
- E**vocative Questions
- D**ecisional Balance
- G**oals and Values
- E**laborating

EVOCATIVE OPEN QUESTIONS

Desire: "What are some of those driving feelings that motivate you to want to make this change?"

Ability: "What are some skills/strengths or past successes that let you know you can do this?"

Reason: "Why would you want to make this change (why you know this is important?"

Need: "What some undisputable facts or realities that make it a necessity to change soon?"

Commitment: "So what is one thing you are willing to do?" 

Querying Extremes

Worst Case Scenario



Best Case Scenario



**LOOKING
FORWARD**

**LOOKING
BACK**



Eliciting Commitment Talk

Evoked, explore, expand Change Talk... work to strengthen and elicit COMMITMENT to Change:

I will, I'm going to, I plan on, I'm ready, I know I will

Evoked and strengthen CHANGE talk and work towards COMMITMENT Talk

- | Change Talk | Commitment Talk |
|------------------------|------------------|
| • Want to | • I intend to |
| • Have to | • I'm ready to |
| • I could | • I am going to |
| • I should | • I plan to |
| • I need to | • I think I will |
| • I wish | • I expect to |
| • It's important to me | • I will |
| • I'd like | • I promise |
| • I was able to | • I swear |
| • I hope | • I know I will |
| • Would be good | • I'll try |
| • I'm thinking | |

Importance/Confidence Ruler

IMPORTANCE SCALE:

How important is it for you right now to...? On a scale from 0 - 10... what number would you give yourself?

0 _____ 10

CONFIDENCE SCALE:

If you did decide to change, how confident are you that you would succeed? On a scale from 0 -10... what number would you give yourself?

0 _____ 10

Change Talk Balloon

Importance Balloon

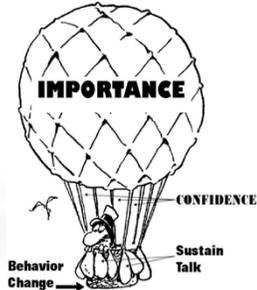
- * Includes the **WHY** for the client
- * Inflate balloon **FULLY** by evoking and elaborating on Change Talk

Confidence Cables

- * Strengths, skills, abilities, past success
- * What would be helpful to get you to that goal?

Behavior Change Basket

- * Commitment Talk
- * One thing sure you can do
- * Steps and Plan for Change



Importance/Confidence Ruler

CONFIDENCE SCALE:

“You are at a six? What would it take for you to move from a six to a seven?”

PLAN:

The answer is the new **TARGET** as part of the overall PLAN

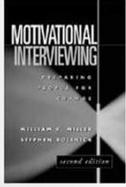
CONTINUE... *“What else would move it...”*

PURSUE

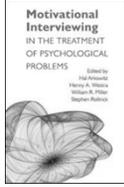


- Affirmations
- Support Self Efficacy
- Reinforce **VALUE** focus vs. what/how
- Reassess and Revise as needed

Motivational Interviewing



Motivational Interviewing, Second Edition: Preparing People for Change by William Miller & Stephen Rollnick



Motivational Interviewing in the Treatment of Psychological Problems by William Miller, Stephen Rollnick, Hal Arkowitz, & Henry Westra



Motivational Interviewing in Health Care: Helping Patients Change Behavior by William Miller, Stephen Rollnick, & Christopher Butler

www.samhsa.gov **TIP 35**

