


 The Institute for Individual and Organizational Change

Motivational Interviewing

Effectively Engaging in Change

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Motivational Interviewing

...is goal-oriented

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

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."

Equipose

Righting Reflex

Speaker: Your thoughts and feelings about any topic you feel strongly about (i.e. healthcare reform, abortion, same-sex marriage, death penalty, prayer in school)

Listener: 100% reflective listening

NO...

- ✓ questions
- ✓ agreements
- ✓ disagreements
- ✓ sharing of opinions
- ✓ other "roadblocks"

Sustain Talk

- ❖ 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



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 |
|---|---|

Responding to Change Talk

- ❖ Open Questions/Elaborate
- ❖ Affirm
- ❖ Reflect
- ❖ Summarize

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

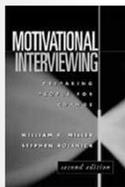
Evoked, explore, expand Change Talk... work to strengthen and elicit COMMITMENT to Change:

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

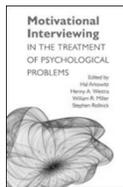
Evoked and strengthen CHANGE talk and work towards COMMITMENT Talk

- | Change Talk | Commitment Talk |
|---|---|
| <ul style="list-style-type: none">• Want to• Have to• I could• I should• I need to• I wish• It's important to me• I'd like• I was able to• I hope• Would be good• I'm thinking | <ul style="list-style-type: none">• I intend to• I'm ready to• I am going to• I plan to• I think I will• I expect to• I will• I promise• I swear• I know I will• I'll try |

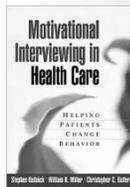
Motivational Interviewing



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 Winters



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

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