MOTIVATIONAL INTERVIEWING

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WHAT MI IS NOT

- Not just being nice
- Not a Technique
- Not a Panacea
- Not the Stages of Change
- Not just a Decisional Balance
- Does not require assessment feedback
- Not a way to manipulate people
COMMON PITFALLS

- Perceiving ambivalence as denial
- Targeting compliance and sacrificing long-term behavior change
- Jumping to problem solving
- Understanding a client’s point of view is not the same as agreeing with it
COMMON PITFALLS

- Attempts to **break through defenses** (denial, rationalizations, excuses, etc.)
  - I’m not buying it
  - You need to change your attitude/behavior
  - Just admit it

- **Using a logical approach** with advice or reasoning
  - Why don’t you just…
  - It will make your life easier
  - You don’t want more consequences do you?

- **Getting attached to the outcome** – sense you can control it
We must resist the “righting influence”
- Why don’t you want to make a change?
- How can you tell me you don’t have a problem?
- What makes you think you are not at risk?
- Why don’t you just...
- Why can’t you...

Why doesn’t this approach work?
- It causes the two people to actually act out the “sustain” side of their ambivalence!
WHAT IS MOTIVATIONAL INTERVIEWING?
3 DEFINITIONS OF MI

- **A Beginning Definition:**

  ...is a collaborative conversation style for strengthening a person’s own motivation and commitment to change.

- **A Pragmatic Definition**

  ...is a person-centered counseling style for addressing the common problem of ambivalence about change.
3 DEFINITIONS OF MI

- **A Technical Definition**

  ...is a collaborative, goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for and commitment to a specific goal by eliciting and exploring the person’s own reasons for change within an atmosphere of acceptance and compassion.

- Arranging conversations so people talk themselves into change.
A Diagramed Overview of MI

The MI Spirit
(How the Conversation should feel)

Partnership
Acceptance
Compassion
Evocation

Micro Skills
( Behaviors to support the Spirit)

Open Questions
Affirmations
Reflections
Summary Statements

Language Cues

Strategy

Four Processes
(Micro Skill Strategy)

Engage
Focus
Evoke
Plan
Strategically reinforcing:

- Strengths
- Healthy coping skills
- Past successes
- Pro-social behaviors
- Good intentions
- Values
THE SPIRIT OF MI

**Partnership**

**Acceptance**
- absolute worth
- accurate empathy
- autonomy support
- affirmation

**Compassion**

**Evocation**
PARTNERSHIP

Dancing VS. Wrestling
Acceptance

Absolute Worth

Affirmation

Accurate Empathy

Autonomy
...to actively promote the other’s welfare, to give priority to the other’s needs...not primarily our own. - Miller and Rollnick, MI3

Beneficence
- MI is not done “to” or “on” someone at all. MI is done “for” and “with” a person.
  - Miller and Rollinick, MI3
Drawing Water from a Deep Well

is about evoking that which is already present, not installing something that is missing
THE FOUR PROCESSES OF MI

I: ENGAGE - Building a Foundational Relationship

II: FOCUS - Developing a Clear Direction and Goals

III: EVOKE - Differentially Eliciting Change Language

IV: PLAN - How to Accomplish the Change
EXPRESS EMPATHY

- The primary way to respond to resistance
- Communicate respect to the client (avoid superior/inferior dynamics)
- Understanding the struggle/challenges without condoning or condemning
- Skillful reflective listening is fundamental
If the person continues to be resistant, you have moved too far ahead of the person in the change process. “More” is not better. More intensity will produce fewer results.

Shift back to the engagement process with empathy and thought provoking questions.
DANCE WITH DISCORD
(ROLL WITH RESISTANCE)

- Discord is *explored* - not challenged
- Momentum used advantageously (martial arts)
- Perceptions can be shifted
- New perspectives are invited - *not imposed*

**DO NOT** get attached to the outcome
Avoid the trap of conflicting values
SUSTAIN TALK

Desire for Status Quo
Inability to Change
Reason for Status Quo
Need for Status Quo

Commitment to Status Quo

NO BEHAVIOR CHANGE
CHANGE TALK

Desire for Change

Ability to Change

Reason to Change

Need for Change

Commitment to Change

Activation

Taking small steps

BEHAVIOR CHANGE
CHANGE TALK

DESIRE for Change: “I want to…”
ABILITY for Change: “I could…”
REASONS for Change: “I should…”
NEED for Change: “I have to…”

Work with these to strengthen COMMITMENT to Change: “I will…”
O.A.R.S.

Open-ended questions
Affirmations
Reflections
Summary Statements

The foundational “Micro Skills” of MI

These skills are used differently in each MI process
REFLECTIONS:
WHAT ARE THEY AGAIN?
SIMPLE AND DIFFICULT

Othello
A minute to learn... a lifetime to master!

For 2 players
Ages 8 to adult

Pressman®

RarityGuide.com
REFLECTION: SIMPLE VS COMPLEX
TRY TO AVOID

Sentence Stems
Parroting
Voice Tone
Sarcasm
SELECTED TYPES OF REFLECTIONS

- Simple
- Double Sided
- Selective
- Complex/Iceberg
- Inferential
- Metaphor
- Emotional Content
- Continuing the Paragraph
- Amplified
- (overshoot/undershoot)
- Reframe
- Coming Along Side
- Agreement with a Twist
YOU ARE NOT A SHARK!
“Early in the MI session the skill is often to discern a ray of change talk, like spotting a lighthouse in a storm or detecting a signal within noise.

*It is not necessary to eliminate the storm or the noise, just follow the signal.*”

Miller and Rollnick 2012
LANGUAGE CUES
EXERCISE
“You people are just here for the money.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“I want to be able to set an example for my son.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“Who are you to tell me what to do?”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“I don’t even know if I want to go to work if I’ll lose my benefits.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“I can be more creative when I smoke.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“I’m going to do this.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“You don’t really care about me.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“This is something I’ve thought about for a long time. I think I’m ready to start tomorrow.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“Have you ever had a disability?”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“I’m already going to dress up nice. I don’t want to have to cut my mohawk too.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“I’ve just always thought of myself as someone who works.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“If all I have to do is look up jobs in the newspaper, I could do that.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“You’re not listening to me!”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“I don’t think I can.”

A. Discord (Resistance)  
B. Sustain  
C. Change  
D. Commitment
“When can I leave?”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“I really do need the money.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“Yeah, whatever.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“But I really love pot!”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“Screw you!”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“I have loved working at the body shop for the past month, but really I miss being home when my daughter gets off the bus.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“You know, I’m a convicted felon. I don’t even know why I came in today.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“I would really enjoy having a job, but I don’t want to lose my benefits.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“I’m going to do this! I’m going to start submitting applications tomorrow!”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“VR just wants me to get any old job, I could be digging ditches for all they care.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“I do need some accommodations, but I really don’t want to tell my boss I have a disability. When I’ve told co-workers before they started to treat me weird.”

A. Discord (Resistance)  
B. Sustain  
C. Change  
D. Commitment
“I know I’m going to do this. I just don’t know how.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“I want to get a job, I just have no idea which one, or if I just need to go back to college.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“Why won’t you just buy me the @$$%&$ laptop?!”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“I really want to work there, but I’m worried I’ll fail the drug test.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“Every time I get an interview, I get scared and don’t show up.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“I just can’t cope when I’m under high stress.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“A job would give me something to do.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“There’s no way I can quit.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“This program sucks.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“My wife is always on my case about getting a job.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
“Stop repeating everything I say.”

A. Discord (Resistance)
B. Sustain
C. Change
D. Commitment
IN SUMMARY

• Our services exist to benefit the persons we serve and not visa versa.
• The needs of the clients have priority.
• Change is fundamentally self-change, whatever we do facilitates that change.
• People are the exerts of themselves. No one knows more than they do.
• We don’t have to make change happen. The truth is we can’t make it alone.
IN SUMMARY

• Chances are, we don’t have the best ones.
• People have their own strengths, motivations and resources that are vital to activate in order to make change occur. Therefore change requires a partnership of expertise.
• It is important to understand the person's own perspective on the situation, what is needed, and how to accomplish it.
IN SUMMARY

• Change is not a power struggle whereas when it occurs we “win.” A conversation about change should feel like dancing, not wrestling.

• Motivation for change is not installed, it is evoked. It is already there and just needs to be called forth.

• We cannot revoke peoples choice about their own behavior. People make their own decisions about what they will and will not do, and it’s not a change goal until the person adopts it.

- Miller and Rollnick
“One reason it is possible to keep on learning and improving one’s skills in Motivational Interviewing is that immediate expert feedback is continuously available. It is available from those you serve.”

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