

Motivational Interviewing – Pocket Guide Notes Updated 2018

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A Person Centred Approach that builds on intrinsic motivation

- **Partnership:** a mindful collaboration with your client as a partner
- **Acceptance:** resource and motivation for change lies with client – the worker accepts through *empathy, affirmation, and supporting autonomy*
- **Compassion:** MI is other directed not self-directed
- **Evocation:** Motivation for change is enhanced by elicitation rather than persuasion

Understand Ambivalence

- “Lack of motivation” is better understood as ambivalence to change.
- Arguing for one side of ambivalence, often leads people to defend the other.
- As a person defends the status quo, the likelihood of change decreases.
- Resist the “righting reflex” to argue for change.

Core Micro-skills: OARS

- Ask **OPEN** questions - not short-answer, yes/no, or rhetorical questions
- **AFFIRM** the person - comment positively on strengths, effort, intention,
- **REFLECT** what the person says - “active listening”
- **SUMMARIZE** - draw together the person’s own perspectives on change

Reflective Listening: A Valuable Skill in Itself

- A reflection seeks to summarize what the person means; it makes a guess
- A good reflection is a statement, not a question
- Levels of reflection:
 - Repeat - Direct restatement of what the person said
 - Paraphrase - Making a guess about meaning; continuing the paragraph; usually adds something that was not said directly
 - Emotional reflection – deepens the conversation
- Other types of reflection
 - Double-sided reflection - Captures both sides of the ambivalence (... AND ...BUT...)
 - Amplified reflection - Overstates what the person says and rolls with resistance

Eliciting Talk about Change

Ask for it:

- Desire: Why would you want to?
- Ability: If you did decide to, how would you do it?
- Reasons: What would be the good things about?
- Need: What would be the consequences if you didn’t...?
- Commitment: What do you plan to do? What is the next step?

- **Importance and Confidence rulers**
 - On a scale from 0 to 10, how *important* is it for you to And why are you at ____ and not zero? (The answer is change talk)
 - On a scale from 0 to 10, how *confident* are you that you could And why are you at ____ and not zero? What would it take to get you further up (The answers are ability talk)

- **Looking forward/back**
 - If you don't make any change, what do you think will happen?
 - Where would you like to be in ____ years? What do you hope will be different?
 - And how does _____ [eg. smoking] _____ fit into that?

Responding to Change Talk

When you hear change talk, don't just sit there use you EARS!

- **Elaborate:** Ask for more: When was the last time; in what ways; What else?; What other reasons?
- **Affirm change talk** - reinforce, encourage, support it
- **Reflect it** - Restate it back to the person
- **Summarize** - Collecting change flowers into a bouquet

Giving Advice: Elicit – Provide - Elicit

The person is more likely to hear and heed your advice if you have permission to give it

1. Elicit permission and what the client already knows
 - Ask for permission to give advice
 - There's something that worries me here...Would it be all right if I . .
 - Would you like to know . . .
2. Provide:
 - It's often better to offer several options, rather than suggesting only one
 - Provide information from 3rd Parties in case the client discredits the information
3. Elicit:
 - Notice client's response to information and reflect.
 - Elicit response: What do you think?

Responding to sustain talk

- Remember that sustain talk is just the other side of the ambivalence
- Don't argue against it; pushing against sustain talk entrenches it
- Roll with it by:
 - Reflection - Simply acknowledging it by reflecting it back
 - Amplified reflection - Overstating it
 - Double-sided reflection - On the one hand and on the other
 - Emphasize the person's ability to choose, control, autonomy

Responding to Discord

Discord is about you and your relationship with the client and signalled by: being at cross purposes, arguing, interrupting, ignoring or discounting. Respond by:

- Emphasising choice: Only you can make this decision...
- Shifting focus: If isn't a problem what would it be helpful to talk about?

Strengthening Commitment

Commitment language signals behavior change

Encourage even low-strength commitment language:

I'll think about it; I might; I'll try; I could

high-strength commitment language:

I will; I'm going to; I promise; I'll do my best

Is the obstacle *importance* or *confidence*?

Certain language signals desire, but low confidence/ability

I'll try; I wish I could; I would if I could; I've tried

Closing Summary

Complete a consultation by giving a summary:

- Bouquet: draw together the person's change talk
- Briefly acknowledge areas of reluctance, if appropriate
- Summarize the person's commitment strength
- If commitment is strong, ask the key question: What will you do?

Develop an action plan

- Resist the righting reflex and avoid giving plans for change, instead;
- Elicit an action plan from the client.
- Though don't be under prescriptive and offer advice when needed
- Ensure to establish goals and how the client will know when they are met
- Ask what the plan might be if the goals aren't met

Sources:

Document based on based on Bill Millers high yield notes (2006) and Updated High Yield notes Paul Earnshaw and Rory Allott (2013)

Updated from Miller, W.R. and Rollnick, S. (2013). *Motivational Interviewing, Third Edition: Helping People Change*. Guilford Press: New York.