MOTIVATIONAL INTERVIEWING
Effectively Engaging in Change
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12 Roadblocks in Communication

1. Ordering, directing
2. Warning, threatening
3. Giving advice, making suggestions, providing solutions
4. Persuading with logic, arguing, lecturing
5. Moralizing, preaching
6. Judging, criticizing, blaming
12 ROADBLOCKS IN COMMUNICATION

7. Agreeing, approving, praising
8. Shaming, ridiculing, name calling
9. Interpreting, analyzing
10. Reasoning, sympathizing
11. Questioning, probing
12. Withdrawing, distracting, humoring, changing the subject
Motivational Interviewing Primary Goals

- Reduce or Minimize resistance
- Explore discrepancy between behavior & values/goals… resolve ambivalence
- Elicit “change talk” and move into behavior change
Motivational Interviewing Goal Oriented

- MI is a Person Center directional method of communication for enhancing intrinsic motivation by exploring and resolving ambivalence about change
REALITIES OF CHANGE

- Most change does not occur overnight
- People can get stuck in the early stages
- Individuals who are hesitant or reluctant resist being pushed to action/change
- Contextual: all elements of the person are affected (H.A.L.T.)

“He who would learn to fly one day must first learn to stand and walk and run and climb and dance; one cannot fly into flying.” Friedrich Nietzsche
Pre-Contemplation...
Preparation
Contemplation
Action
Relapse/Recurrence

Not Ready Yet

Thinking about it
Preparing for Action
Taking Action
Maintaining a Good Thing for Life!
Maintenance
Stage Matching Interventions

**Stage**
- Precontemplation
- Contemplation
- Preparation
- Action
- Maintenance
- Relapse

**Intervention**
- Empathy/Understanding
- Explore & Amplify Ambivalence
- Clarify Focus, Plan & Set Goals
- Support Self-Efficacy
- Monitor Relapse Triggers
- Roll with it - Reassess and Revise
CUES FOR PRE-CONTEMPLATION

Unaware that a problem exists

Not considering change/does not intend to change

Unwilling or too discouraged to change

Ignores/resists evidence
PRE-CONTEMPLATION

CHARACTERISTICS

Appear to be hesitant, argumentative, hopeless or in "denial."

TRAP

Natural tendency is to try to "convince" them or push into action
Righting Reflex

...corrects the orientation of the body when it is taken out of its normal position...

Reaction people have to correct someone/something that is ‘wrong’
WARNING!!!

Mismatching your intervention to the client’s stage of change fosters resistance

When you get attached to an outcome OR YOU push a quicker pace, you facilitate “resistance”
“The force that opposes motion”

- Focus attention outside of self
- Making it personal towards you
- Message that someone or something else is the problem
- “Fight” or “Blame Talk”
**Equipoise**

Equally supported in a steady position

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

‘Internal state of equilibrium or balance’
Resistance vs. Ambivalence
CARL ROGER’S PARADOX

PEOPLE ARE OFTEN MORE PERSUADED BY WHAT THEY HEAR THEMSELVES SAY THAN BY WHAT OTHER PEOPLE TELL THEM.
CARL ROGER’S PARADOX

“Acceptance facilitates change, while perceived expectation of change generates resistance”
STRATEGIC REFLECTIONS

• Verbalizing who they are and what they are about
  “You…”
  “It’s…”

• Inferences and implications regarding what he/she feels, wants, and seeks for goals

• Learning the ‘role’/’unzipping the skin’
STRATEGIC REFLECTIONS

Reduces RESISTANCE...

- Seeking to understand their ideas
- Target line of thinking of the one seeking change
- Gets thoughts out of his/her head & more ‘real’… less single-minded
- Helps clarify unspoken feelings
- NOT a matter if we are right or wrong
RESISTANCE Talk

✓ Focusing outside self
✓ Relationally oriented
✓ Fight Talk
✓ Lightning Rod language
✓ Making it personal between you two

RESPONSE:
Empathic Reflection
“You feel...”
If resistance (re)surfaces, you are moving too far ahead of the client in the change process (mismatching stages).

With resistance, “more” intensity is not better.

More intensity increases defensiveness, producing negative outcomes.
Whatever it is that you are doing – pushing, confronting, educating, explaining, etc.

Your agenda
Your righting reflex

...with resistance by reflecting viewpoint of the individual from a place of equipoise
**Sustain Talk**

- One side of the coin of ambivalence
- Any rationale for why behavior is not going to change
- Any message of being stuck or planning on staying the same
SusTain Talk

- **D**esire for Status Quo
- **I**nability to Change
- **R**eason for Status Quo
- **N**eeds for Status Quo

**Commitment to Status Quo**

**No Behavior Change**
# Resistance Vs. Sustain

<table>
<thead>
<tr>
<th>Resistance Talk</th>
<th>Sustain Talk</th>
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</thead>
<tbody>
<tr>
<td>✓ Focusing outside self</td>
<td>✓ Focusing internally</td>
</tr>
<tr>
<td>✓ Relationally oriented</td>
<td>✓ Staying the same</td>
</tr>
<tr>
<td>✓ Fight Talk</td>
<td>✓ Stuck talk</td>
</tr>
<tr>
<td>✓ Lightning Rod language</td>
<td>✓ Status quo</td>
</tr>
<tr>
<td>✓ Making it personal between you two</td>
<td>✓ About his/her behavior</td>
</tr>
<tr>
<td>✓ Natural w/ ambivalence</td>
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**Response**

- Empathic Reflections
- Rescue Change Talk
CUES FOR CONTEMPLATION

• Becomes aware that a problem exists
• Considering the possibility of change
• Acknowledges concern and reason to change
• Ambivalent – reasons to change & reasons not to change
• “Chronic Contemplation:” substitute thinking for action
CUES FOR PREPARATION

- Specific planning for change relatively soon (aiming within a month)
- Examining strengths & capabilities
- Setting goals and making commitments
- Commitment is strengthened
**ACTION**

- *Actively* modifying…
  - Behaviors
  - Emotions
  - Surroundings
    …in specific ways
- Behavior change is the main focus
- Reevaluating of self-image
- Grief Issues
ACTION

- Maintaining focus & pursuing the goal
- Improving problem solving skills & functional strategies
- Staying Focused (preventing relapse/backslide) learn to detect and guard against triggers
  - Identifying & changing destructive thought processes and emotional responses
  - Develop new coping skills to handle relapse prone situations.
MAINTENANCE

• Takes minimum 6 mo. to 2 yrs. of Action
• Achieved the goal and sustaining the gains
• Continuing healthy strategies
• Maintaining focus
• Pursuing new/complementary goals
• and activities

“We are what we repeatedly do. Excellence, therefore, is not an act, but a habit.”  Aristotle
Relapse/Recycle

A step back
Not
Necessarily a failure

“You can’t fall off a mountain”

Jared Brandon
Relapse/Recycle

- Total behavior change in the beginning is rare
- People backslide, even those serious about behavior change
- Triggers exist for all of us (HALT)
- Intensity of this stage is MAJOR indicator of investment in the goal
Stage of Change

- Target behavior/goal specific… not person specific
  “This person is pre-contemplative about his/her target behavior”
  NOT
  “This person is in the precontemplative stage”
  NOT
  “He/she is a precontemplator”
**CHANGE TALK**

- Change talk is client speech that favors movement in the direction of the change.

- Natural with ambivalence – opposite side of Sustain Talk.

- What the client really wants, “Top of the Mountain”, aligned with underlying goals &/or values.
CHANGE TALK

Desire for Change

Ability to Change

Reason to Change

Need for Change

Commitment

Activation

Taking steps

Behavior Change
LISTENING TO CHANGE TALK

DESIRE: *want, wish, like*

ABILITY: *how could, might, can*

REASONS: *should, because*

NEED: *have to, need, important*
Motivational Interviewing, Third Edition: Helping People for Change
by William Miller & Stephen Rollnick

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

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

How To Do Motivational Interviewing: A Guidebook for Beginners by Bill Matulich

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