

MOTIVATIONAL INTERVIEWING IS

EMPATHIC

empathy means showing a deep understanding of the client's perspective - reflections and open questions engage the client and builds trust

The best reflections capture the client's meaning rather than just repeating back their words.

Conjunctions are great ways to start reflections:

...and it's frustrating to be put in that situation.

...and that makes you really excited.

EMOTION WORDS ARE GREAT FOR REFLECTIONS

SAY THIS...

You're really excited about this!

Sounds like you're worried about how your drinking might be affecting your health.

INSTEAD OF...

Are you excited about this?

You are drinking too much and should be worried about your health.

USE OPEN QUESTIONS TO EXPLORE AMBIVALENCE, BUILD MOTIVATION, AND INVITE INPUT

SAY THIS...

What are your reasons for change?

What have you tried in the past ?

INSTEAD OF...

Do you have any reasons for change?

Have you tried anything in the past?



Mountain Plains ATTC (HHS Region 8)

ATTC

Addiction Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration



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