Motivational Interviewing
“A Basic Foundation”

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Disclosures

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“If there is one thing you would like to learn today & tomorrow which would be helpful in your daily practice, what would it be?”
Biography

Stephen R. Andrew, LCSW, LADC, CCS, CGP

“storyteller”, trainer, author, group worker, therapist, community organizer…

Chief Energizing Officer of Health Education & Training Institute (HETI) and member of MINT (Motivational Interviewing Network of Trainers) since 2003. MIA-STEP trainer for ATTC New England since 2007. Trained MI internationally in 18 countries. He has been a substance abuse counselor in a public school system, and the Executive Director of an adolescent prevention/treatment agency. He is the co-founder of Agape Inc. which supports the Men’s Resource Center of Southern Maine whose mission is to support boys, men and fathers and oppose violence and Dignity for Opiate users, a radical movement to change the conditions that promote the opiate epidemic in our communities. Stephen maintains a compassionate based private practice in Portland, Maine and facilitates men’s, co-ed, and caregivers groups. He is the co-author of the book “Game Plan: A Man’s Guide for Achieving Emotional Fitness” with two dear friends, Alan Lyme & David Powell. Stephen lives with his sweet wife, Hilary, and is the proud father of twenty-one year-old Sebastian, in Portland, Maine USA…
Beneath all diversities lies only one unity, in which the lover and the beloved both lose their individuality, and only love exists.

~ Swami Rama
Before we start...
do, tell, show...

* House keeping, cleaners
* Breaks.. Time
* Cell phones..
* “Parking Lot” Bike Rack..
Guidelines for the Training

Ask lots of questions.. make this **relevant** to your difficult work.. Thank you for what you do..

Watch Me... I will make every effort to use Motivational Interviewing (MI) in the training...

I am sorry I do not know your race, cultures, help me...

20 minute sit time..

**Attitudes:**

"**What the Heck !!**"
Jump into the experience, I’ll be coaching you..

Make Mistakes, “**OOPS!**”

Confidentiality, make the training your experience.

**Real play instead of Role play**

Please try to resist the “fixing” impulse...

“**Compassionate righting reflex**”
Introductions

• Your name, listener repeat name
• A sentence about your work/life…
• One thing *most* people don’t know about you…
• Try to meet *everyone* in the room…
• 10 minutes…
• Psychotherapy/counseling
  • Stages of change model
  • Decisional balance (pros and cons)
    • Reflective listening
  • For every patient/person in every situation
  • With practice its easy to attain competence
Motivational Interviewing 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.

Stephen Rollnick and William R. Miller, Sheffield, UK Oct 2011
“People change through the heart, not through the mind..”
Models

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Matter
* Meet and Greet .... (4 mins.)

- What are the *challenges* your work, working with your clients, patients, consumer, people we serve?

- What are some *WOW* moments in your work?

- What are some of your *secrets* that work in difficult situations?

*Listener: OQ, R...R...*
Summarize
20 seconds,,Be brief..
Tell what you think?

“People are more willing to change when they know they are completely free not to change”

“The person is like a garden to be tended, rather than a machine to be repaired.”
• You would rather be less frustrated and more effective in helping patients/people you serve to change…

• Write at the top of the page: “I am less frustrated and more effective when I am able to…”

• With a pen and unlined paper write down whatever comes….. ( 2 minutes ).

• Please do not edit as you go..do not worry to find “the answer” …

• Just see what happens when you let your heart write across the page…
The nature of the conversation is critical.

What we say - how we say it - and watch how it lands.

largely determines what the individual says and what happens next...

What we say matters!
Definition of Listening

Presence, Interest & Curiosity

“Our job is to inspire not to inform”

- Focusing all of one’s purpose, attention, and energy on understanding what the person’s message means to the them.

- Focus: What is the person is saying? (simple reflection)

- Focus: what does the person MEAN? (complex reflection)
Chinese character for Listen

- listen with soft eyes, warm ears, and an open heart...
Presence ...LISTEN deeply... 3 min.
★ Undivided Attention...
★ Listen with “soft” eyes, “warm” ears & “open” heart..
★ Radical Acceptance...
★ Silence...

“We do not meet people where they are at ...we meet people where they dream.”
Strength/Values

Staying with what people dream

“The WHY”
Deep **Interest** in…(4 min.)

- Friendly & congruent body language
- **Heard & Believed**...

**Empathic Reflection**...

It is a process of:
- Hearing what the speaker said
- Making a guess at what s/he meant
- Stating it back to them....“**YOU ...**”
Depth of Reflection

Core Needs

Values

Content
Summarizing: collection of utterances

• Special form of reflection & compassion.
• Use at transitions in conversation.
• You choose what to include & emphasize.
• Include person’s; concern about change, problem recognition, optimism about change, change talk (dreams) and ambivalence about change.
• Lets person know you are deeply listening.
• Accentuate “change theory/talk”...
Summarize ...
20 seconds,,,Be brief..
Dash of **Curiosity ??? (4min.)**

- Empowerment...
- Choice and *Autonomy*...
- *Wisdom lies within*..
- Imagination..
- Ask one Open Question....
- “**TELL ME MORE ABOUT …?**”
Summarize ..
20 seconds,„Be brief..
May I give you some feedback?

- Tell them what did they do well
- Ask them what do they think about the feedback?
“Yes, I think I have good people skills. What kind of idiot question is that?”
Spirit of MI

Acceptance

Partnership

Compassion

Evocation
Dreams
Stress
Fun & Recreation
Diet
Sleep
Exercise
Connection
family, friends
Spiritual Practice
meditation
Physical Health
dental
YOU
● Ask lots of questions…
● Give a solution. *an idea on how they can improve their life…*
● Give the person ideas on how to change…  
  *Try hard with kindness to *persuade* them!*
● *Gently Warn them! Point out the risk they are taking by not changing…*  
  *Emphasize how important it is for them to make change!*
● Create an action plan…
● Get a commitment…  
  *Let them know they can do it.*
Summarize …
20 seconds,, „Be brief..
Ambivalence
(Motivational Interviewing)

Most people are in ambivalence about change

Here is where we need to do our best work

Current practice ignores the evidence base on how to move from ambivalence to action

Action
(12 Steps, CBT, Information)
- Most funding
- Willing clients
- Relatively easy

Point of Engagement with Clients / Patients
What you need, Mr. Terwilliger, is a bit of human caring; a gentle, reassuring touch; a warm smile that shows concern—all of which, I'm afraid, were not part of my medical training.
An exercise

- Stand up..create pairs..
- Place both hands up against your partner’s hands.
- The person with the longest hair, push against your partner’s hands and as hard as you possibly can. please do not jerk… just PUSH…for 30 seconds. What happened?
a Reluctant, Non-Verbal Client

- Observe the session with Bill Miller & this non-verbal client.
- Write down 2-3 of the empathic reflections you hear.
- *Code the conversation using OARS sheet...*

**DISCUSSION:**

- How many empathic reflections vs questions did Bill use?
- What was the effect of the reflections?
- How might the session have gone if a more directive or confrontational approach was used?
*What does motivate people?

Who has been a Change Agent in your life?

(relative, supervisor, teacher, coach, counselor, clergy person, friend, child etc)

major positive influence

• What were their characteristics/core needs/values?
• What did they do?
• List their behaviors.....
Summarize …
30 seconds, „Be brief..
4 Fundamental Processes

1. Engaging – Relational Foundation
2. Focusing – Strategic Centering
4. Planning – The Bridge from Change

“No matter what our attempts to inform, it is our ability to inspire that will turn the tide”... Jan Phillips
Engaging

• How **comfortable** is the person talking with me?
• Do I understand the person’s own perspective & concerns?
• How **comfortable do I feel** in this conversation?
• Does this feel like a **collaborative** partnership?
Motivational Interviewing
Beginning Conversation

• Speaker: Find a card that represents where you are *right now* in your life.

• Listener: Invite the speaker to tell you about the card. Use all your Motivational Interviewing skills (OARS) to develop and understand of what they are saying. Look for & reflect the *ambivalence* in their story.

• Listener: Avoid closed questions, limit open questions, avoid sharing your own experience or point of view. Do not try to solve the problem for them! Avoid the unsolicited advise “righting reflex”.
Relax !!!
Strength/Values

Staying with what people *dream*

“The WHY”
Summarize…
30 seconds,,,'Be brief..
Coaching/coding

**ASK:** May I give you some feedback?

- What did the worker/ partner do well?
- Invite the speaker to say what went well?

- **ASK the WORKER:** What could they do to **improve** using Motivational Interviewing?

- **Coder:** Give feedback on coding...
I wish my husband was really hot.
OARS – Tool Box

• Powerful open ended questions help shape, turn, slow down, pinpoint – big navigation
• Reflections Help deepen – the person goes inside themselves and explores
• Affirmations help build confidence so people have the **courage** to change. Helps fill up their psychic vase so that they can do more
• Summaries help solidify the work - the transformational process, keeps it on track and connected to the person. Helps focus ahead.
If you have the courage, love/understand the person we serve so they may learn how to love/understand themselves...
Listener’s: Ask broad questions about their cards, reflect what you hear, without an agenda... find the ambivalence...

* **Speaker:** “Choose 3 cards about topics you are willing to talk about....

* **Observer:** Tally O A R S (10 pennies give for reflections, 3 quarters for open questions), and note best empathic reflective statements made by the listener...

* You will have 10 minutes for each round...

* **Beginning practice.....**
*Time to practice*

Skills/Strategies

**O:** *open-ended questions*...

**A:** *affirm*, notice their strength/courage... listen for values/dreams...

**R:** *reflection*, empathic, *simple & complex*, 2/3x more reflections than questions...

**S:** *summarize* *(the transitions & end of the session)*
Summarize … find the ambivalence.
30 seconds,,„Be brief..
Coaching/coding

**ASK:** *May I give you some feedback?*

- What did the worker/partner do **well**?
- Invite the speaker to say what went well?

- **ASK the WORKER:** What could they do to **improve** using Motivational Interviewing?

- **Coder:** Give feedback on the money
Open or Closed (QUIZ)

♥ “Tell me more about ____?”
♥ “Describe what happens when you ____?”
♥ “How would you like things to be different or stay the same?”
♥ “What are the advantages to stay the same and what are the advantages of change (if you were to change)?”
♥ “What step are you willing to take to ____?”
♥ “What have you tried?”
♥ “What do you want to do as your next small step to resolve your ambivalence?”
POWER & CONTROL
(SOVEREIGNTY)
To love and be loved
BELONGING
Capable
Compassion
ability to sit with suffering

When we listen to another with an open heart, gentle eyes, hearing what they mean and seeing all this from their competent world view, compassion will be the outcome...
HOW DO WE HAVE A CONVERSATION WITH THE SHY SOUL?

• **Piece of paper:** *FOLD IT in the middle …*

  • **right side:** write a dream; to love, to be loved.. to be capable, to have power ...to make a contribution to humanity...

  • **left side:** things that get in the way from manifesting your dreams (messages that we give ourselves away -self protection patterns)

    • It’s the *self-protected pattern* = lays dormant until triggered.. angry, silence, negative self talk, passive aggressive, compulsions….

• Tear the paper *slowly* in middle. Wrinkle up the dreams part and throw away.

• Ask: what do notice? what is your felt sense? What does that feel like? What are your thoughts?
Focusing

- What intentions for change does this person have?
- Does it feel like we’re moving in the same direction?
- Do I have a clear sense of where we’re going?
- Does this feel more like dancing or wrestling?
- **Use complex reflections & open questions…**
One of the most **important** skills...

* Respond with **concise, clear, assertive statement**—acknowledging the person...
* Choose a strength and/or value if possible.

It is a process of:

- Hearing what the speaker said.
- Making a guess at what s/he meant...
- Stating it back to them.. **YOU**..

*Use Accurate Empathic Reflection*
What are your thoughts?

“Empathy is more than the act of helping. It awakens your ability to feel close: so knowing of a person, so connected to their...
List resistance and/or sustain talk of 10 statements you hear from the offender, patients, people we serve..

amplify,
double-sided,
affective...
Groups of 4.. 20 minutes
Levels of Reflections...

**Simple** (when someone is aggressive)
Repeating, rephrasing; staying close to the content...

**Amplified**: Intensity of concept/idea...

**Double-sided reflection** present
behavior, testing the meaning/what’s not being said, the opposing idea…(Values/Dreams)...

**Feelings** (Affective) emotional aspect of communication; deepest reflection…

mad, sad, glad, lonely, scared, ashamed…
Examples:

**Consumer says:**
- “I could do this on my own if everyone would just leave me alone.”
- “What do you know? You’ve never been in the streets.”
- “This is ridiculous.”

**Worker says:**
- “You resent everyone interfering in your life.”
- “You really don’t think I get it and you like someone to understand you.”
- “This irritates you and it’s not been helpful.”
Teams of 3 (5 min, each person)

• **Speaker** – “*When I grew up I…*”
• **Listener** – Empathic reflections, mostly *complex* …
• **More complex than simple**…
• Ask your coach/coder for help…
• **Coach/Coder** – Code for *Rs & Rc*, then give feedback… *What did they do well?*
The Practice Feedback

• Speaker:
  • What was that *like* to have this conversation?

• Coach/coder Tell:
  • What did your colleague do *well*?

• Listener/worker answer:
  • What could you *improve* upon?
Motivational Interviewing *Spirit* is the practice of..

- when we say something that nourishes the soul and uplifts the well-being before us, when compassion lands on another, discord (resistance), status quo/sustain talk can not hold itself with “negative self talk”...
Process of an Motivational Conversation
“Structure”

- Develop Discrepancy/
  Amplify Ambivalence

- Change Talk/
  “Change Theory”

- Change Plan

- Commitment
  Language

- Express
  Empathy

- OARS

- Target/purpose

- FOCUSING

- ENGAGEMENT

- PLANNING

- EVOKING

- EVOKING
Affirmations

- Statements of recognition of the person’s strengths/values. Notice courage.
- Build confidence in ability to change.
- Must be congruent, *genuine* and *specific*.

Worker: **Group of 3... (4 min.)**
Ask the Speaker: What do you like about yourself or proud of yourself??
*Give a Complex Reflection...*

**witness:** *Give a strength..as statement.*

**Speaker:** if you run out of things that you like ..
*Yell ...... Everything!!*
*Rules of a ‘competent’ conversation*

- Your most common response to what the person says should be a reflection... *(reflect two times for each question you ask).*
- When you reflect, use complex reflections more often... *(stating that which has not been said – tap into their dreams, they feel understood).*
- When you do ask questions, ask open questions. *(3 out 4)*
- Avoid *unsolicited* advise, direction, & feedback...
- Dance...
Inside Fear...

&...Outside Willingness
Evoking/Ampify Ambivalence

- What are this person’s own reasons for change?
- What Change Talk am I hearing, if any?
- Am I steering too far or too fast in a particular direction?
- Is my Righting Reflex making me the one arguing for change?
*Ambivalence Exercise*

- **Groups of Three**
- Speaker in the middle. Think of something you would like to change .. have not done....
- Advocate for *status quo* - the right (1 min)
- Advocate for *change* - the left (1 min.)
- Speaker explains to each advocate their thoughts in support of that advocates position
- Advocates try to *convince/argue* speaker to their point of view (2 min..)
- Speaker silent.. Listen … Notice..
* Change Talk:
DARN
desire, ability, reason, need...
ACT
Action, Commitment, Taking Steps...
Evocation of persons’ own resources...

- Goals
- Aspirations
- Dreams
- Values
- Concerns

“Unlock the genius within

“We do not meet people where they are at ...we meet people where they dream.”
Change Talk (DARN-ACT)

D: Desire → I want to…, I wish…, I’d like to….

A: Ability → I could…, I know I can…., I could try….

R: Reason → I want to change because…..

N: Need → I should…, I need to…. I must….

A: Activating → I am ready to…., I am willing to…

C: Commitment → I will…., I promise to…. I guarantee…

T: Steps Taken → I’ve tried…
Elaboration/open question
• “Tell me more…?”
• “How do you see you doing that?”
• “What are some ideas on what you do next?”

Affirm/strength
• “You want to be a good example to your daughter.”
• “You know you have the strength to make those changes.”
• “You are committed to making these changes.”

Reflect… complex
• “You are ready to stop using heroin.”
• “You’re going to try jogging again.”
• “The recent heart attack really opened your eyes.”
Change Talk & Ambivalence

- Change talk and sustain talk are often intertwined and represent the speaker’s ambivalence.

- In order to evoke the person’s own motivation, we need to recognize & strengthen the change talk/theory.

- Listen to Amy Winehouse’s Rehab Song and find the change talk.
Drumming for Change Talk

I think I’m doing about as well as I can at this point.

Yes, I’m going to take my medication every day.

It’s really hard to stay on task and get my work done.

I love smoking dope!

I used to exercise regularly.

I am willing to take my medication, but I don’t want to take what the Doc asked me to do

I wish I could have less stress in my life..

I certainly don’t want to end up losing my marriage...

I started keeping track of what need to do for my illness...

I don’t mind studying but I am not going to classes..

I want to be a better parent...
Readiness Rulers

● Importance: How important is it for you right now to doing something ...? On a scale of 1-10, what number would you give yourself?

1-----------------------------------------------------------10

● How come are you a __ and not a ___? What would it take for you to go from __ to ___?

● Confidence: If you did decide to make this change, how confident are you that you could succeed? On a scale of 1-10, what number would you give yourself?

1-----------------------------------------------------------10
Planning

• What would be a reasonable next step?
• Am I evoking rather than prescribing a plan?
• Am I asking permission to give information or advice?
• Does this feel like a collaborative partnership?
• Am I maintaining a sense of quiet curiosity about what kind of support will work best for this person?
“Tell me, what is it you plan to do with your one wild and precious life?”

Mary Oliver
TO ACCEPT THE THINGS I CAN NOT CHANGE.
COURAGE TO CHANGE THE THINGS I CAN
AND THE WISDOM TO KNOW THE DIFFERENCE.
Summarize include Change talk & Plan.
30 seconds, „Be brief..
Coaching (4 min)
May I give you some feedback?

Tell them what they did well

**Strengths.** *(offer)* Motivational Interviewing (MI) spirit, skills, reflection to question ratio, complex to simple, soften sustain talk, amplifying ambivalence,

MI adherent / non MI adherent... Ask.. what do you think?

Ask the worker.. how they could improve?

**Skills to Develop.** complex reflections, open-ended questions, recognizing change talk, pacing,

elicit commitment language, resist right reflex...

ask ...

what’s next in your practice of Motivational Interviewing?

Plan.. How is the worker going to learn the skills? reading, watching DVDs, tape review, direct observation...

*ASK?...OFFER...ASK?...*
"How long have you had this need to be in control?"
TRAPS TO AVOID

- Question-Answer Trap...
- Trap of Taking Sides...
- Expert Trap (I know, you don’t).
- Labeling Trap...
- Premature Focus Trap...
- Blaming Trap...

“All judgment is a form of Violence”
Key Learnings..
5 Take aways..
Thank You!

One thing you liked...
One thing you relearned...
One thing you learned...

What’s next?

Stephen R. Andrew  LCSW LADC CCS CGP

www.hetimaine.org
SONG:

*How could anyone* ever tell you.. you are anything less than beautiful...

How could anyone ever tell you ...you are less than whole...

How could anyone fail to notice ...that you’re loving is a miracle...

and how deeply you are connected to my soul....
Motivational Interviewing Books..

**Motivational Interviewing**, 3rd edition
Miller & Rollnick

2008 **Motivational Interviewing in Health Care**
Rollnick, Miller & Butler
References

- *Motivational Interviewing in Diabetes Care*, Marc Steinberg MD, William Miller PhD, The Guilford Press.
- *Calling the Circle: The First and Future Culture*, Christina Baldwin

Websites

www.motivationalinterviewing.org
www.hetimaine.org

Website of Health Education and Training Institute (HETI) HETI is located in beautiful Portland, Maine USA and is run by Stephen Andrew, (me) some times thought of as an incredibly effective & enjoyable “story teller” & runs a sweet 5 person MITI coding/coaching and Simulation Lab.