

MOTIVATIONAL INTERVIEWING IS EVOCATIVE

**BEFORE
providing
information,
ask clients what
they already
know about
the topic.**

**a provider is actively
working to elicit a
client's reasons
and ideas for
change**

What do you know about my role here?

What do you know about the ways people typically...?

What things are you already doing to...?

**ASK
clients about their
most important
reasons and ideas
about change**

What are your most important reasons for...?

If you look forward to a year from now, how would you want your life to be different?

What part would you like to tackle first?



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ATTC Addiction Technology Transfer Center Network
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MOTIVATIONAL INTERVIEWING IS COLLABORATIVE

**the client and provider
are working as equal
partners, both with
expertise and valuable
experience**

MAKE THE CLIENT THE EXPERT

What have you already
done about...?

What do you think you will
need to do to...?

How does that sound
to you?

AVOID INTERRUPTING offer assistance or information if the client asks:

Can I share some
information with you?

With your permission,
I'd like to...

Would it be okay if we...?

INVITE THE CLIENT TO SHARE THEIR SUCCESSES, MOTIVATION, IDEAS, AND PLANS



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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?



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MOTIVATIONAL INTERVIEWING GIVES CLIENTS

AUTONOMY

**a provider respects, honors,
and emphasizes a client's
control and choice over
the outcome**

HIGHLIGHT THE CLIENT'S PERSONAL CHOICE OR COMPETENCE

You should do what's right for you.

You've thought a lot about this. You've
already done a lot to....

You've been very proactive with....

ASK FOR PERMISSION BEFORE OFFERING A SUGGESTION, PREFACE WITH PERMISSION TO DISAGREE, AND OFFER A MENU OF OPTIONS TO REMIND THEM IT'S THEIR CHOICE ON NEXT STEPS

Would it be okay if I shared some of the strategies
other people have used?

There are a couple things that might work
for you here....

USE AFFIRMATIONS THAT ARE SPECIFIC TO THE CLIENT

It's really smart of you to use your phone to
remember to take your medications.

You've been really good keeping up with your
treatment plan. I can really see your commitment to
your health and your family.



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