



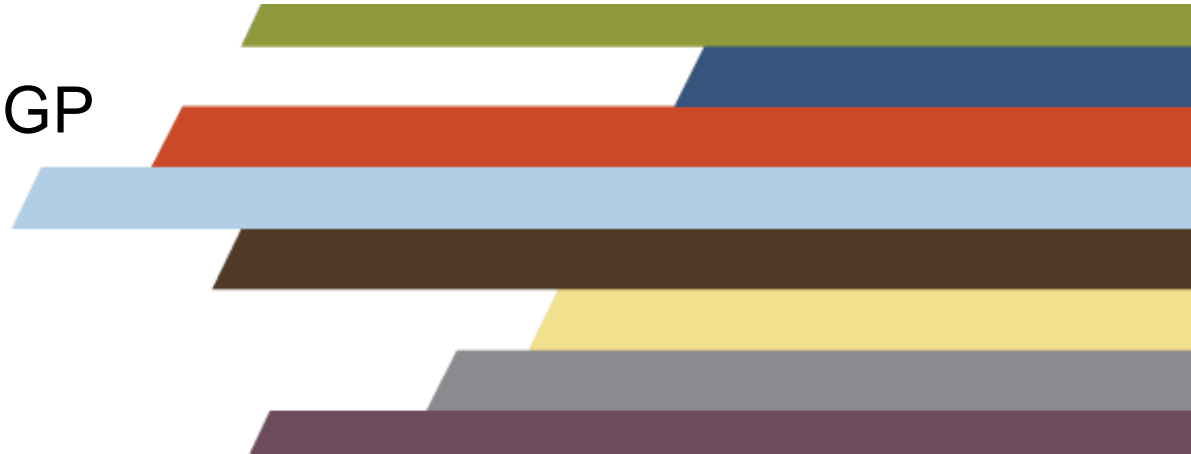
New England (HHS Region 1)

ATTC

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

Motivational Interviewing “A Basic Foundation”

Stephen Andrew LCSW LADC CCS CGP
New England ATTC Consultant



Disclosures

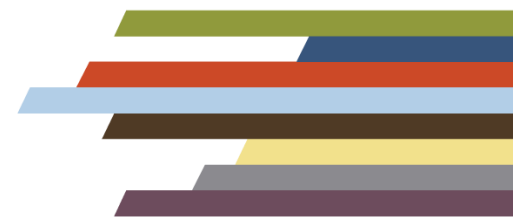
- The development of these training materials were supported by grant UR1 TI024234 (PI: D. Squires) from the Center for Substance Abuse Treatment, Substance Abuse and Mental Health Services Administration, United States Department of Health and Human Services. The views and opinions contained within this document do not necessarily reflect those of the US Department of Health and Human Services, and should not be construed as such.



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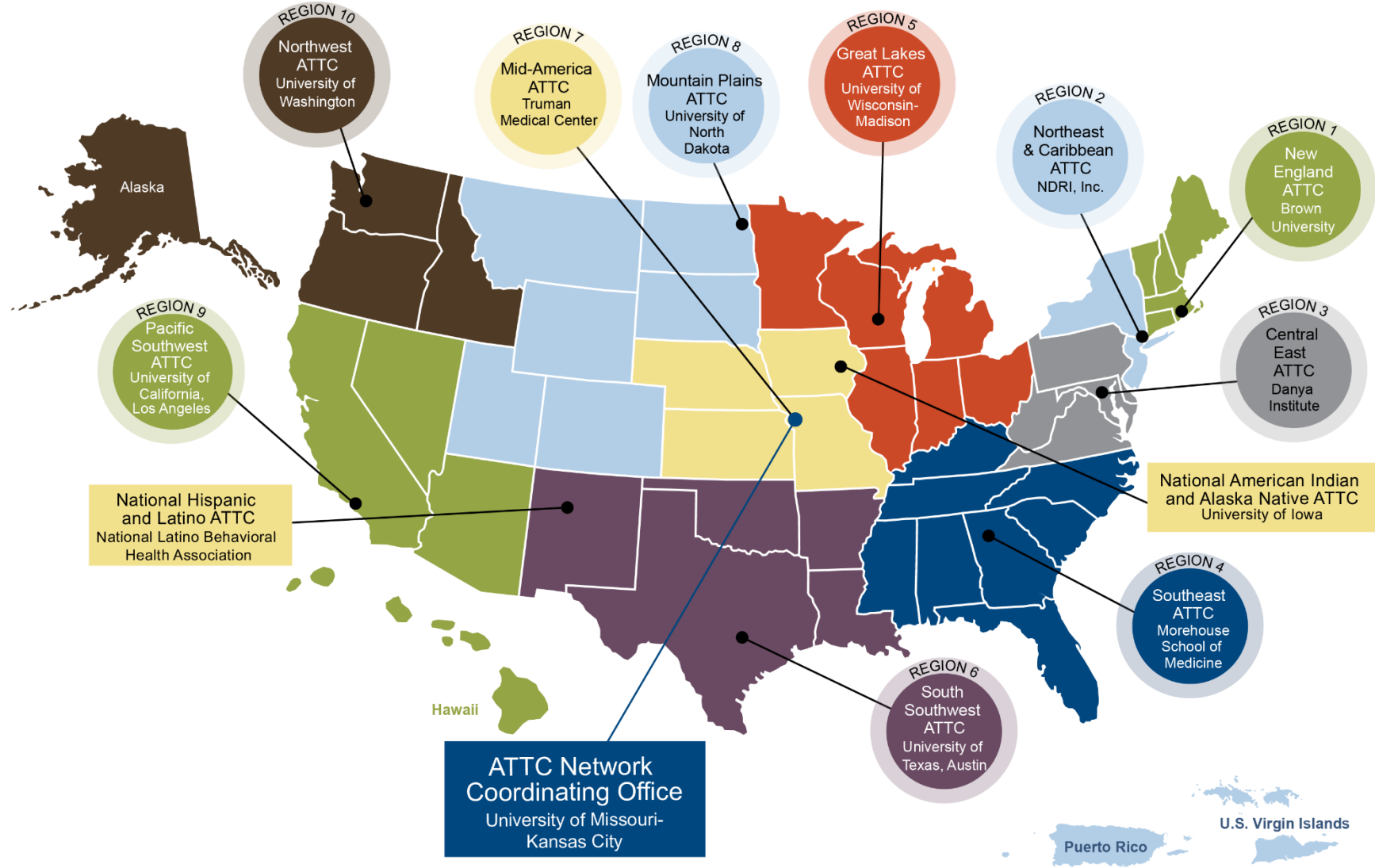




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U.S.-based ATTC Network



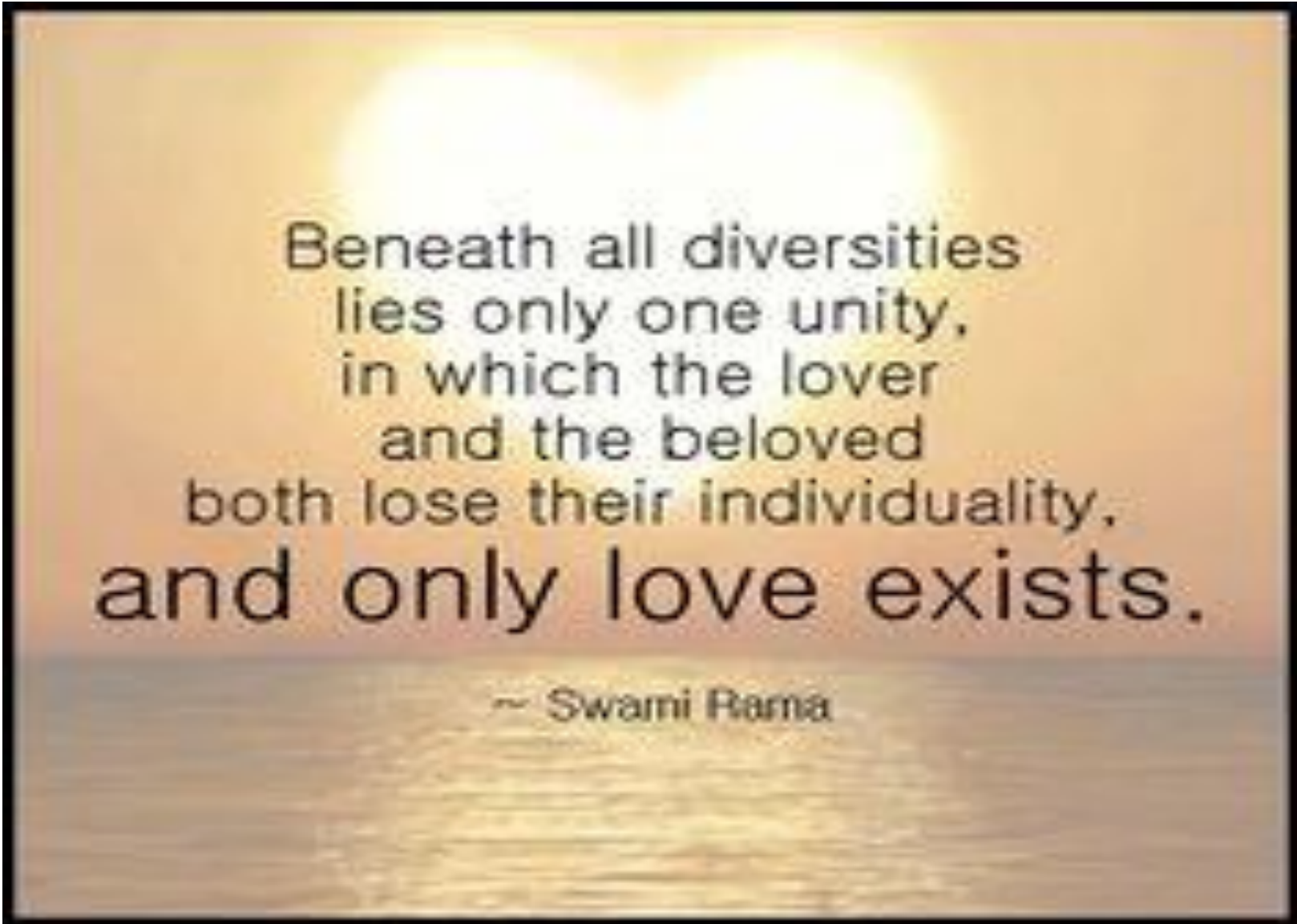
“If there is one thing you would like to learn today & tomorrow which would be helpful in your daily practice, what would it be?”

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...

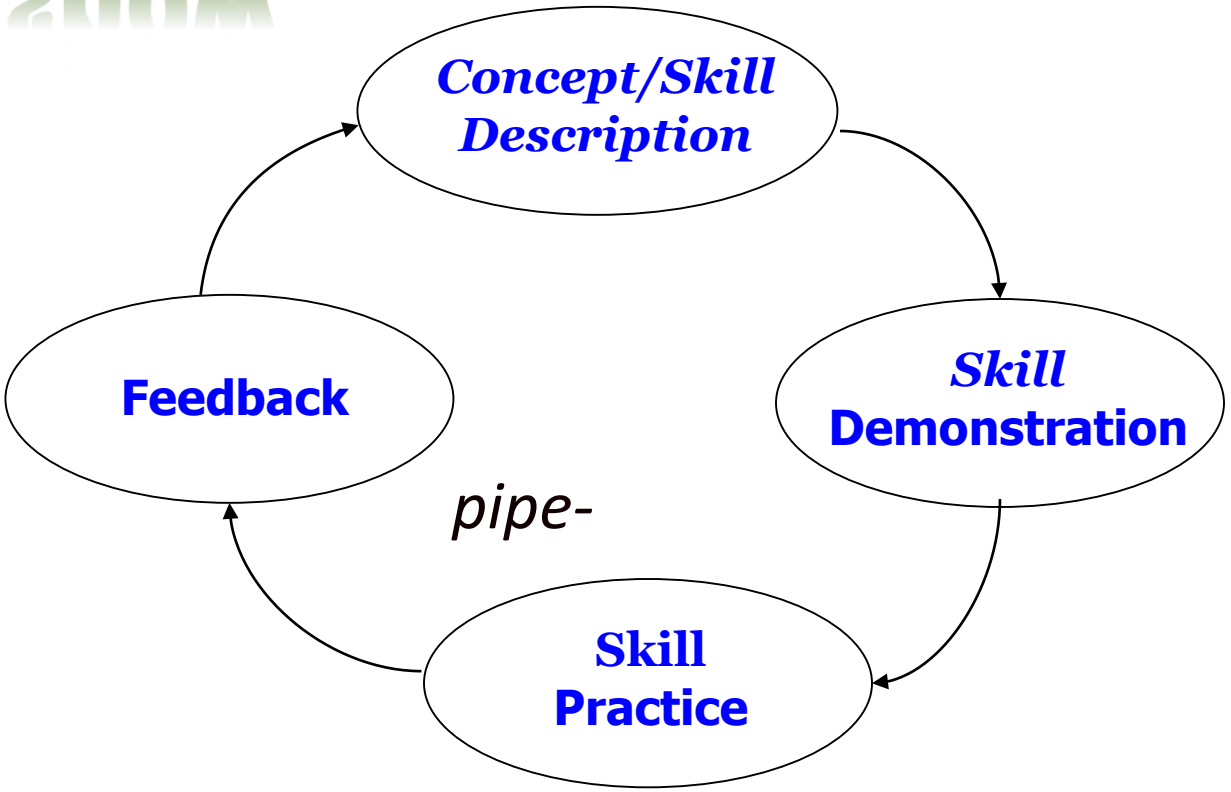


Beneath all diversities
lies only one unity,
in which the lover
and the beloved
both lose their individuality,
and only love exists.

~ 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

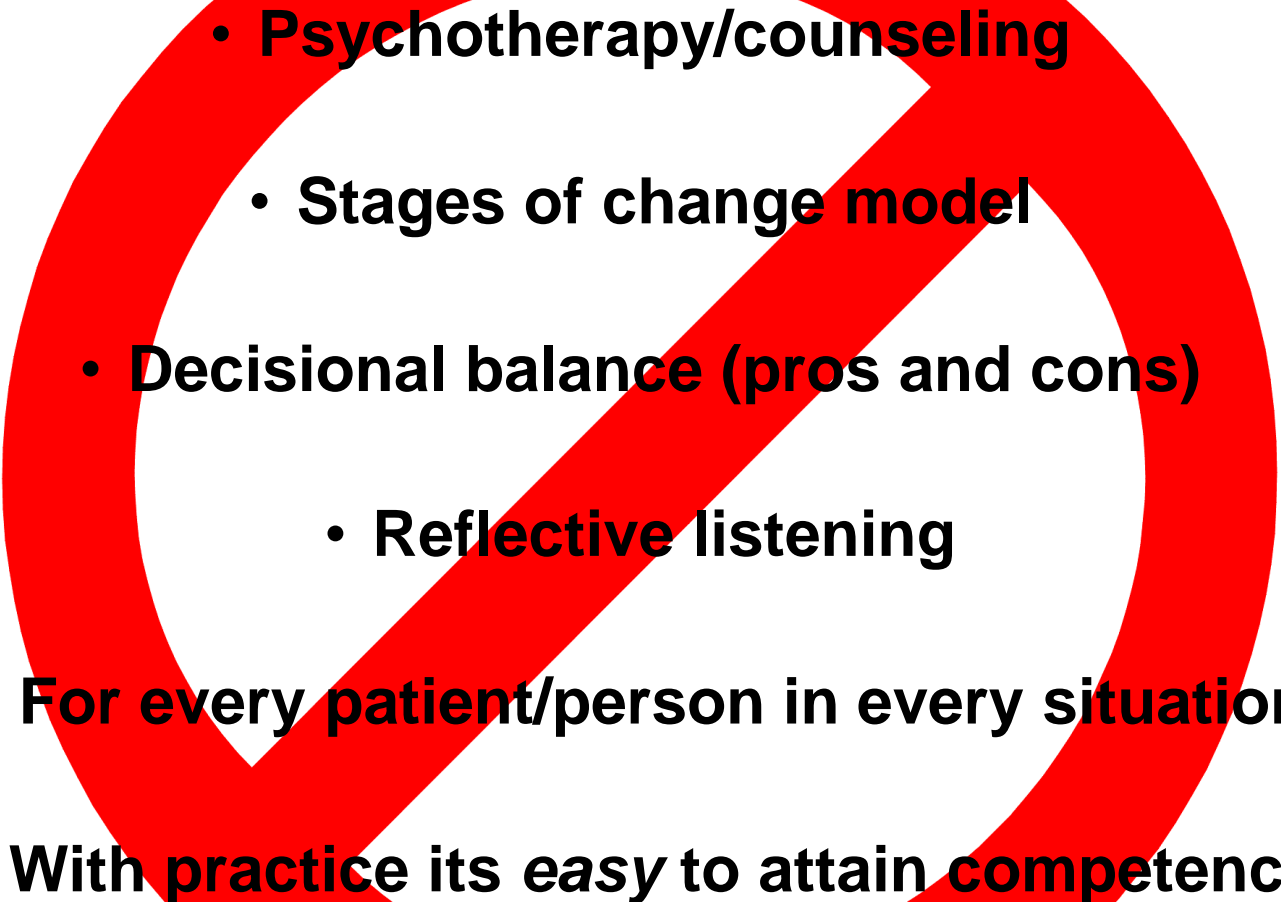
Please try to resist the “fixing” impulse...

“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**

* Working Definition of Motivational Interviewing


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

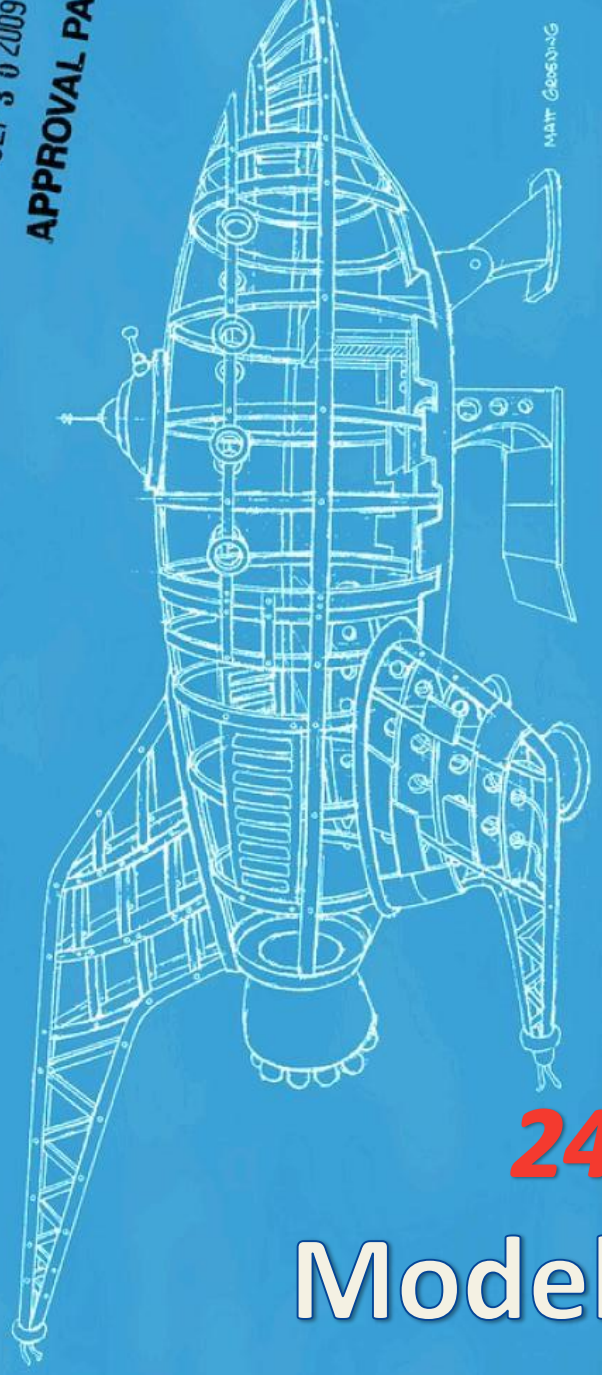
A painting of a heart in shades of red and orange, with a quote overlaid. The heart is the central focus, rendered in a dark red color. The background is a warm, textured wash of yellow and orange. The quote is written in a white, serif font, centered over the heart. The overall mood is warm and emotional.

**“People change through the
heart, not through the
mind..”**

Ann 03

 Groening Approved Revise
Cohen Approved Revise

ROUGH DES
SEP 3 0 2009
APPROVAL PA



242

Models

revised

6ACV03

PE...SHIP BEING DISMANTLED LEAVING ONLY COVE...
MATT GROENING

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.”

A black and white photograph of a hand holding a circular compass. The compass face is visible, showing cardinal directions (N, S, E, W) and intermediate directions (NE, SE, SW, NW). A red arrow points towards the North. The background is dark, making the hand and compass stand out.

Strength/Values

Staying with what people *dream*

“The WHY”

Deep *Interest* in...(4 min.)

★ Friendly & congruent body language

★ *Heard & Believed...*

Empathic Reflection...

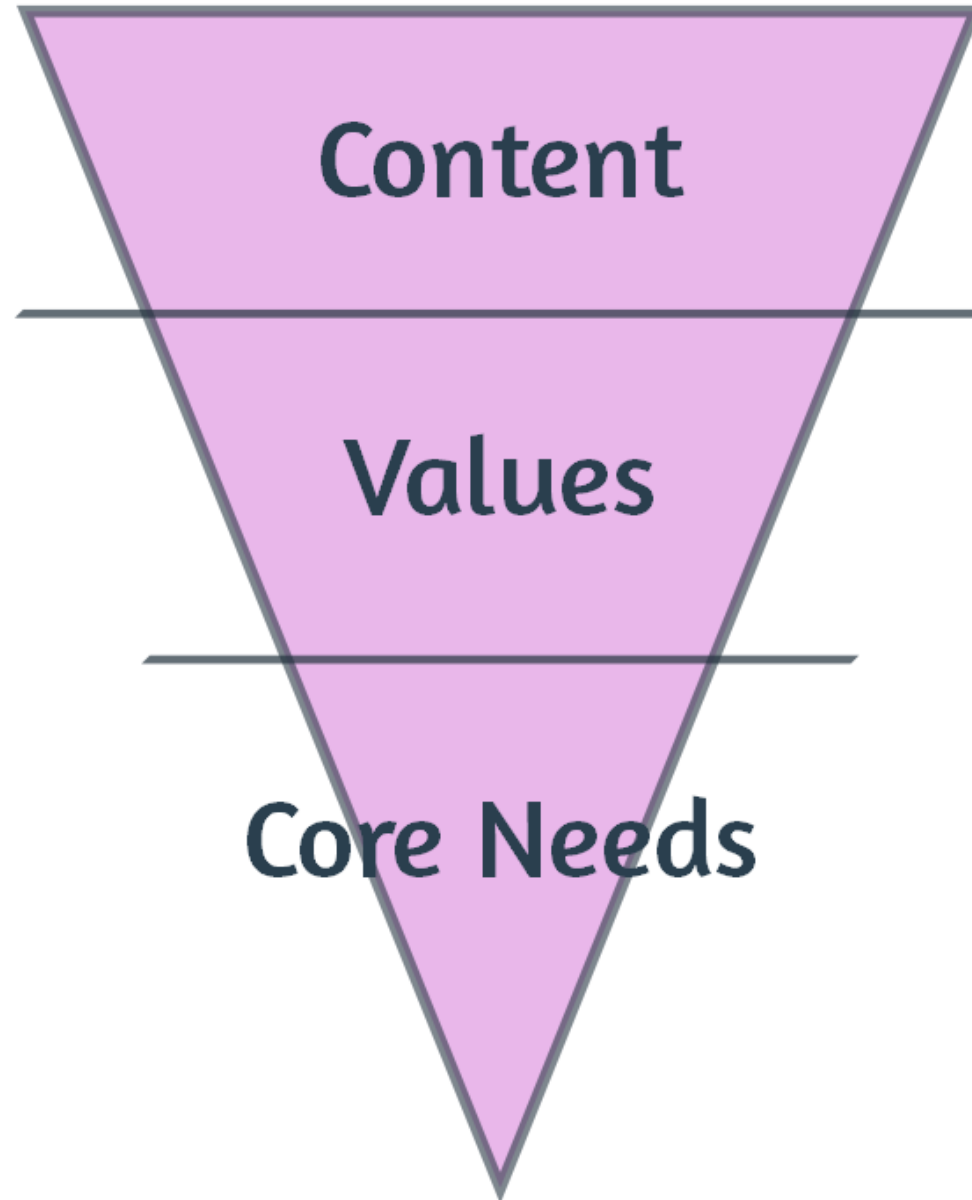
It is a process of:

Hearing what the speaker said

Making a guess at what s/he meant

Stating it back to them.... **“YOU ...”**

Depth of Reflection



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..





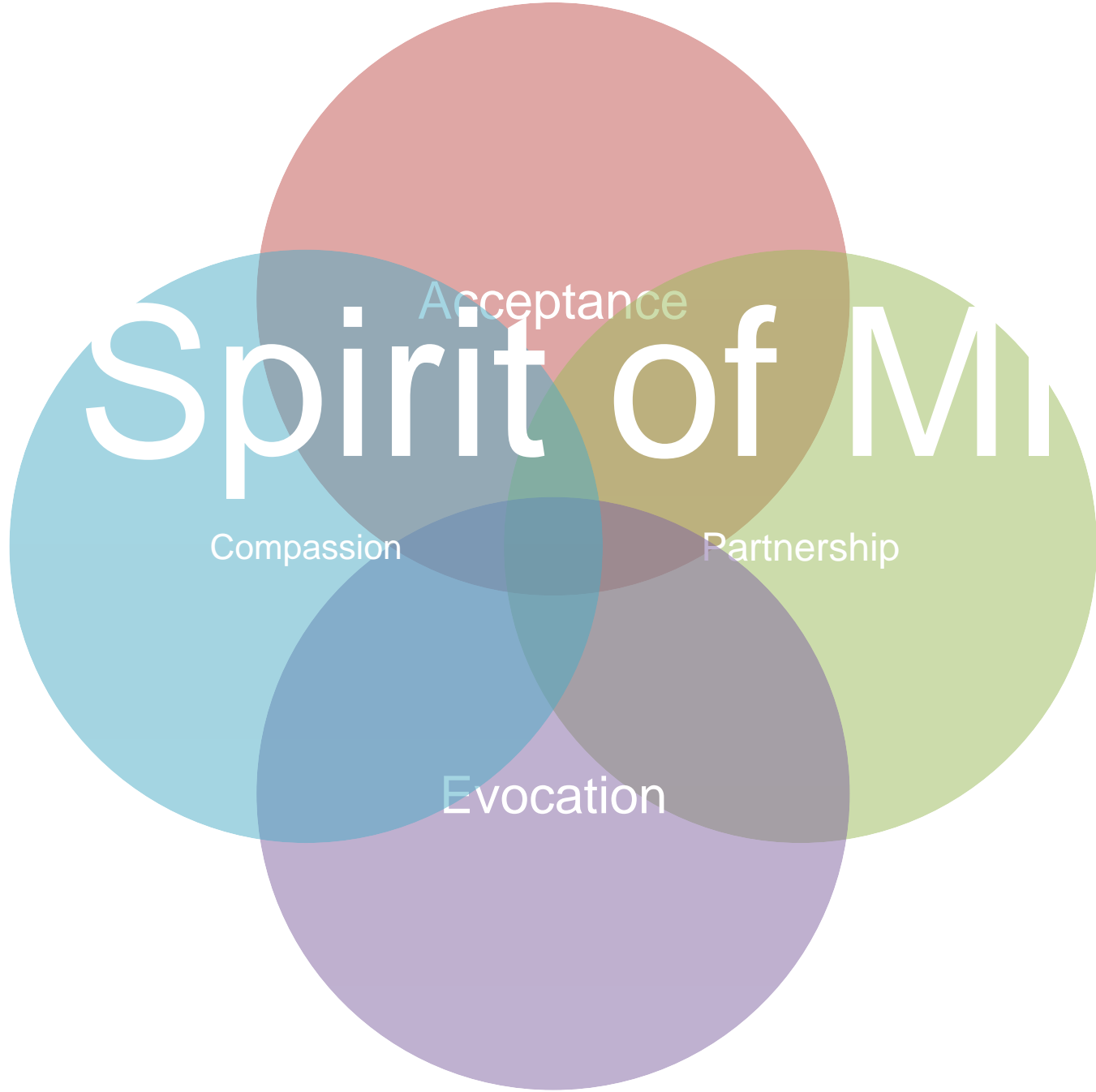
* *ask offer ask :*

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 Min

Acceptance

Compassion

Partnership

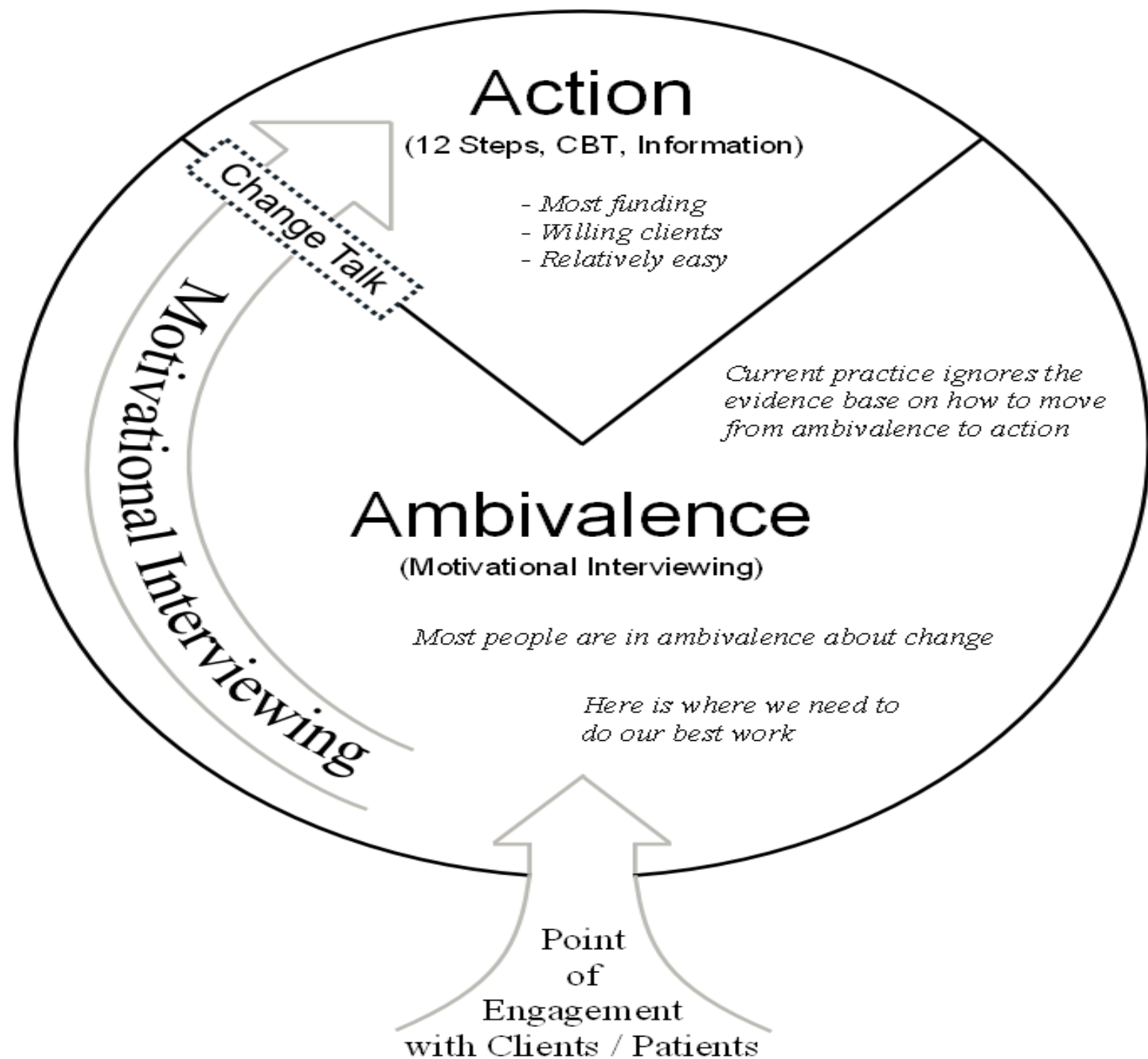
Evocation



- 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..





LOVE AT WORK



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
3. Evoking – The Transition to *Action*.
“CHANGE TALK”
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?

Engaging

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 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 advice “righting reflex”.*



Relax !!!



Open Ended Questions

Affirmations

Reflections, **simple, complex**

Summaries

A black and white photograph of a hand holding a circular compass. The compass face is visible, showing cardinal directions (N, S, E, W) and intermediate directions (NE, SE, SW, NW). A red arrow points towards the North. The background is dark, making the hand and compass stand out.

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...**



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.

A young child with brown hair, wearing a striped long-sleeved shirt and blue pants, is crouching on a green lawn. The child is looking down at a light-colored, fluffy dog sitting on the grass. The dog is facing the child. The background is a blurred green lawn.

**If you have the courage,
love/understand the person
we serve so they may learn
how to love/understand
themselves...**

show me the money

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

OARS

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**
transitions & end of
session)

(the

the



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...**

Focusing; **target** problem(s)?

Engaging; emotional bank account, compassion

- * 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 ab

*Complex Empathic Reflections..

- ♥ *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 its 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?*

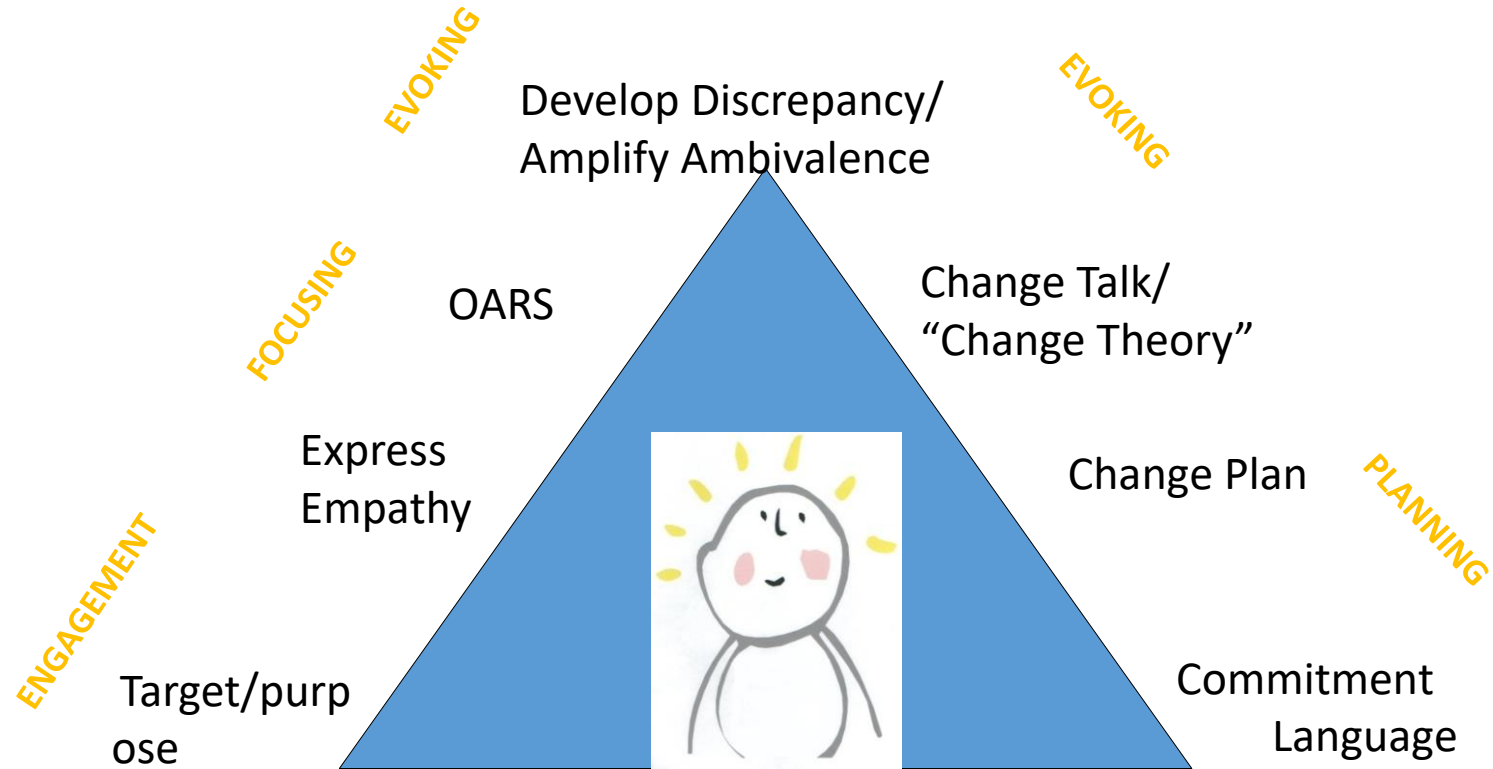
The Practice Feedback

- 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”



*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/Amplify 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?

Evoking; the ambivalence?

Focusing

Engaging

* 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



“ We do not
Unlock the genius within
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 ___?

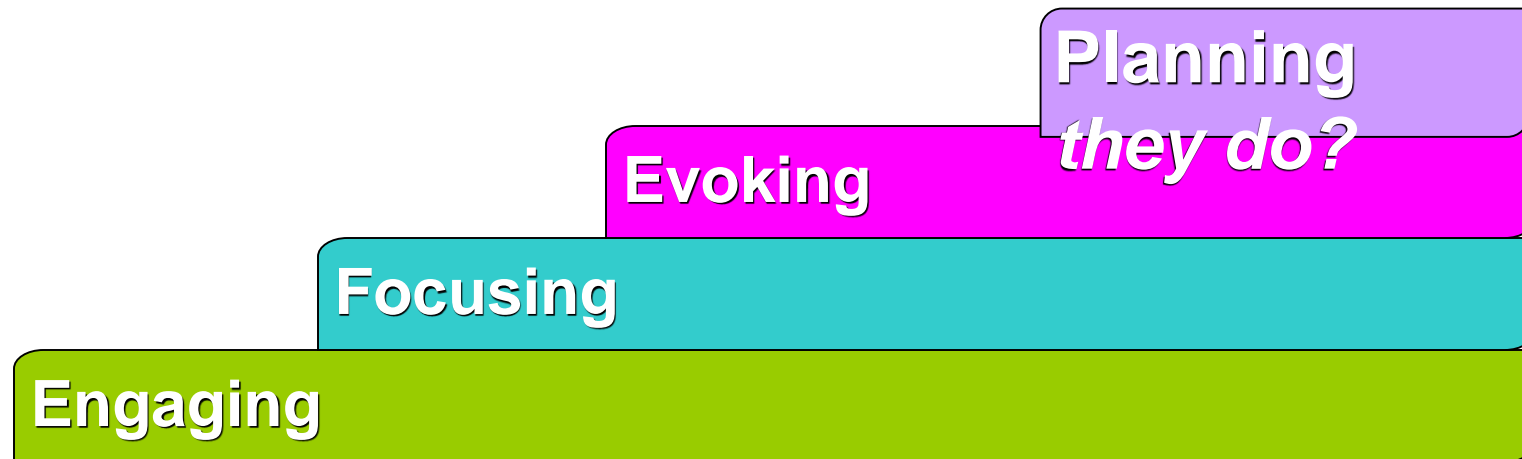
- **Confidence:** If you did decide to make this change, how confident are you that you could succeed? On a scale of 1-10, what number would you give yourself?

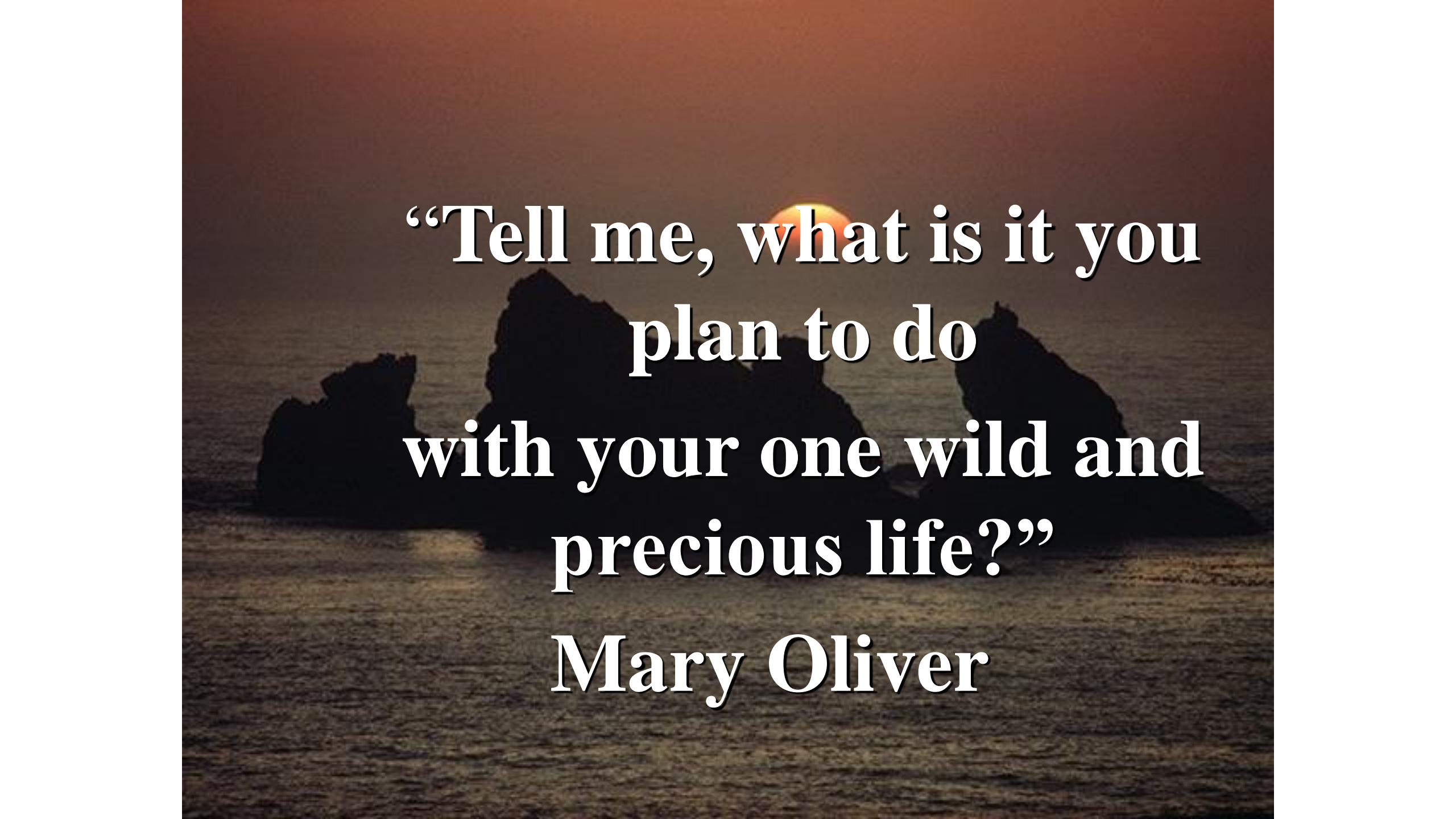
1-----10



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?



A sunset over the ocean with dark rock formations in the foreground. The sun is low on the horizon, casting a warm glow over the scene. The text is overlaid in white, bold, serif font.

**“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 any thing 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...

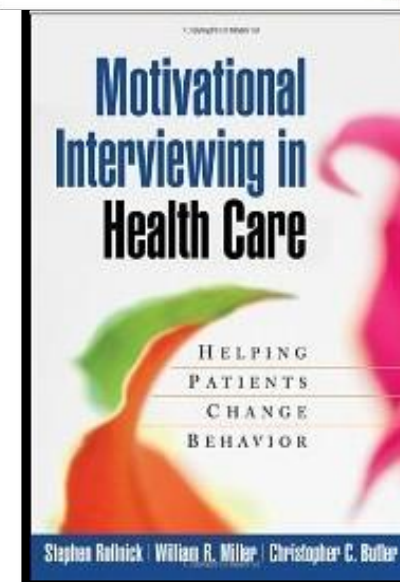
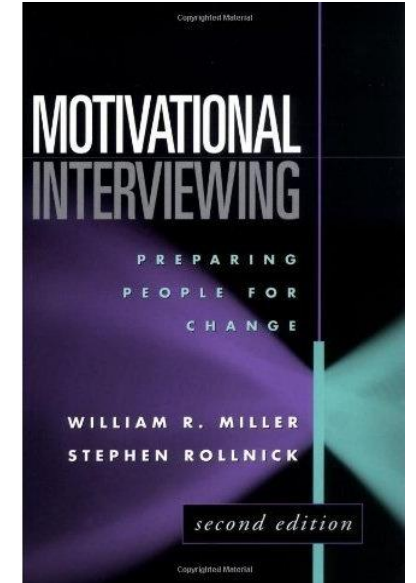
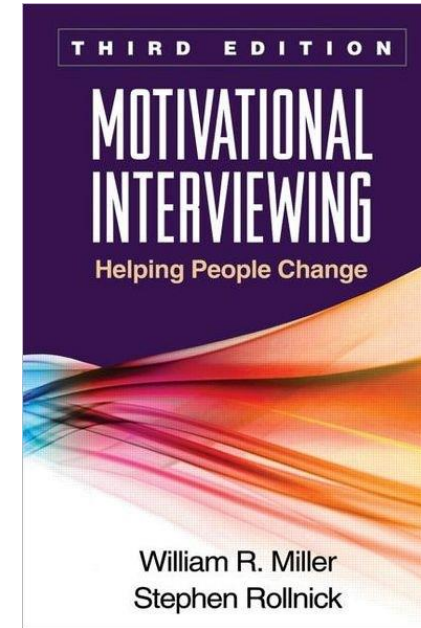
and how deeply you are connected to my soul....

Motivational Interviewing Books..

1991, 2002, 2013
Motivational Interviewing,
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Miller & Rollnick

2008 Motivational Interviewing
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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..