

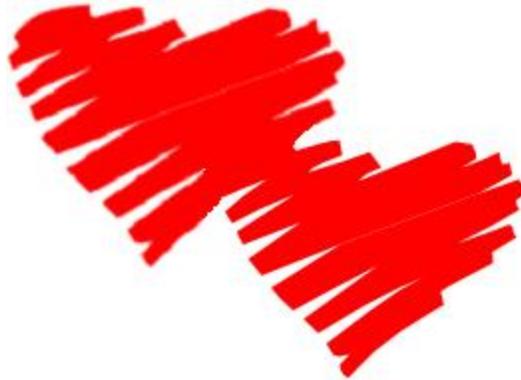
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# Motivational Interviewing

## Advancing the Practice

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*One of the hardest things we must do  
sometimes is to be present to another  
person's pain without trying to  
fix it, to simply stand respectfully  
at the edge of that person's mystery and  
misery. Standing there we feel useless and powerless,  
which is exactly how the person feels – and  
our own unconscious need is to reassure ourselves  
that we are not like the soul before us.*  
**Parker Palmer**



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# 10 Things Motivational Interviewing is **NOT**

1. Based on the transtheoretical model of change: “Stages of Change”
2. A way of tricking people into doing what you want them to do
3. A specific technique (it is a counseling *method*)
4. Decisional balance (equally exploring pros and cons)
5. Feedback from an assessment
6. A form of cognitive-behavioral therapy
7. Just client-centered therapy
8. Easy to learn
9. What you were already doing parts of
10. A panacea for every clinical challenge

Miller, William B. & Stephen Rollnick. “10 Things Motivational Interviewing is Not,” *Behavioral and Cognitive Psychotherapy* 37(2) (2009): pp. 129-140.

# The Rules

## Resist the Compassionate Righting Reflex

- We tend to believe what we hear ourselves say.
- The more clients/patients verbalize the disadvantages of change, the more committed they become to sustaining the status quo!
- The more they verbalize their own hopes and dreams, the more likely they are to change.

## Understanding Your Client's/Patient's Motivations

- If your consultation time is limited, you are better off asking clients why they would want to make a change and how they might do it, rather than telling them that they should.
- What drives them?

## Listen to the Person

- Motivational Interviewing involves as much listening as informing through understanding.
- Elicit vs. Impart
- Listening well involves an empathic interest in making sure you understand and making guesses about meaning.

## Empower the Client/Patient/Consumer

- A person who is active in the consultation, thinking aloud about the why and how of change, is more likely to change.

Adapted from: Rollnick, Stephen; Miller, William R.; Butler, Christopher C. *Motivational Interviewing in Health Care*. New York: The Guilford Press, 2008.

# **Eight Tasks in Learning Motivational Interviewing**

William R. Miller & Theresa B. Moyers

## **1. Overall Spirit of Motivational Interviewing**

- Openness to a way of thinking and working that is collaborative rather than prescriptive, honors the client's autonomy and self-direction, and is more about evoking than installing. This involves at least a willingness to suspend an authoritarian role, and to explore client capacity rather than incapacity, with a genuine interest in the client's experience and perspectives.

## **2. OARS: Client-Centered Counseling Skills**

- Proficiency in client-centered counseling skills to provide a supportive and facilitative atmosphere in which clients can safely explore their experience and ambivalence. This involves the comfortable practice of open-ended questions, affirmation, summaries, and particularly the skill of accurate empathy as described by Carl Rogers.

## **3. Recognizing Change Talk and Resistance**

- Ability to identify client "change talk" and commitment language that signals movement in the direction of behaviour change, as well as client resistance.
- Change talk includes desire, ability, reasons, and need for change, which favor increased strength of commitment.

## **4. Eliciting and Strengthening Change Talk**

- Ability to evoke and reinforce client change talk and commitment language.
- Here the client-centered OARS skills are applied strategically, to differentially reinforce change talk and commitment.

## **5. Rolling with Resistance**

- Ability to respond to client resistance in a manner that reflects and respects without reinforcing it.
- The essence is to roll with rather than opposing resistance.

## **6. Developing a Change Plan**

- Ability to recognize client readiness, and to negotiate a specific change plan that is acceptable and appropriate to the client.
- This involves timing as well as negotiation skills.

## **7. Consolidating Commitment**

- Ability to elicit increasing strength of client commitment to change, and to specific implementation intentions.

## **8. Transition and Blending**

- Ability to blend an Motivational Interviewing style with other intervention methods and to transition flexibly between MI and other approaches.

# Strengths of Successful Changers

Accepting	Committed	Focused	Persevering	Stubborn
Active	Competent	Forgiving	Persistent	Thankful
Adaptable	Concerned	Forward-Looking	Positive	Thorough
Adventuresome	Confident	Free	Powerful	Thoughtful
Affectionate	Considerate	Happy	Prayerful	Tough
Affirmative	Courageous	Healthy	Proactive	Trusting
Alert	Creative	Honesty	Quick	Trustworthy
Alive	Decisive	Hopeful	Reasonable	Truthful
Ambitious	Dedicated	Imaginative	Receptive	Understanding
Anchored	Determined	Ingenious	Relaxed	Unique
Assertive	Die-Hard	Intelligent	Reliable	Unstoppable
Assured	Diligent	Knowledgeable	Resourceful	Vigorous
Attentive	Doer	Loving	Responsible	Visionary
Bold	Eager	Mature	Sensible	Whole
Brave	Earnest	Nurturing	Skillful	Willing
Bright	Effective	Open	Solid	Winning
Capable	Energetic	Optimistic	Spiritual	Wise
Careful	Experienced	Orderly	Stable	Worthy
Cheerful	Faithful	Organized	Steady	Zealous
Clever	Fearless	Patient	Straight	Zestful
Collaborative	Flexible	Perceptive	Strong	

# Question & Reflection Quiz

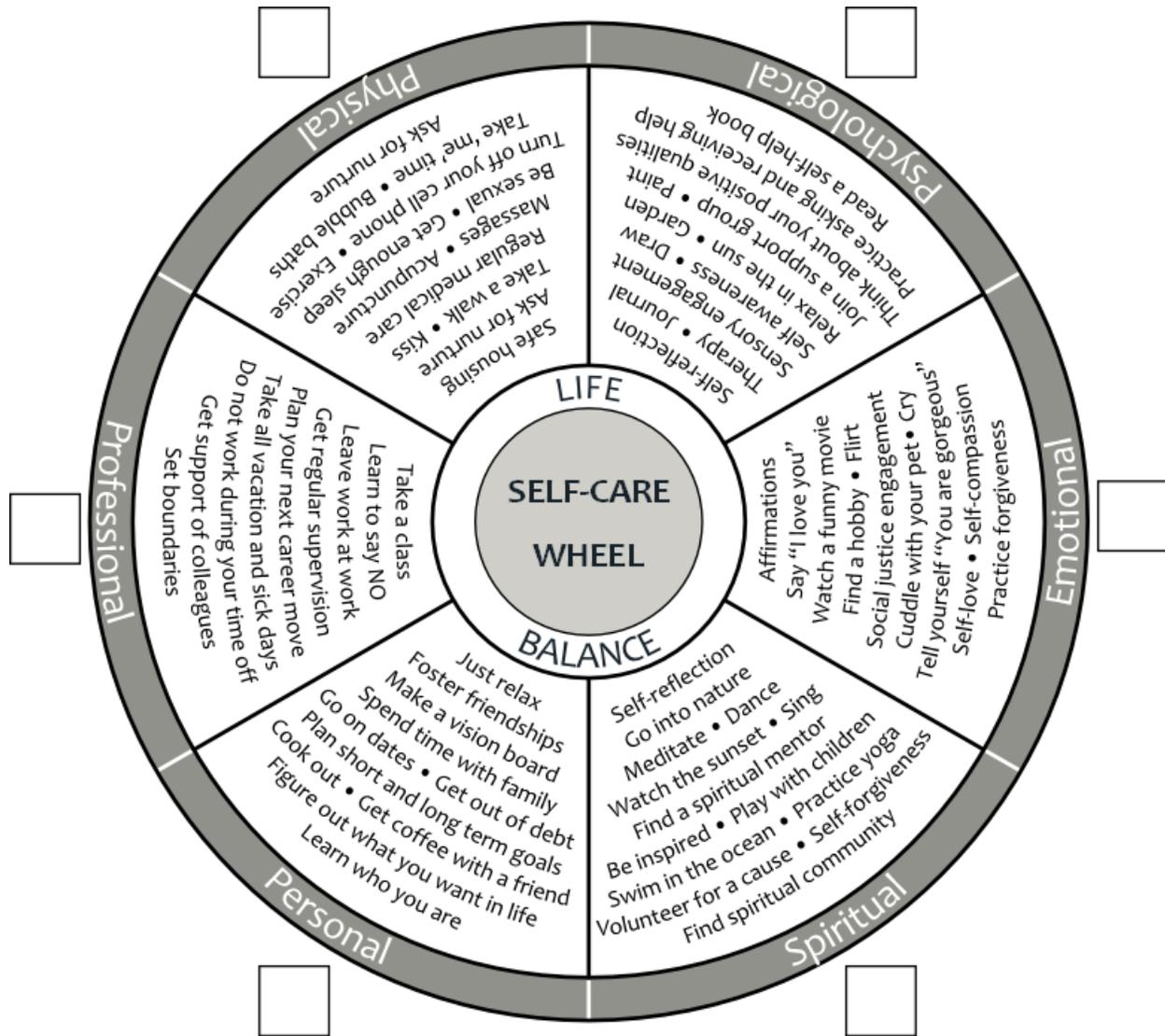
A 41-year old woman says: *“Last night Joe really got drunk and he came home late and we had a big fight. He yelled at me and I yelled back and then he hit me hard! He broke a window and the TV set, too. It was like he was crazy. I just don’t know what to do!”*

For each of the following responses:

- Is it a reflection? If so, simple or complex?
- Is it a question? If so, open or closed?
- Or is it something else?

Simple Reflection	Complex Reflection	Open Question	Closed Question	Other i.e. Advice	
					You’ve got to get out of there for your own safety.
					Sounds pretty scary.
					Did you call the police?
					I don’t see a bruise. How badly did he hurt you?
					It seemed like he was out of his mind.
					You’re feeling confused.
					How can you put up with a husband like that?
					I’m worried about you and your kids.
					That’s the first time anything like this happened.
					This is just going to get worse if you don’t take action.
					Sounds to me like he’s an alcoholic.
					What is it that makes you stay in this relationship?
					You really got into it.
					So now your TV is broken.
					You’re about at the end of your rope.

# Self Care Wheel



On a scale of 1 - 10, with 1 being very unsatisfied and 10 being very satisfied, subjectively rate your success in the six areas above.

Please place your rating in the square outside of each area.

# Complex Reflections Bingo

(good for small groups)

inspired by the Reflections Exercise by David Rosengren

## Examples:

- I know I shouldn't, but sometimes I just can't help but spank my son when he is not doing what I ask him to do.
- If my husband wouldn't be so insistent that I get help for my drinking, I probably would drink less!
- I smoke up about as often as my friends; I don't see why this is such a big deal.

## Directions:

1. In response to one of these examples, each team tries to generate one of each type of complex reflections and write them down on the score sheet.
2. The first team to have one example of each, yells BINGO!
3. You can ask one of the Bingo-team-mates to read out the reflections, not necessarily in order and the other teams say what type it is and whether it is a good example of that type.
4. After the team has read out all their examples, other teams can read out some of theirs that they feel are good.

The purpose is to encourage the participants to practise using more complex reflections in order to have more reflection tools at hand. It also permits participants to see that there can be many different possible good reflections to the same statement.

Takes about 15 minutes per example in a group of 4-5.

## Complex Reflections Bingo Score Sheet

Type of Reflection & Example	Reflection
<p><b>Amplification:</b> This (behavior) doesn't cause you any problems.</p>	
<p><b>Double-sided</b> On the one hand ...On the other hand ...</p>	
<p><b>Affective(Emotion)</b> You feel that ...</p>	
<p><b>Metaphor</b> It's as if ...</p>	
<p><b>Continuing Paragraph</b> This is important and ... (guess)</p>	
<p><b>Emphasizing Personal Choice</b> This is your choice... You know that it is up to you...</p>	
<p><b>Siding with the Negative</b> You know you can't do anything about this ...</p>	

# Change Talk!!!

“Change talk” is one of the most important components of Motivational Interviewing. In essence, the goal of Motivational Interviewing is to elicit and strengthen “change talk” / change theory.

Resistance can be thought of as “sustain talk”

Categories of “Change Talk”:

- **Desire to change**
  - *“I really want to quit smoking.”*
  - *“I wish I could do it, but I don’t know how.”*
  
- **Ability to change**
  - *“I think I could do it if I tried.”*
  - *“That sounds like something I could do.”*
  
- **Reasons for change**
  - *“I’m sick of having to go to the ER.”*
  - *“It scares me when I can’t breathe.”*
  
- **Need to change**
  - *“If I don’t make a change, I guess I could die.”*
  - *“I have to stop missing so much work.”*
  
- **Commitment to change**
  - *“I’ve decided I’ll try it.”*
  - *“I’m going to cut down on smoking.”*
  
- **Taking steps / Action**
  - *“I’ll ask my friend to quit with me.”*
  - *“I’m going to ask my doctor about the nicotine patch.”*

# Change Talk Quiz

(15 minutes / small groups of three or so)

You are listening to a smoker talk about quitting. Is it change talk? If so, what kind might it be and what would you say next?

Pre-change talk	Action Steps
D - desire A - ability R - reasons N - need	Commitment Taking Steps Action

*“I’ve got to quit smoking.”*

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*“I wish I could.”*

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*“I’ll think it over.”*

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*“I’m sure I’d feel a lot better if I did.”*

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*“I don’t know how I’d relax without a cigarette.”*

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*“I swear I’m going to do it this time.”*

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*“I want to be around to see my grandkids.”*

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*“It really is bad for you, I know.”*

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*“More and more of the people I know are trying to quit.”*

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*“I’ll try.”*

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*“It’s really important for me to quit.”*

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*“I did quit for six weeks once.”*

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*“Smoking is just so much a part of my life.”*

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*“Maybe I’ll get around to it this year.”*

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*“It’s important, but not the most important thing for me now.”*

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**\*\*\* The goal is to recognize and strengthen the “change talk” \*\*\***

# Responding to Change Talk

*Use your EARS!!!*

## Explore/Elaborate

- simple reflection
- ask the client: How? In what ways? Tell me more.

## Affirm

- express agreement, appreciation, encouragement

## Reflect

- use a complex reflection

## Summarize

- present the person with a “change talk” bouquet

Write down a statement of change you are willing to do.

# Out of the Woods

Everyone makes mistakes, and when you do it is often quickly apparent in the client's response. Luckily, there are good ways to recover:

- Reflect the person's immediate response
- Apologize
- Reframe
- Shift focus (redirect to less volatile terrain)
- "Redo" your statement ( "*What I meant to say ...* ")

Example: (Client / Worker)

C: I don't think I drink all that much really.

W: Well, actually you do drink a lot more than most people [confront]

C: Are you saying that I'm an alcoholic? Because I'm not!

W: It's really clear to me that you are *not* an alcoholic. [reflect]

C: Darn right!

W: Sorry, that's not what I meant to say at all. I didn't mean to offend you. [apology]

C: Well it sure sounded that way .

W: That's a very sensitive topic for you. [reflect]

C: My wife thinks I'm an alcoholic.

W: What I meant is that you do seem to be able to drink more than most people. [reframe]

C: Well that's true. I do hold my liquor pretty well.

W: And like you, I'm not interested in labels like "alcoholic". What I care about is what's happening in your life, and what if anything you want to do about it. [shifting focus]

# Offering Advice

Remember, the focus is on emphasizing autonomy/personal choice!

## Ask Permission

- *“If you’re interested, I have an idea for you to consider. Would you like to hear it?”*
- *“If you’d like, I can tell you about some things that other people have tried successfully. Would that be okay?”*

## Offer Advice, Feedback, Information

- *“Based on other people with similar experiences, I would encourage you to consider \_\_\_\_\_. And you know what might be good for you.”*
- *“Given what you’ve told me so far, I think you might have some success if you tried \_\_\_\_\_. And you know would work for you.”*

## Emphasize Choice

- *“And I recognize that it’s your choice to do so.”*
- *“Of course you know best what will work for you.”*

## Voice Confidence

- *“I’m very confident that if there comes a time when you make a firm decision and commitment to \_\_\_\_\_, that you’ll find a way to do it.”*
- *“I strongly believe that you could accomplish \_\_\_\_\_ if you put your mind to it.”*

## Ask (“Thoughts?”)

- *“What do you think about that idea?”*
- *“I’m interested in hearing your thoughts about this idea.”*

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# Four Powerful Questions

**Engagement:** What do I need to do to be even more tender to those I encounter in my work?

**Focusing:** What do I need to allow me to focus more clearly on the values/ needs of the people I work with?

**Evocation:** What do I need to look for so that I can recognize and believe in the inherent wisdom of those I work with?

**Planning:** What do I need to do to make a space for the people I work with to be their most creative selves as they face their struggles?

# Motivational Interviewing Training Resources

Stephen Andrew LCSW, LADC, CCS

[www.hetimaine.org](http://www.hetimaine.org)

## Some websites and resources you may find helpful:

[www.motivationalinterviewing.org](http://www.motivationalinterviewing.org)

- **BECCI** – Behavior Change Counseling Index
- **MITI** - Motivational Interviewing Treatment Integrity
- **MINT** – about MINT including trainer listing, pathways to training and membership

<http://www.attcnetwork.org/explore/priorityareas/science/blendinginitiative/miastep/>

(ATTC - Addiction Technology Transfer Center)

- **MIA-STEP** – Motivational Interviewing Assessment: Supervisory Tools for Enhancing Proficiency

<http://casaa.unm.edu>

CASA – Center on Alcoholism, Substance Abuse and Addictions

- Links to **training DVDs** videos from a range of MINT trainers and

<http://casaa.unm.edu/codinginst.html>

- **Motivational Interviewing Coding Instruments** (including MITI 3.1.1 manual)

<http://adai.washington.edu/>

- Alcohol and Drug Abuse Institute at the University of Washington

<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2578843/>

NIH – National Institutes of Health

- **VASE-R** – Video Assessment Simulated Encounters Administration and Scoring Manual, the Respondent's Booklet/Answer Sheet Scoring Form. (VASE-R) is a video-based method, administered in individual or group settings, for assessing motivational interviewing (MI) skills.

[http://home.comcast.net/~rrhode2/MItraining/\\_wsn/MITI2-1.htm](http://home.comcast.net/~rrhode2/MItraining/_wsn/MITI2-1.htm)

- **MITI Practice CD** developed by Robert Rhodes – this link facilitates viewing a sample of a CD available for purchase.

Please visit [www.hetimaine.org](http://www.hetimaine.org) for information about our coding services, online course, training dates and to order a DVD developed by Stephen Andrew: [A Motivational Interview About Smoking Cessation](#) or the new book: [Game Plan: A Man's Guide to Achieving Emotional Fitness](#)

co-authored by Stephen Andrew, LCSW, LADC, CCS, CGP, David J. Powell, PhD, and Alan Lyme, LCSW, CAP.

You can also receive free literature like the Stephen R. Andrew LCSW, LADC, CCS, CGP article:

*Motivational Interviewing: A Guided Dialogue.*

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**Recordings:** - see [www.hetimaine.org](http://www.hetimaine.org) click on the 'Bookstore' tab

Andrew, Stephen R. *A Motivational Interview about Smoking Cessation*. DVD.

Andrew, Stephen R. Spiritwind Series CD's

♥ *Courageous Men: Men and Intimacy*

♥ *Letting Your Spirit Soar*

♥ *Principles of the Heart*

♥ *Dancing With Your Fears*

♥ *The Way of Courage and Kindness*

♥ *The Gift of Forgiveness*

**Websites:** [www.motivationalinterviewing.org](http://www.motivationalinterviewing.org) ♥ [www.motivationalinterview.net](http://www.motivationalinterview.net) ♥ [www.hetimaine.org](http://www.hetimaine.org)