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# Motivational Interviewing

## Foundational

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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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# Motivational Interviewing Spirit

## COLLABORATION

- Motivational Interviewing is a collaboration between two experts: the person and the helper
- “Dancing, not wrestling” - no power struggle
- The helper *avoids* creating the impression that he or she has the answers — no unsolicited advice
- The helper suppresses their compassionate “righting” reflex
- The helper is aware of, and honest about, their own values or agenda
- The helper is profoundly respectful of the person and their vision of the world

## ACCEPTANCE

- Absolute worth: the helper regards the person with unconditional positive regard, no judgment — *“All judgment is violent.”*
- Accurate empathy: the helper strives to see the person’s world through the person’s eyes & heart
- Autonomy/support: the helper acknowledges the person’s right to self-direction and choice
- Affirmation: the helper identifies and notes the person’s strengths and efforts — notice courage

## COMPASSION

- The helper seeks the best interest of the person, and works for the benefit of the person, not of the helper
- The helper’s ability to be with the person’s suffering

## EVOCACTION

- The helper does not operate from the deficit model that is implicit in much of the field
- The helper works to draw out the person’s own wisdom, experience, and expertise in their own change process

**All of the helper’s interactions with the person reflect this orientation.**

# Motivational Interviewing Skills

## Open Questions

- Allow the person broad latitude to respond
- Do not begin with a “closed” word
- Are primarily used to set direction for the conversation or to evoke from the person
- 70% of your questions should be open

## Affirmations

- Specific statements about qualities, efforts, or accomplishments of the person
- Acknowledgement of the person’s power to choose
- Asking permission to give information/advice
- Supportive statement — “Thank you ...” “I appreciate ...”

## Reflections

- The most frequent thing a helper does
- The best tool to develop and strengthen change talk in conversation
- Use two reflections for every questions — 50% should be complex
- Simple reflections — staying close to the person’s content
- Complex reflections — adding substantial meaning or content (a guess)

## Summary

- Longer reflections
- Often used as transitions, links to previous content, or encapsulations to end the session

## Informing/Advising

- Only done with explicit or implicit permission
- Only done after eliciting from the person
- Elicit-Provide-Elicit

Elicit	Provide	Elicit
Ask the person what they already know, what ideas they have to solve their own conflict	Ask permission, then provide a menu of additional options, combined with their own	Ask the person to consider and select options that seem the best fit for them

# Motivation and Change in Our Lives

## Finding the Ambivalence in Change

Speaker:

Recall a time when you attempted to change an important aspect of your behavior (e.g., eating habits, how you handled a relationship, drinking and other drug use patterns, the amount of work responsibilities you take on at your job, smoking, health concerns, sleep hygiene).

Interviewer:

1. What did you try to change?

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2. Why did you try to change your behavior at that time? Why now (then)?

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3. Were you able to change your behavior the first time you tried? What happened? What was the struggle?

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4. What thoughts and feelings did you experience after your initial attempt to change? What were the two sides?

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5. How did other people affect your motivation to change your behavior or not to change?

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6. What did you find most helpful in your effort to change?

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7. What did you find were the least helpful?

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8. How did this experience affect your subsequent motivation to change?

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Please summarize:

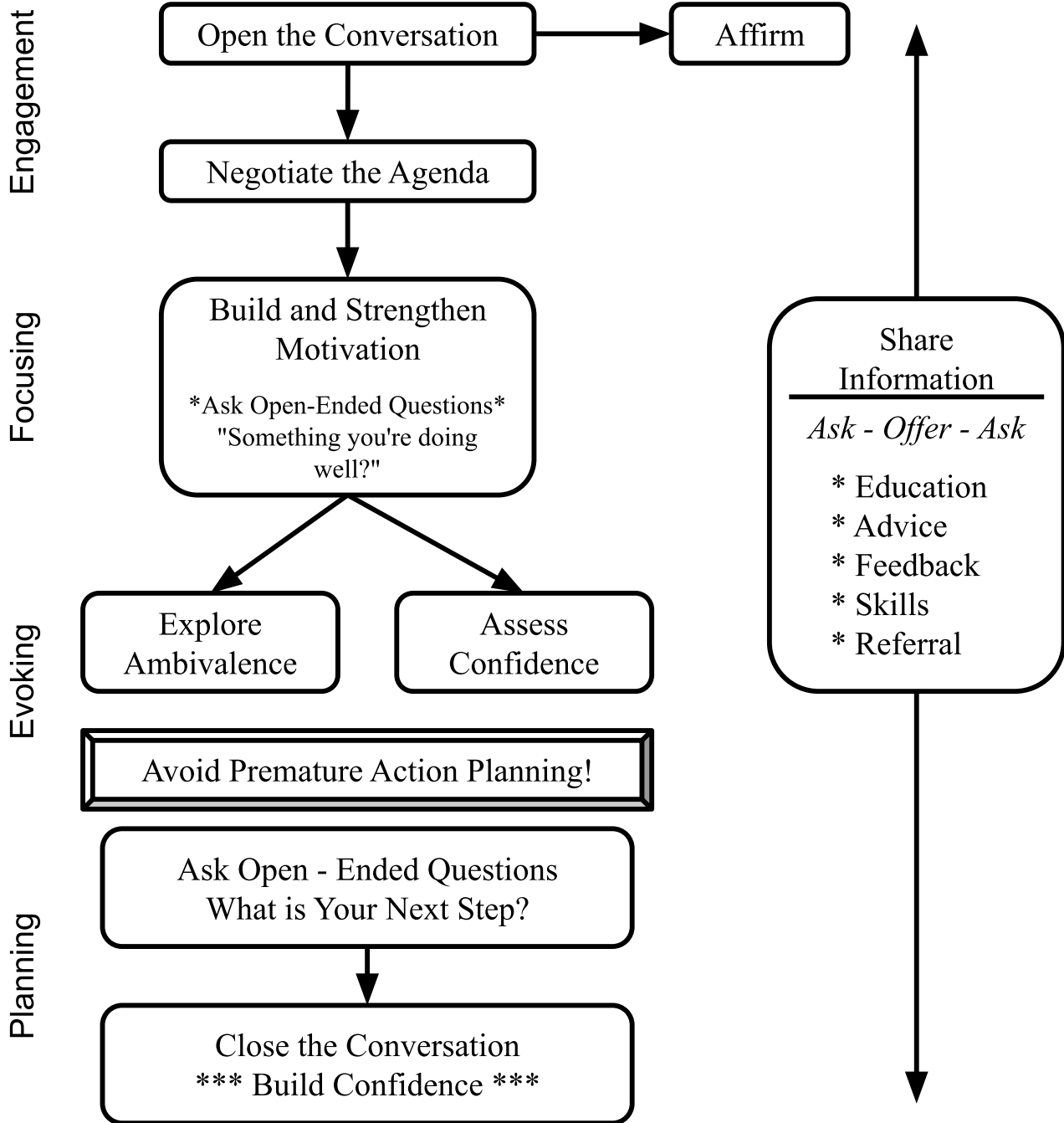
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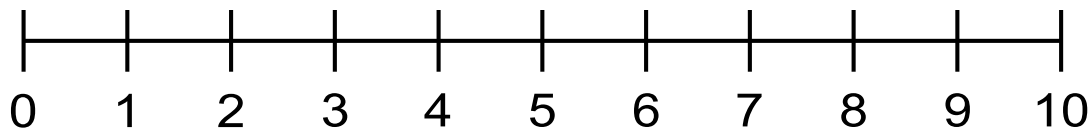
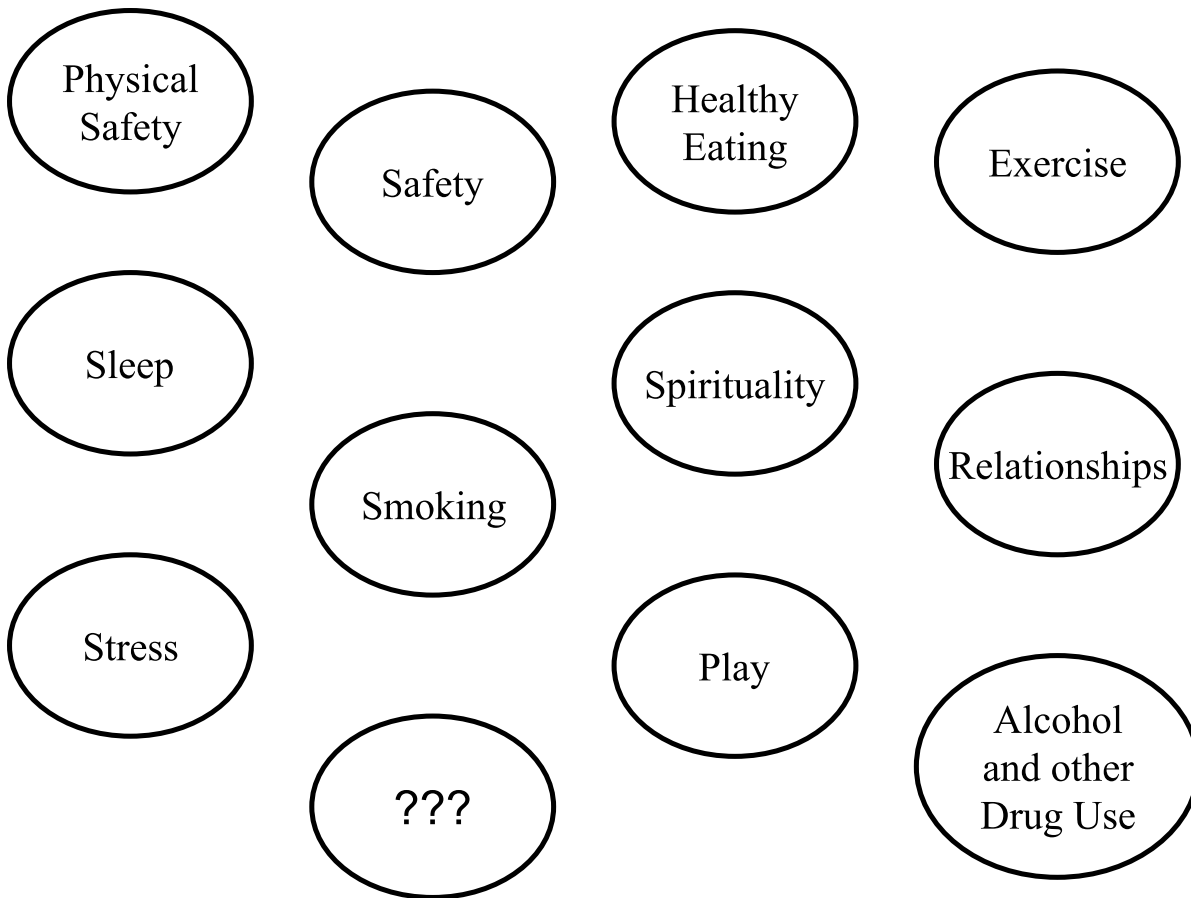
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# Motivational Interviewing Roadmap



\*\*\*\*\* Elicit, Reinforce, and Strengthen Change Talk \*\*\*\*\*



Confidence Ruler

Advantages of Staying the Same:	Advantages of Changing:
1.	1.
2.	2.
3.	3.

**Next Step:**

## Finding Affirmations: Work together to find the strengths and then write an affirmation

Elmer is 95. He lives alone but now resides in a facility with assisted care available. He attends exercise groups intermittently and enjoys interacting with neighbors. He comes to family gatherings but has trouble hearing in group situations and so often feels isolated. Increasingly forgetful, he requires that things be explained repeatedly. To his son, the recipient of these repeated requests and his father's frequent complaints, these communications feel manipulative.

- Strengths:
  
- Affirmation (What would you say?):

This young man stands before the juvenile justice judge for the third time in less than a year. He was arrested for possession of marijuana. He was hanging out with a group of other homeless young people on the avenue when some college students started hassling them. He jumped in and a brawl ensued. As the police arrived and broke up the fight, his bag of weed fell out of his pocket. He takes an insolent attitude in the courtroom each time he is there.

- Strengths:
  
- Affirmation (What would you say?):

Trudy smokes. She knows it isn't good for her and is fed up with people reminding her of it. Over time, she has come to realize that her social habit has moved to a full-fledged addiction. At some point, she will stop, but just not yet. Indeed, with all the other things happening in her life, this is the one area she feels is her own. She feels guilty about it and tries to hide it from her son and avoids the topic with her husband. She knows he's right when he brings it up, but it still irritates her.

- Strengths:
  
- Affirmation (What would you say?):



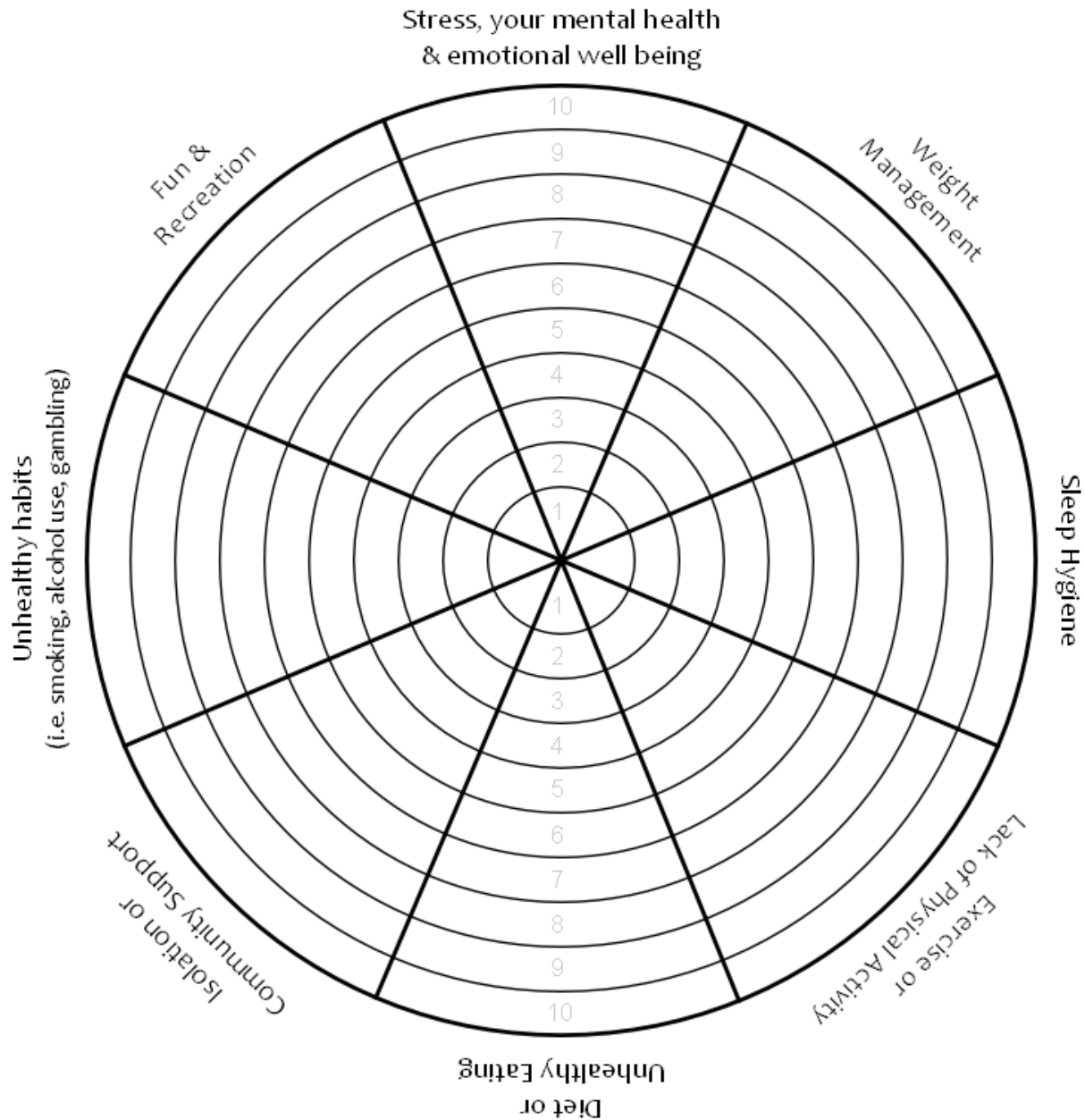
A harried executive complains that she is struggling to manage the many tasks in her life. She is always tired and finds it a struggle to get out of bed when the alarm goes off at 5 a.m.. She finds herself drinking more than she did a few years ago to unwind at the end of the night, after the kids are in bed and the last emails of the day have been sent. Her husband is worried about her stress, but his attempts to talk about its impact are met with snarling responses about her needing to wear the pants in the family.

- Strengths:
  
- Affirmation (What would you say?):

Amos is a “man’s man”. As he puts it, “I work for a living.” He hangs steel on high-rise buildings. He works in an environment where one false step could lead to a very long fall. He doesn’t take crap from anyone, including his superiors, and this has cost him at times. His wife complains about his being distant, and he’s not even sure he knows what that means. Although he does love her and tells her so, he is also annoyed by her constant nattering and demands that he talk more. He buys flowers for her, watches her programs on TV occasionally, and does his “honey do” list faithfully. He finds himself becoming increasingly upset when she demands that he go to a men’s group to learn to communicate better. Last night he swore at her when she again brought up group counseling, and now he feels guilty, but he doesn’t want to “give in” either.

- Strengths:
  
- Affirmation (What would you say?):

# Health Wheel



On a scale of 1 - 10, with 1 being very unsatisfied (center of circle) and 10 being very satisfied (outer circle), subjectively rate your success in the above eight areas.

# Open and Closed Questions

Open	Closed	
		What do you like about marijuana?
		Where did you grow up?
		What do you want to do about your smoking: quit, cut down, or stay the same?
		Will you come back for a follow-up visit?
		Do you want to stay in this relationship?
		What brings you here today?
		Isn't it important to you to have meaning in your life?
		How have you overcome other obstacles in the past?
		Are you willing to try this for one week?
		In what ways is your diabetes a problem for you?
		Do you care about your health?
		What are the most important reasons why you want to make a change?
		What do you want to set as your quit date?
		Is this an open question?

Make up two OPEN questions of your own:

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Give two examples of CLOSED questions you might ask:

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## Observer Sheet: OARS

Listen for examples of the worker’s use of each of the OARS responses. As you hear them, place a tally mark in the appropriate row. Make notes of examples of each type of OARS response that you hear.

Worker Response	Count (tally marks)	Examples(s)
<b>O</b> pen Question		
Closed Question		
<b>A</b> ffirmation		
Simple <b>R</b> eflection		
Complex <b>R</b> eflection		
<b>S</b> ummary		
Non-MI (unsolicited advice, direction, feedback)		

What the worker did well:

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## Rehab - Amy Winehouse

They tried to make me go to rehab  
I said, "no, no, no"  
Yes, I been black  
But when I come back, you'll know, know, know  
I ain't got the time  
And if my daddy thinks I'm fine  
He's tried to make me go to rehab  
I won't go, go, go

I'd rather be at home with a Ray  
I ain't got seventy days  
'Cause there's nothing, there's nothing you can teach me  
That I can't learn from Mr. Hathaway

I didn't get a lot in class  
But I know we don't come in a shot glass

They tried to make me go to rehab  
I said, "no, no, no"  
Yes, I been black  
But when I come back, you'll know, know, know  
I ain't got the time  
And if my daddy thinks I'm fine  
He's tried to make me go to rehab  
I won't go, go, go

The man said, "why do you think you here?"  
I said, "I got no idea."  
I'm gonna, I'm gonna lose my baby  
So I always keep a bottle near  
He said, "I just think you're depressed."  
This, me, yeah, baby, and the rest

They tried to make me go to rehab  
But I said, "no, no, no"  
Yes, I been black  
But when I come back, you'll know, know, know

I don't ever want to drink again  
I just, oh, I just need a friend  
I'm not gonna spend ten weeks  
Have everyone think I'm on the mend

And it's not just my pride  
It's just 'til these tears have dried

They tried to make me go to rehab  
I said, "no, no, no"  
Yes, I been black  
But when I come back, you'll know, know, know  
I ain't got the time  
And if my daddy thinks I'm fine  
He's tried to make me go to rehab  
I won't go, go, go

## "I Want to Know What Love Is" - Michael L. Jones

I gotta take a little time  
A little time to think things over  
I better read between the lines  
In case I need it when I'm older

Now this mountain I must climb  
Feels like a world upon my shoulders  
I through the clouds I see love shine  
It keeps me warm as life grows colder

In my life there's been heartache and pain  
I don't know if I can face it again  
Can't stop now, I've traveled so far  
To change this lonely life

I wanna know what love is  
I want you to show me  
I wanna feel what love is  
I know you can show me

I'm gonna take a little time  
A little time to look around me  
I've got nowhere left to hide  
It looks like love has finally found me

In my life there's been heartache and pain  
I don't know if I can face it again  
I can't stop now, I've traveled so far  
To change this lonely life

I wanna know what love is  
I want you to show me  
I wanna feel what love is  
I know you can show me

I wanna know what love is  
I want you to show me  
And I wanna feel, I want to feel what love is  
And I know, I know you can show me

Let's talk about love  
I wanna know what love is, the love that you feel inside  
I want you to show me, and I'm feeling so much love  
I wanna feel what love is, no, you just cannot hide  
I know you can show me, yeah

I wanna know what love is, let's talk about love  
I want you to show me, I wanna feel it too  
I wanna feel what love is, I want to feel it too  
And I know and I know, I know you can show me  
Show me love is real, yeah  
I wanna know what love is...

# CHANGE TALK QUIZ

## DARN – Desire, Ability, Reasons, Need

DIRECTIONS: Underline the “change talk” within the conversation and write what you would say next.

1. I've been doing better on my blood sugars, but I don't know what my A1C is. Sometimes I cheat on my diet, so I know it's not as good as it could be.

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2. I don't need to stop drinking. I need to cut down on my drinking, for sure. But I don't need to stop.

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3. This heart-healthy diet is too hard. I can't figure out all these different kinds of oils and fats. It's all grease to me.

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4. What about exercise? Well, I used to swim every week and I liked it.

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5. Yeah, I know I need to use a clean needle every time. But where can I find one?

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6. You might be good at helping some people, but not me. I need to help myself.

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7. What does smoking pot have to do with it? I told you I am here for some help with the voices in my head. Weed helps with that.

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8. Okay, okay. I shoved my wife during a fight, alright? Everyone makes a federal case out of it. I know I shouldn't get physical with a woman, no matter what, but she hit me first and I was just trying to get her off me. Why isn't anyone arresting her for hitting me, and all I did was shove her away?

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9. Well, I drank on my Antabuse. It was stupid. I'll never do that again. As long as I'm on this stuff I won't be drinking.

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10. Client: I like drinking, but I'm not crazy about the hangovers.

Clinician: You'd like to be more clear-headed in the morning.

Client: Yeah

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# Change Plans

- What is my intention to change (goal)?
- What steps do I need to take to reach that goal?
- What will it look like when I've reached my goal?
- Who can help me with my plan?

**Assign participants to groups of three: Speaker, Listener #1, & Listener #2.**

**Speaker:** Talk about something about yourself that you want to change / need to change / should change / have been thinking about changing, etc., but haven't changed yet (i.e., something you're ambivalent about).

**Listener #1:** Listen carefully with a goal of understanding the ambivalence. Give no unsolicited advice. Ask these four questions:

- Why would you want to make this change?
- How might you go about it, in order to succeed?
- What are the three best reasons to do it?
- On a scale of 1 to 10, how important would you say it is for you to make this change?  
And why are you at \_\_\_ and not at 1?

**Listener #2:** Give a short summary / reflection of the speaker's motivations for change. Summarize what they said about Desire for change, Ability to change, Reasons for change, Need for change. Then ask, "So, what do you think you'll do?" Then just listen with interest and see if you can get a Change Plan (see above).



# Providing Feedback when Coaching/Supervising Motivational Interviewing

When giving feedback to the Interviewer, the coach/supervisor should maintain a Motivational Interviewing stance. Given this, in order to provide feedback, we must ask permission first. It could go like this:

Coach:	“May I share with you some of my thoughts about what I just experienced?” — Say what the helper did well. (Coach talks about only what the helper did well.)
Helper: (responds) Coach: (reflects responses)	} Repeat these steps until done
Coach:	“Tell me, what could you do to improve this conversation using Motivational Interviewing?”
Helper: (responds) Coach: (reflects responses)	} Repeat these steps until done
Coach:	“May I share my impressions with you using the coding?” (Coach, please be thoughtful of the 8 tasks of learning Motivational Interviewing)
Helper:	“Sure.”
Coach:	(Talks about the things the helper could improve using Motivational Interviewing) “How does that sound to you?”
Helper: (responds) Coach: (reflects responses)	} Repeat these steps until done — You could practice the skill together (Coach, ask permission)
Coach:	(Summarizes strengths, change talk, and plan)

## Recording a Conversation

The purpose of recording in Motivational Interviewing supervision/coaching is to give the coach/supervisor a chance to hear you “in action”. Research shows that recording and receiving feedback on your recordings is the most effective way to increase your skill with Motivational Interviewing. Making your first few recordings can be intimidating; it’s important to remember that this is a difficult model to learn, so no one expects you to be good at it at first. Have fun with it, stay relaxed, and focus on maintaining the spirit. (Check the “MI Coding” flag on our website [www.hetimaine.org](http://www.hetimaine.org) for more information)

Begin each 20 minute recording with the following statement:

“This is (your full name) recording a conversation for feedback. I am speaking with (your partner’s first name) and today’s date is (date). (Your partner’s first name), do I have your permission to record this conversation?”

Begin the conversation. Enjoy!

### Remember!

- Good practice starts with spirit. When you have the spirit in place, the rest becomes easier.
- Ask fewer questions. When you do ask questions, ask mostly open questions.
- Your most common response to what the person says should be a reflection.
- Make at least half of your reflections complex.
- Listen for change talk. Reinforce it when you hear it.
- Dancing, not wrestling!

## Worker Response Questionnaire

The following statements are things that a person might say to you during an interaction.

Think about each statement as if you were really in the situation, with that person talking to you. For each statement, write the next thing that you would say if you wanted to let the person know that you were listening.

Write only one or two sentences for each statement.

1. A man yells: "I want to stay clean and sober, but it might take me a long time to get a job once I get out of here, and so I will have to live with my brother who drinks all the time."

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2. A woman tells you: "I used to smoke a little weed every now and then, But the way I see it, I never hurt anyone, so people should just leave me alone. I'm an adult; I'm going to do what I want to do."

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3. A young man tells you: "The cops always take the woman's side. Sure my girlfriend and I got in a fight and I yelled at her, but she was the one who grabbed the knife, what am I supposed to do? This is so typical; it's always the man's fault."

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4. A young man tells you: "I know I was supposed to work on this stuff for my GED but it just seems like a waste of time. Who will ever employ me anyway?"

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5. A woman tells you: "My parents never cared about me. They're never available. They've been treating me like I was a loser since I was little."

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Adopted from Scott Walters, PhD

# 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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*Enhancing Motivation for Change in Substance Abuse Treatment: Treatment Improvement Protocol (TIP) Series, No. 35*. Rockville, Maryland: Substance Abuse and Mental Health Services Administration (US), 1999.

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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)