



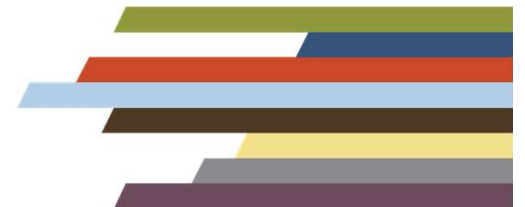
New England (HHS Region 1)

**ATTC**

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

# **Motivational Interviewing Advancing the Practice**

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# Disclosures

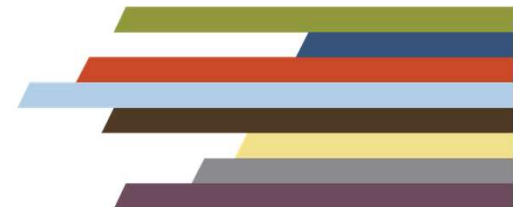
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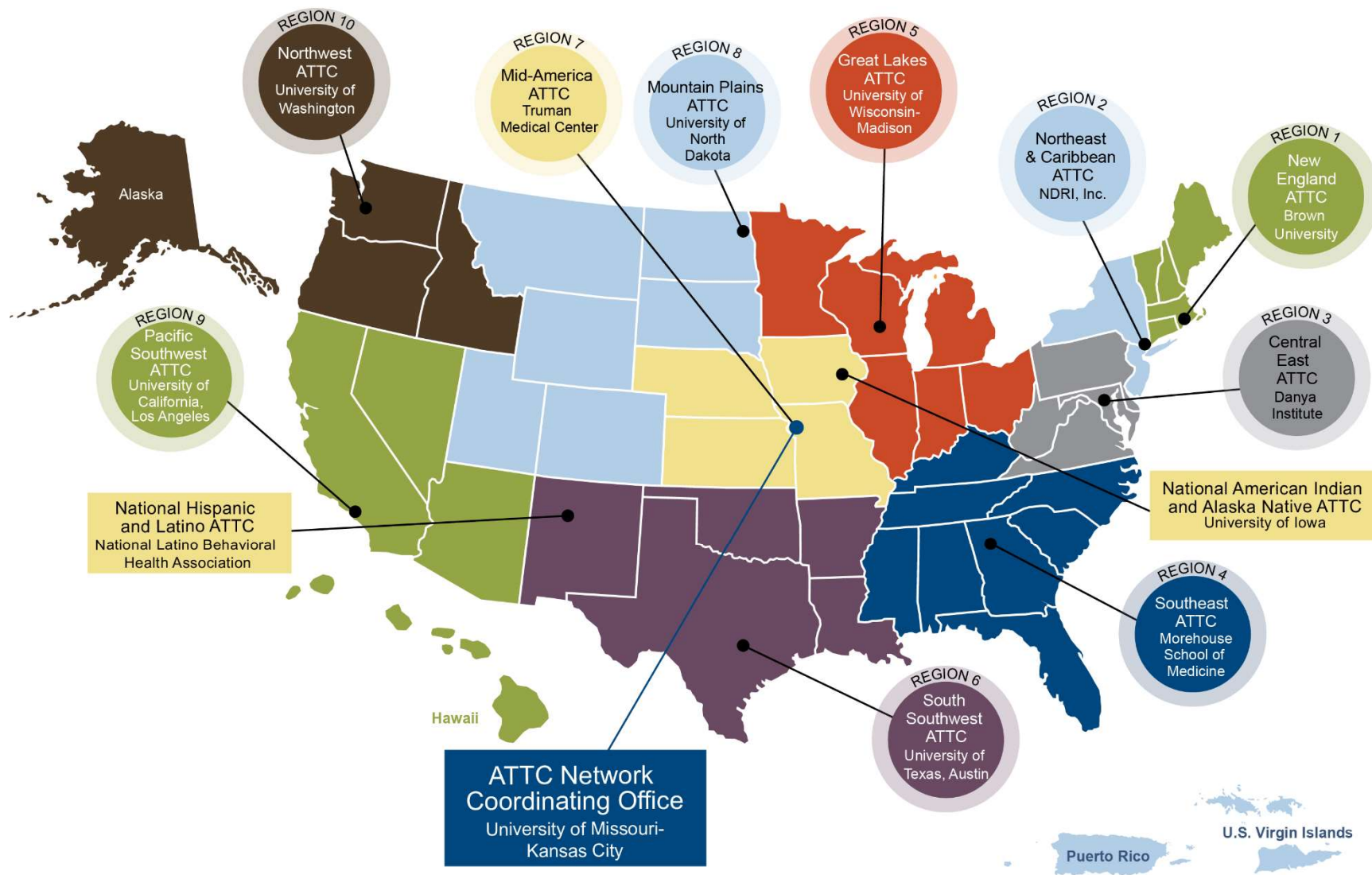




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## U.S.-based ATTC Network



***“If there is one thing you would like to learn today which would be helpful in your continuing learning of Motivational Interviewing, what would it be?”***



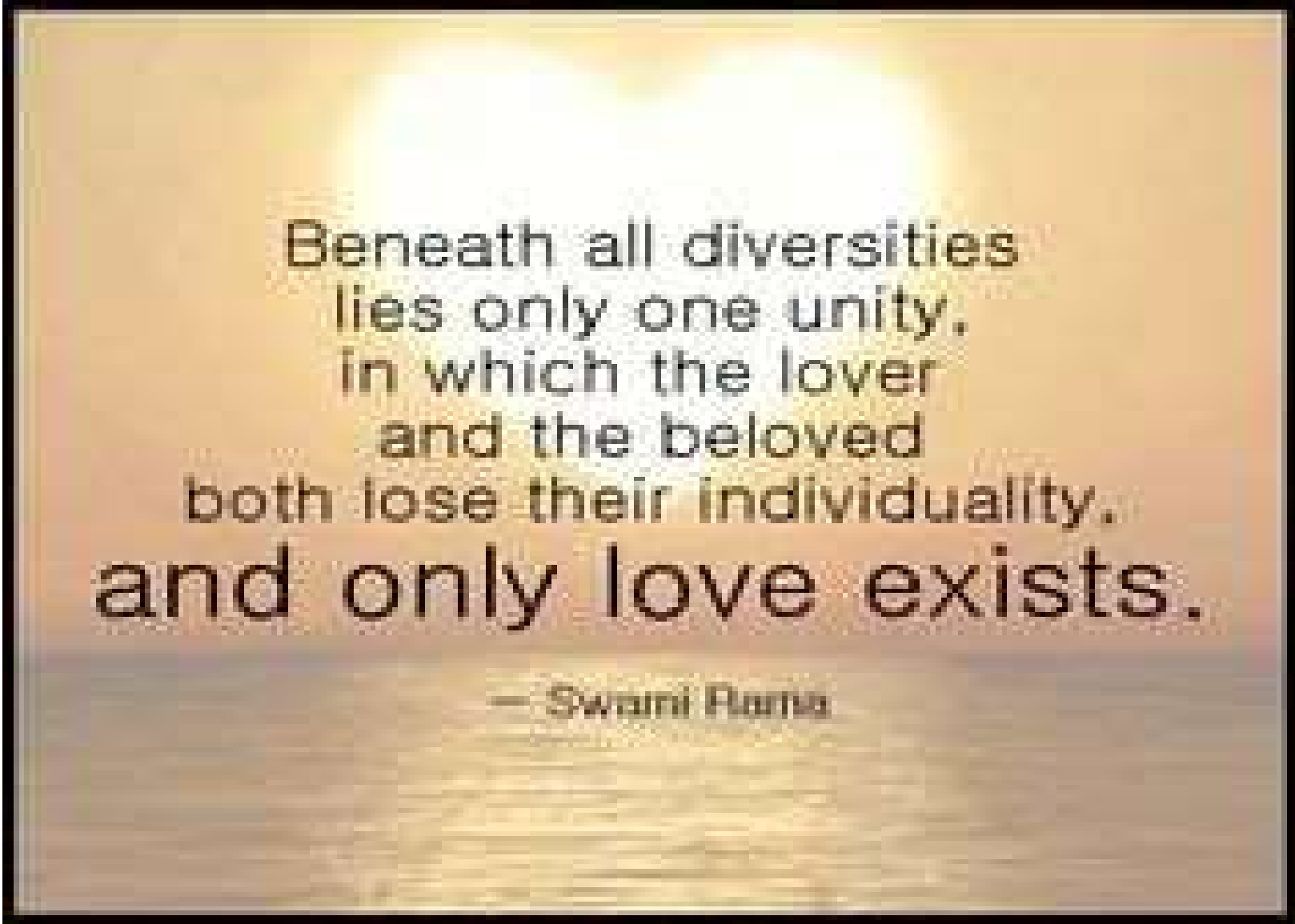
# Biography

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

“storyteller”, trainer, author, group worker, therapist...

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 Motivational Interviewing internationally in 17 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 the Men’s Resource Center of Southern Maine whose mission is to support boys, men and fathers and oppose violence. Stephen maintains a 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 friends, Alan Lyme & David Powell. Stephen lives with his sweet wife, Hilary, and is the proud father of twenty year-old Sebastian, in Portland, Maine USA.

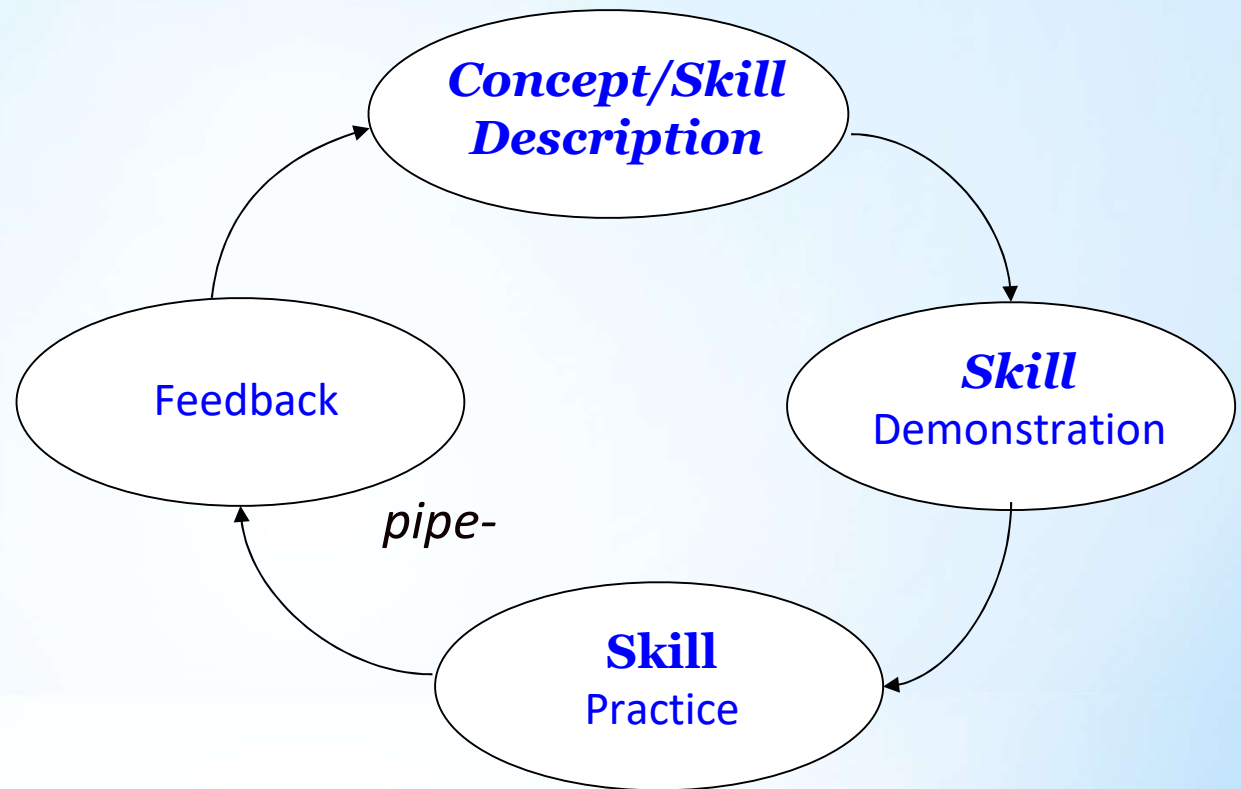
A photograph of a sunset or sunrise over a body of water. The sun is a bright, glowing orb in the upper center, casting a warm, golden light across the sky and reflecting on the water's surface. The sky transitions from a pale yellow near the horizon to a soft orange and then to a deeper blue at the top. The water in the foreground is dark and calm, with subtle ripples.

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, posters
- ♥ Breaks.. Time
- ♥ Cell phones..
- ♥ "Parking Lot" Bike Rack..

# \*Guidelines for the Training

**Ask *lots* of questions.. make this relevant to your ‘difficult’ work.. I am honored to be here with you, *my teachers*..**

**Watch Me... I’ll make every effort to use Motivational Interviewing (MI) in this training...**

**I use a 20 minute sit rule..**

## **Attitudes:**

**“What the Heck !!”** Jump into the experience..

**Make Mistakes, “OOPS!”**

**Confidentiality, make the training your experience.**

**Real play instead of Role play**

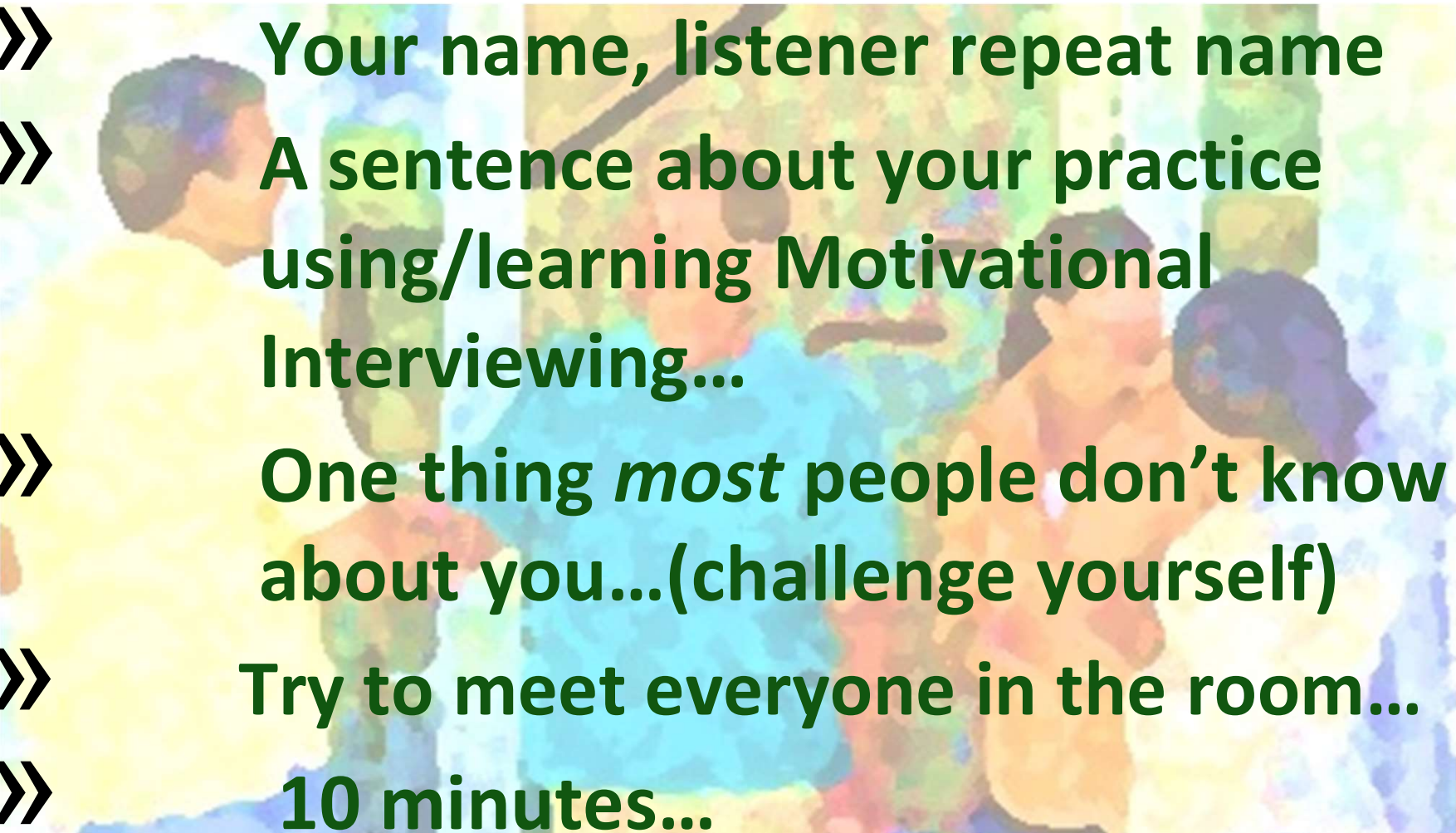
**Please resist the “fixing” impulse...**

***“Compassionate righting reflex”***



- *Compassion*
- Have compassion for everyone you meet, even if they do not want it ... what seems like conceit, bad manners, sarcasm or cynicism is always a sign of things no ears have heard, no eyes have seen....for you do not know what wars are going on down there where the spirit meets the bone...
- *Miller Williams*

# Introductions

- 
- » Your name, listener repeat name
  - » A sentence about your practice using/learning Motivational Interviewing...
  - » One thing *most* people don't know about you...(challenge yourself)
  - » Try to meet everyone in the room...
  - » 10 minutes...

Motivational Interviewing a conversation designed to strengthen an individual's motivation for and movement toward a specific goal by eliciting and exploring ***the person's own reasons*** for change within an atmosphere of ***acceptance and compassion***.

# Presence ...**LISTEN** well...

★ Full Undivided  
Attention...

★ **Listen with** “soft” eyes, “warm”  
ears & “open” heart...

★ **Be ‘wicked’  
Delighted...**

★ **Pray..** *“I am here for  
you”*

★ **Silence...**


# Motivational Interviewing Intentions...

- × No longer engage in power struggles with the client... **To the “right” position is to let go of the working alliance...**
- × Give no *unsolicited* advice, direction and feedback...
- × *“The individual is like a garden to be tended, not a machine to be repaired”....*


# The Impact of Advice

- » *A person describes a problem s/he is trying to resolve or a change s/he is trying to make.*
- » *That person leaves the room and makes a list of everything they've already tried or thought of trying.*
- » *The group brainstorms potential solutions to the problem.*
- » *The group goes over their list with the person.*
- » *The person describes his/her reaction to the groups suggestions.*


# What is it like? (7 minutes)



What are the *challenges* of your work, working with the most “difficult” ...?



What are some of your *emotions/thoughts* working with these “difficult”..?



One thing you learn, a *secret*, to do to manage these “difficult” situations”?



What are some *WOW* moments?

Listener: Open ?, Reflect, Reflect....



Summarize include Change talk..  
20-30 seconds,,,Be brief..

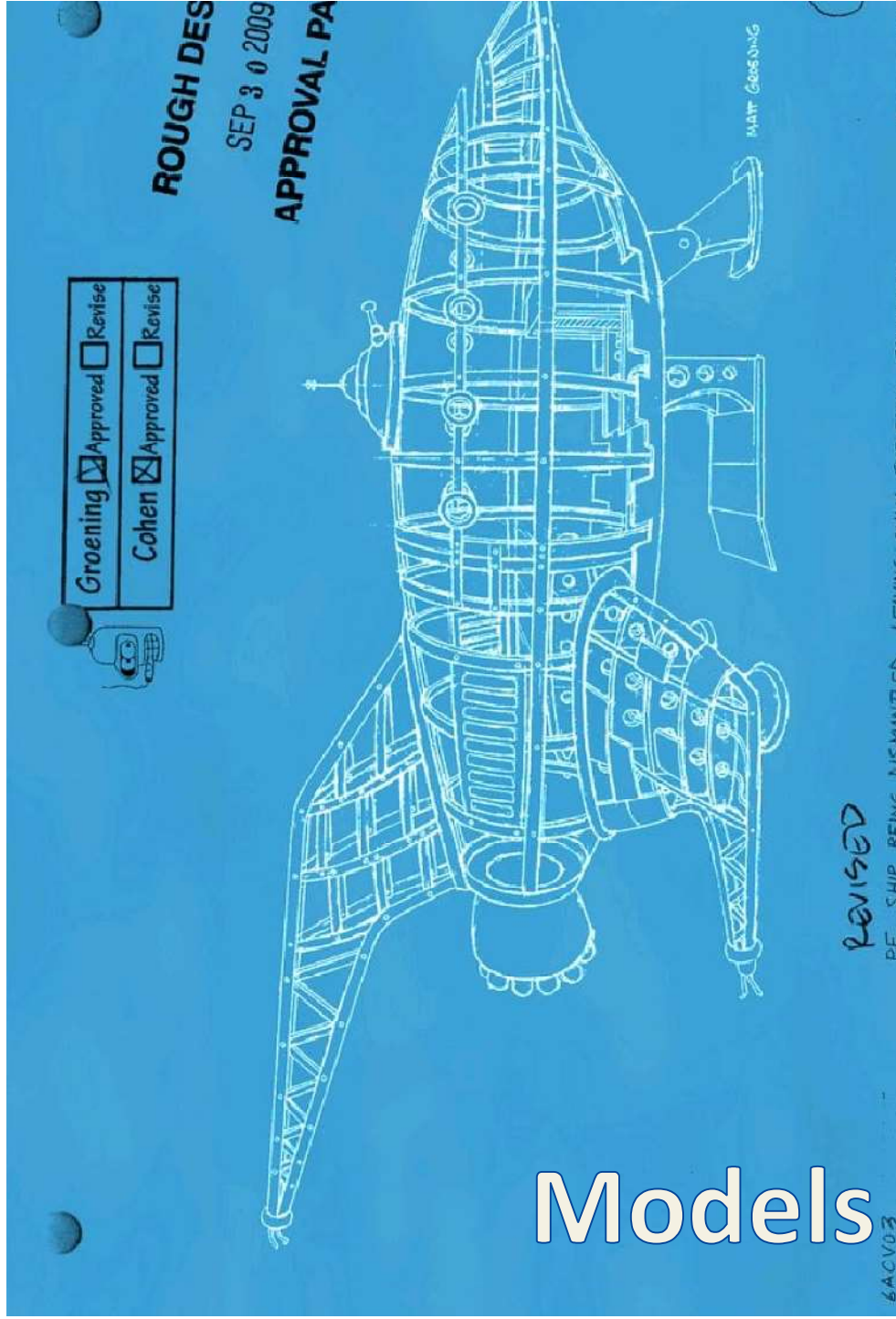




a 'proficient' conversation  
“*understand another before your  
need to be understood..*”

- Your most common response to what the person says should be a empathic reflection. (*reflect two/three times for each question you ask*).
- When you use a empathic reflection, use complex reflections more than simple (paraphrasing). (*Use metaphors, feelings – tap into their values, their core needs to hear what is not being said*).
- When you do ask questions, more open questions than closed.
- Avoid *unsolicited* advise, direction, suggestion, feedback.





Models Matter



# Quiz Show

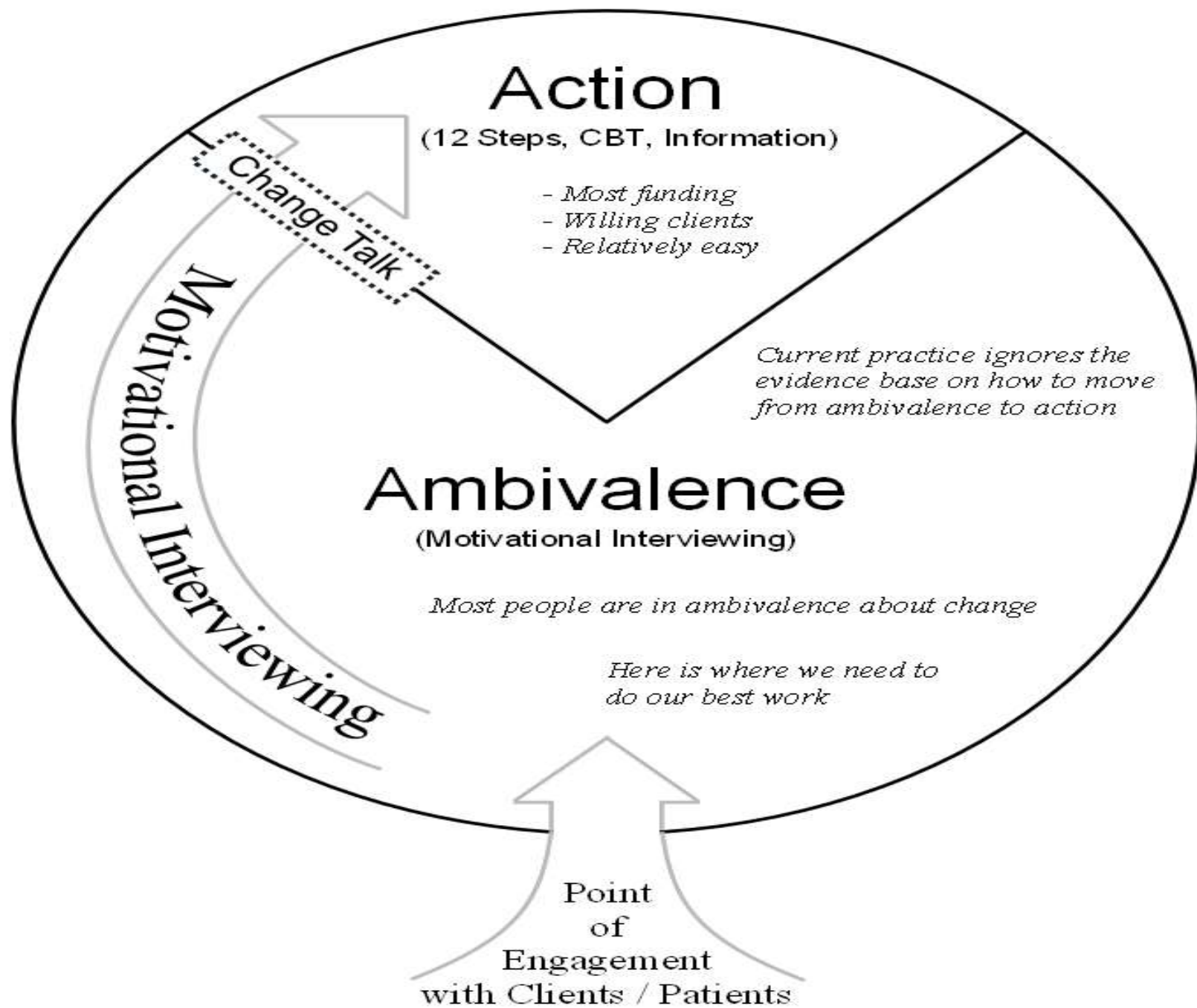
## Ambivalence is normal!



- Beth/Bob already knows the risk s/he is taking by alcohol and other drug use ....
- S/he knows it is an unhealthy behavior ...
- However, if s/he quits s/he is concerned about his/her anxiety.
- S/he is also concerned how her/his quitting may affect her/his relationship with her/his friends that do.
- It is part of her/his daily ritual to use .
- **Importance 8 confidence 2**

# Quiz show components

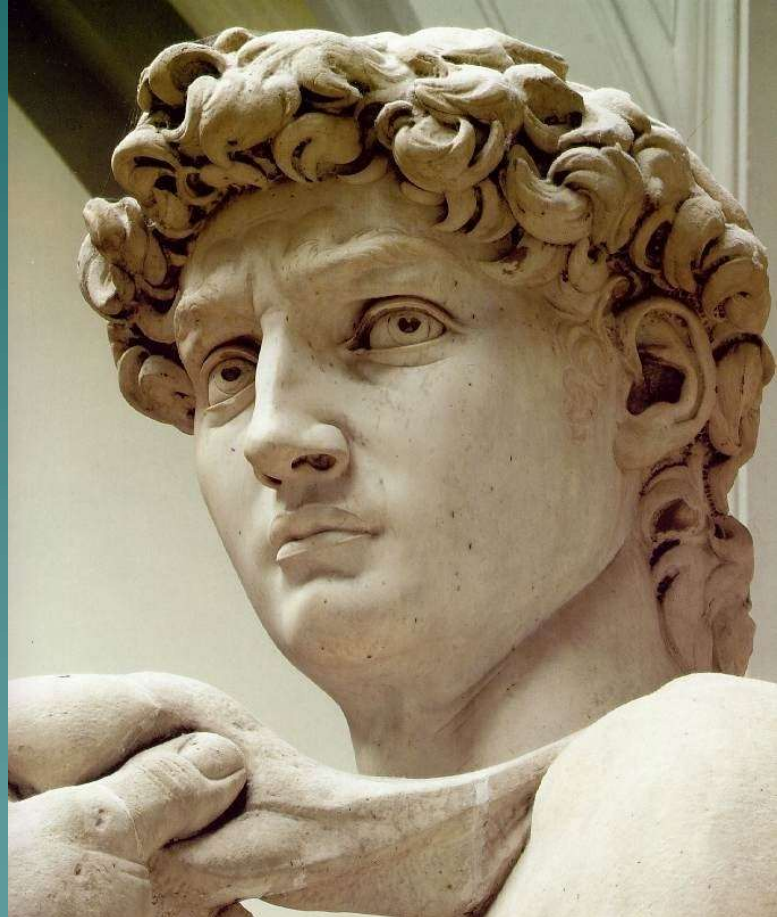
- × **O = Open question**
- × **C = Closed question**
- × **A = Affirmation**
- × **RS = Simple reflection**
- × **RC = Complex reflection**
- × **S = Summary...**





# Statue of David

- What is David thinking
- What is David feeling



conversation...*Listen for power words to reflect..*

× *awe...joy...*

× *trust...*

× *hope...*

× *courage...*

× *forgiveness...*

× *gratitude...*

× *regrets..shame...*      *And VALUES...*

× *purpose..*

× *CORE NEEDS- Love, power, capable..*

# Pennies for Complex Reflections Quarters for Questions...

- **Groups of 3 (10 minutes)**
- **Speaker, Worker, Coach**
  - Coach has 10 pennies
  - Worker has 3 quarters
  - Speaker – **SELF CARE MODEL**
- Worker a penny for each complex reflection
- Worker pays a quarter for each question
- Goal is to earn 10 pennies before running out of quarters...





Summarize include Change talk..  
20-30 seconds,,,Be brief..



\* *ask permission:*

**May I share with you some of  
my thoughts on what I  
experienced?**

- ***What did they do well?***

# The Curious Paradox

- “The curious paradox is that when I accept myself just as I am, then I can change.”

--Carl Rogers

**--When you listen, suspend,  
ideas, assumptions, status,  
thought.. to hear..**

*Listen deeply for “shy soul”.*

**--Honor silence & reflect  
what is not being said.**

**-Hear and believe their  
perspective..**



# Complex Reflection Bingo

## Types of Complex Reflections...

- **Affective** (name the underlying emotion)
- **Metaphor** (paint a picture)
- **Double Sided** (capture the ambivalence)
- **Continue the paragraph** (say what's next)
- **Amplified** (make it bigger)
- **Siding with the Negative** (name the despair)
- **Emphasizing Personal Choice** (ball is theirs)

# Four Foundational Processes

*“Structure”*



Planning

Evoking

Focusing

Engaging

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

## **Sustain Talk..**

Any self-expressed language that is an argument against change or its for the status quo..

## **Change Talk..**

Any self-expressed language that is an argument for change, wish and dreams..



# 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...**





# Time to practice

Skills/Strategies

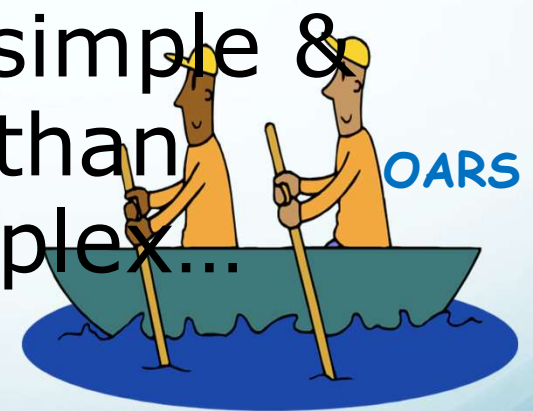
OARS

♥ **O: open-ended questions...**

♥ **A: affirm**, notice their strength/courage... listen for values... *"Thank you..."*

♥ **R: reflection**, empathic, simple & *complex*, more reflections than questions (2x)...more complex...

♥ **S: summarize**  
(the transitions & end of the session)



# Ask-Offer-Ask



Ask

1) Ask permission, or what they already know, to give information?



Offer

2) Offer information or advice be concise...



Ask

3) Ask what they think of that information/advice?

Summarize include Change talk..  
20-30 seconds,,,Be brief..



# Coaching


## 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...

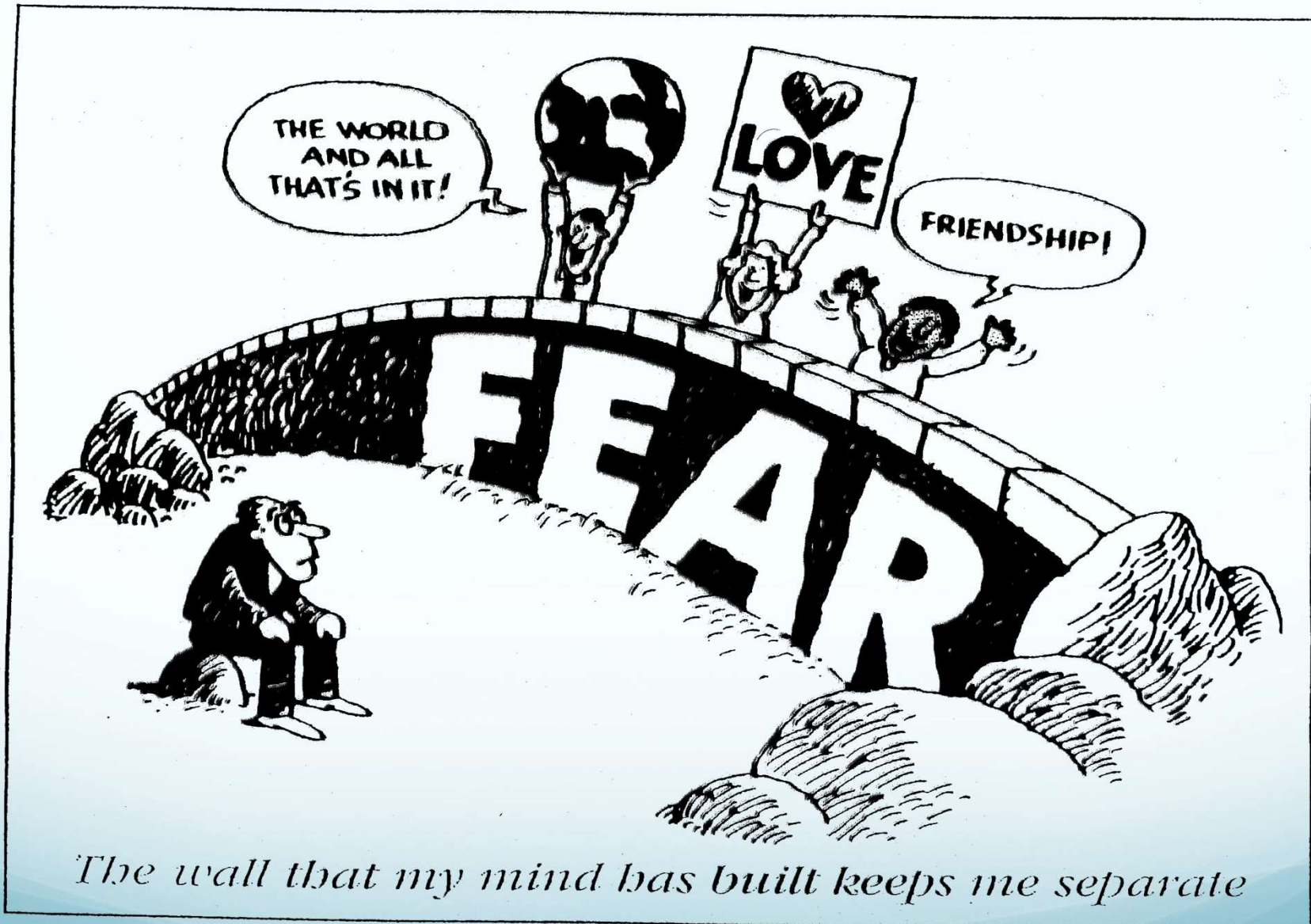
### **ASK?...OFFER...ASK?...**

# Empathy

Accurate understanding of the other's  
world as seen from the inside of them

Competent World View...





*The wall that my mind has built keeps me separate*

*(Bantam, New York 1991).*



# PRESENCE

“Meet people where they  
*dream...*”

HARRIS  
APR 1991

- When you confront an ambivalent person, taking up one side of the internal argument (lean into the status quo), *and*
- they will present back the other side (their wishes & dreams).



# \* 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..

# Compassion

*ability to be with suffering*

When we listen  
to another with  
an open heart,  
gentle eyes,  
hearing what  
they mean and  
seeing all this  
from their

# Four Powerful Questions ... round table

## *Engagement: (MI)*

What do I need to do to be even more tender to those I encounter in my supervision?

## *Focusing: (MI)*

What do I need to allow me to focus more clearly on the values of the people I work with in supervision?

## *Evocation: (MI)*

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

## *Planning: (NMI)*

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



Change Talk:

**DARN**

desire, ability,  
reason, need...

**ACT**

Action, Commitment,  
Taking Steps...



# Change Talk/ Theory

*Speaker:*

*Think of some change you would be willing to make..*

Workers should focus on learning to:

- ★ Recognize **change talk**, change theory.
- ★ Reinforce and strengthen it... **EAR...**
- ★ Ask, Offer, Ask.. **AOA.**
- ★ You can't trick people into change talk – it must be genuine to be powerful...

# \*Responding to Change Talk

\***E:** *Elaborating* - asking for more detail, What's next?, "How are you going to do that ?

\***A:** *Affirming* – commenting *positively* on the person's change theory/"talk".

\***R:** *Complex Reflecting* - Affective, Double-sided, Metaphor, Continuing the paragraph, etc.

\***S:** *Summarizing* – collecting bouquets of listening well, heard & believed "change talk" ... ..... **EARS...**

# *Readiness Rulers*

- × Importance: How important is it for you right now to...?  
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



Rehab-Amy Winehouse

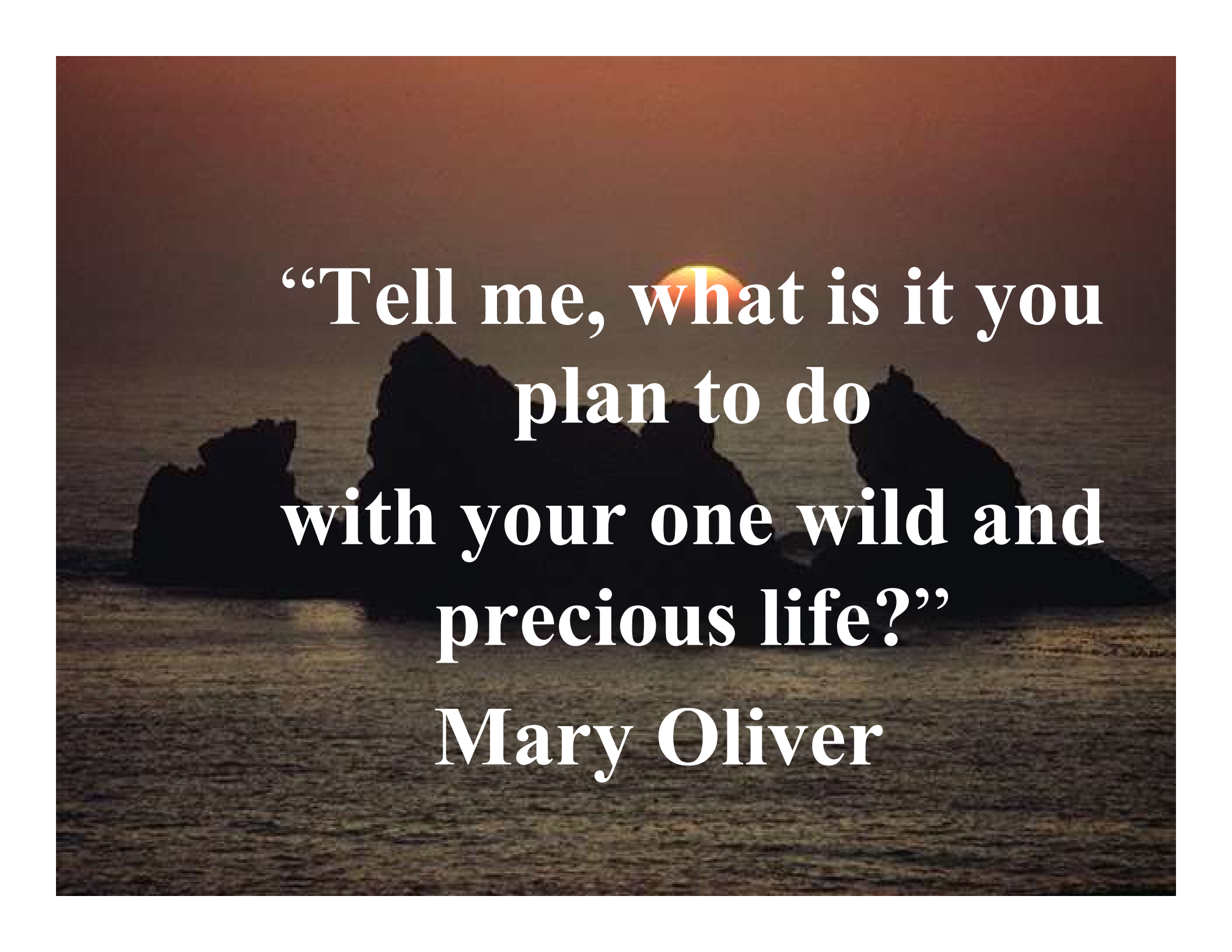
<https://www.youtube.com/watch?v=KUmZp8pR1uc>

I want to know what love is-Michael L. Jones

<https://www.youtube.com/watch?v=tUYGzZ0tQpA>

Sunday Morning-Johnny Cash

<https://www.youtube.com/watch?v=ED5s1-Fe9FA>

A photograph of a sunset over the ocean. The sun is a bright orange circle partially obscured by a large, dark rock formation in the center. The sky is a gradient of orange and brown. The water is dark and textured. The text is overlaid in white 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

“to hold the “*right*” position is to let go of the working alliance...”

**Don't argue with the person... empathic reflect first..**

Explore instead... Be reflective...

It is the worker's job to keep resistance/discord levels low... Role model..

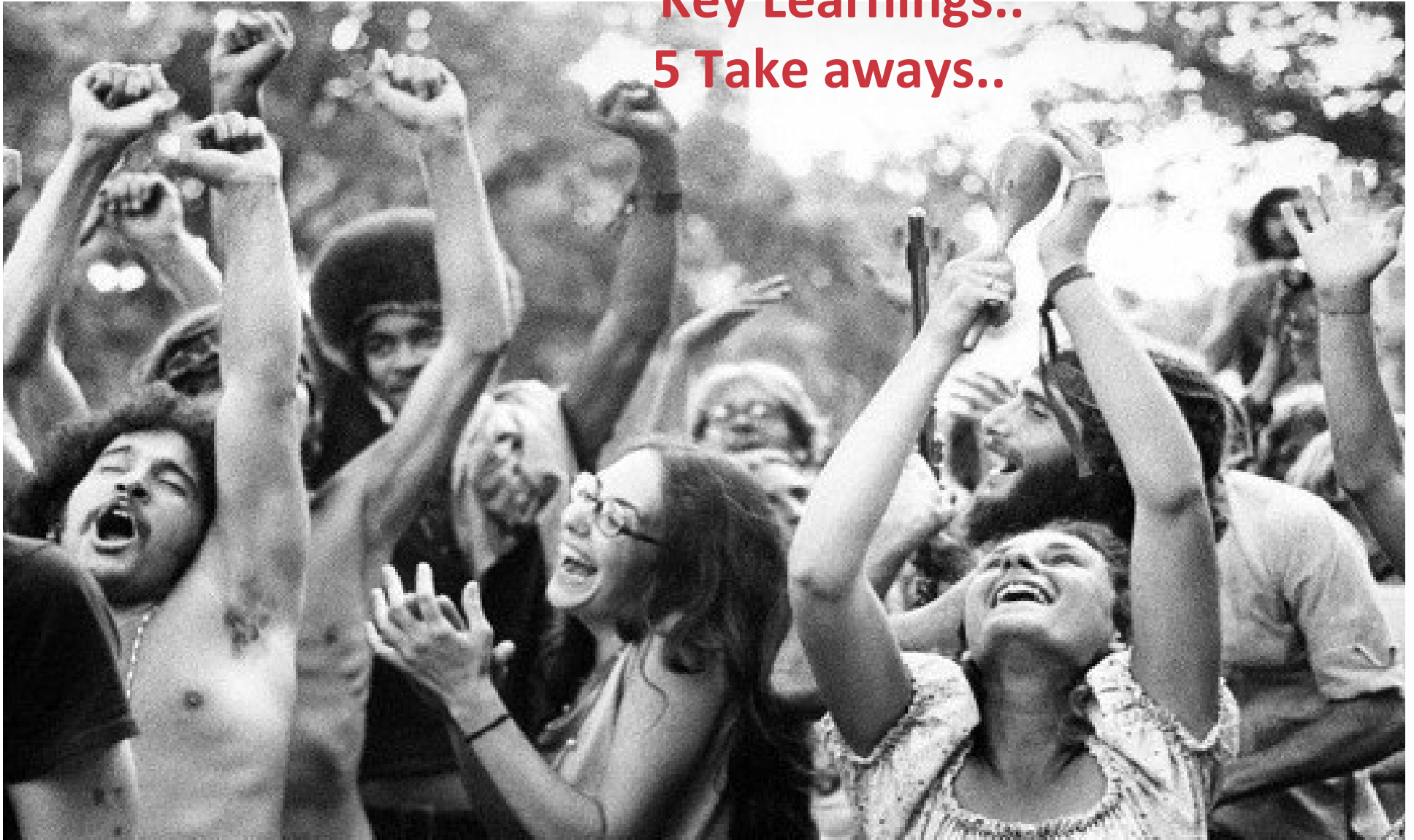
***“Be responsible for the intervention not the outcome...”***

Avoid labeling, unsolicited advise ...

*“Be where people dream not where you think they are at..”*



**Key Learnings..**  
**5 Take aways..**



# Thank you..

**One thing you liked...**

**One thing you learned...**

**One thing you relearned...**

**One thing you might try...**

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## SONG:

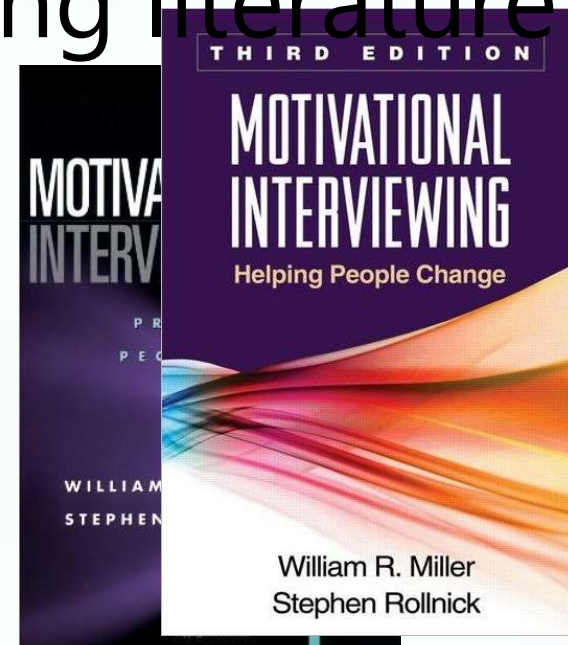
- *How could anyone* ever tell you.. you are any thing less than beautiful...
- How could anyone ever tell you ...you are less than whole...
- How could anyone fail to notice ...that you're loving is a miracle...
- and how deeply you are connected to my soul...

# Motivational Interviewing literature

1991, 2002, 2013

Motivational Interviewing  
3rd edition

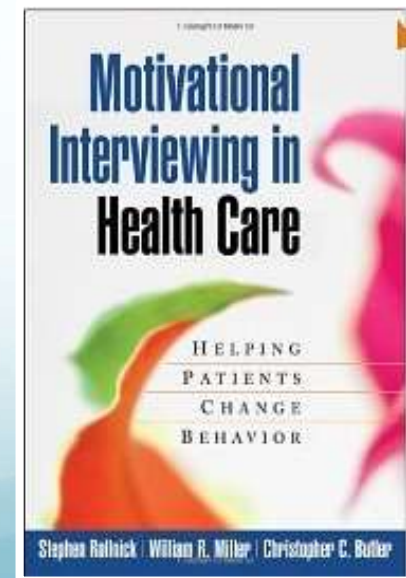
Miller & Rollnick



2008

Motivational Interviewing  
in Health Care

Rollnick, Miller & Butler



# References

- × *Motivational Interviewing: Third Edition: Helping People Change*, William R. Miller and Stephen Rollnick
- × *Motivational Interviewing in Groups*, Christopher C. Wagner and Karen S. Ingersoll, with Contributors
- × *Motivational Interviewing in Healthcare*: William R. Miller, Stephen Rollnick, Christopher C. Butler, The Guilford Press.
- × *Motivational Interviewing in the Treatment of Psychological Problems*, Edited by Hal Arkowitz, Henny A. Westra, William R. Miller, and Stephen Rollnick
- × *Building Motivational Interviewing Skills: A Practitioner Workbook*, David Rosengren. The Guilford Press.
- × *Calling the Circle: The First and Future Culture*, Christina Baldwin
- × *Game Plan: A Man's Guide to Achieving Emotional Fitness*. Allan Lyme., David Powell., Stephen Andrew., Central Recovery Press, Las Vegas NV.

## **Websites**

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

[www.hetimaine.org](http://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, an incredibly effective & enjoyable "story teller" & runs a sweet 4 person MITI coding/coaching and Simulation Lab..*