



New England (HHS Region 1)

**ATTC**

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

# Motivational Interviewing Foundational Workshop

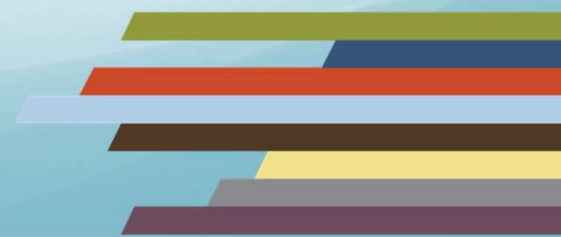
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# Disclosures

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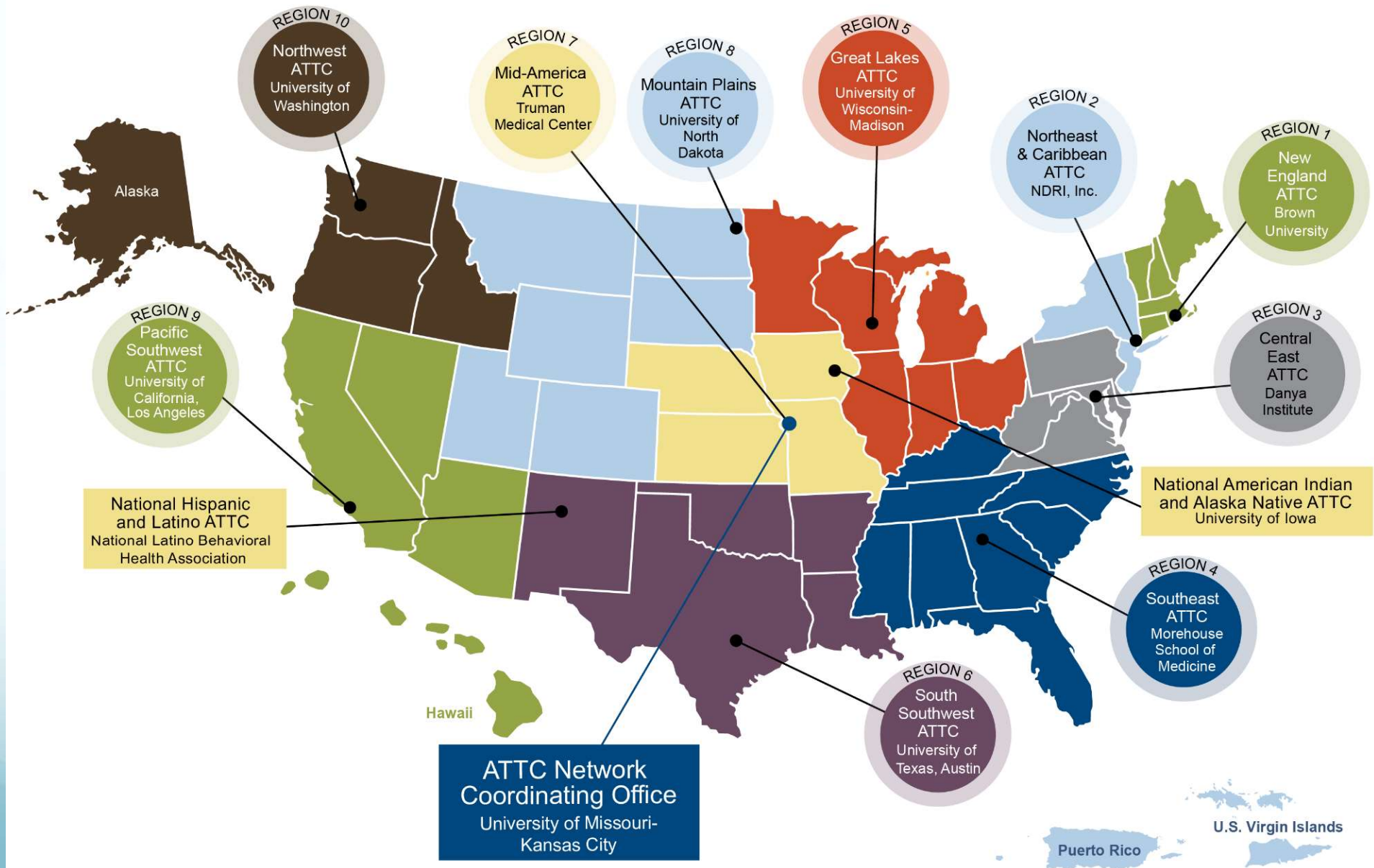


# ATTC

Addiction Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

## U.S.-based ATTC Network



*Once upon a time...*

***“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

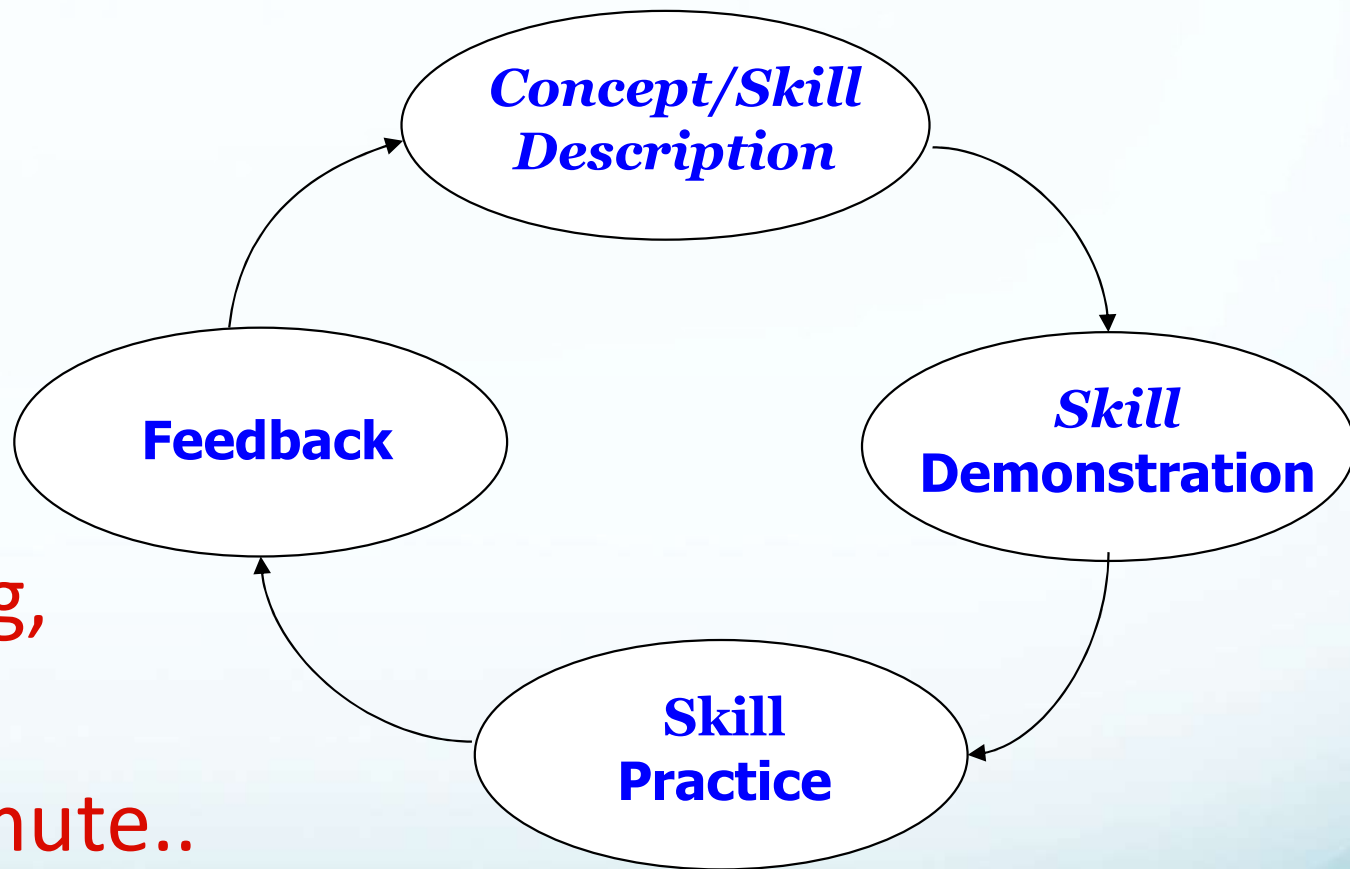
*Stephen R. Andrew, LCSW, LADC, CCS, CGP*

*“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, lives in Portland Maine USA and is the proud father of twenty -two year-old, Sebastian (He lives in L.A.)...

# Before we start...

## do, tell, show...



- ♥ House keeping,
- ♥ Breaks.. Time
- ♥ Cell phones..mute..
- ♥ “Parking Lot” Bike Rack..chat..

# \*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 this training...

20 minute sit time..

**Attitudes:**

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

**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...
  - » A sentence about your life/work...
  - » One thing *most* people don't know about you...
  - » Each of the 10 of us (you can pass).



**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.





**“People change through the  
heart, then through the  
mind..”**

*Armin 03*

## \* Meet and Greet .... (4 mins. each)

 What are the *challenges* your work, working with your clients, patients, the people you serve?

 What are some of your *WOW* moments in the 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 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

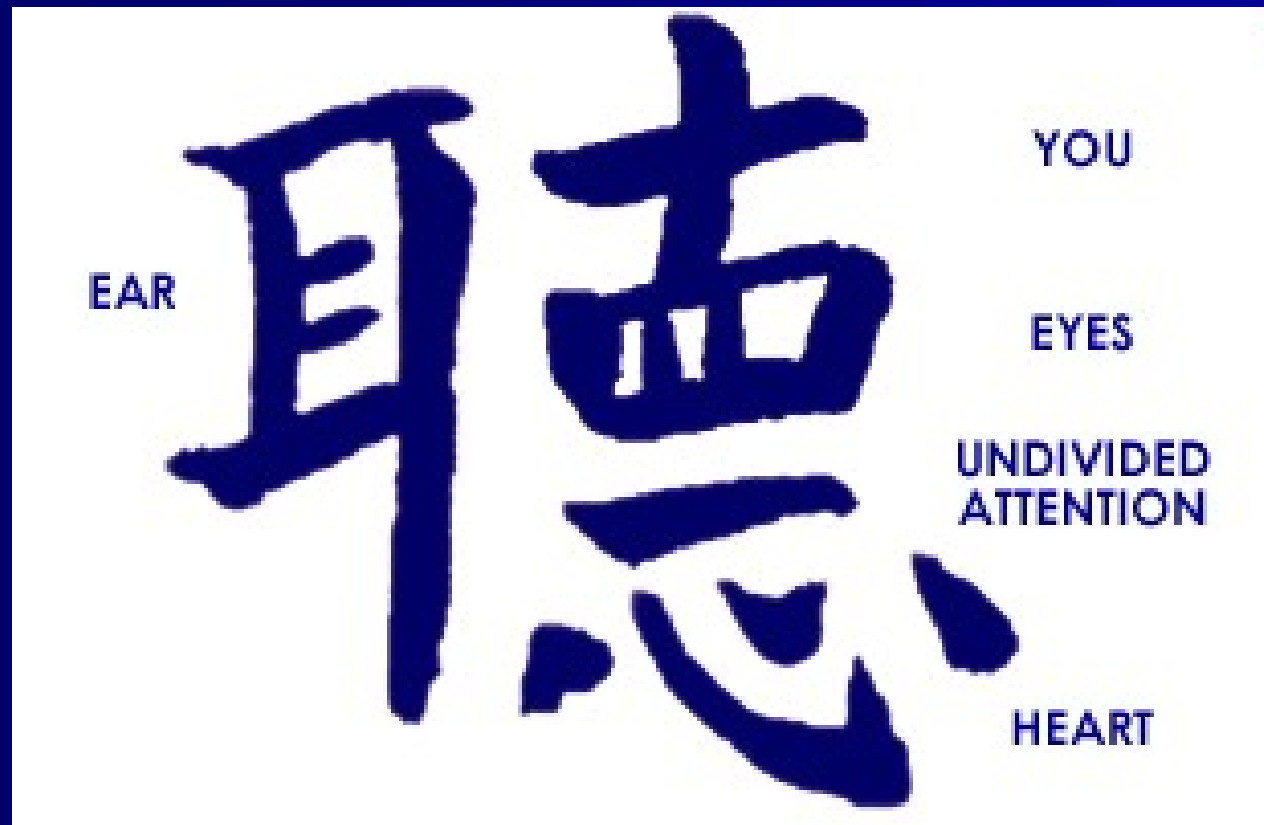
Presence, Interest & Curiosity

***“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* well.(3min.)**

- ★ Undivided Attention...
- ★ Listen with *“soft”* eyes,  
*“warm”* ears & *“open”*  
heart...
- ★ Radical Acceptance...
- ★ Silence...



# Strength/Values

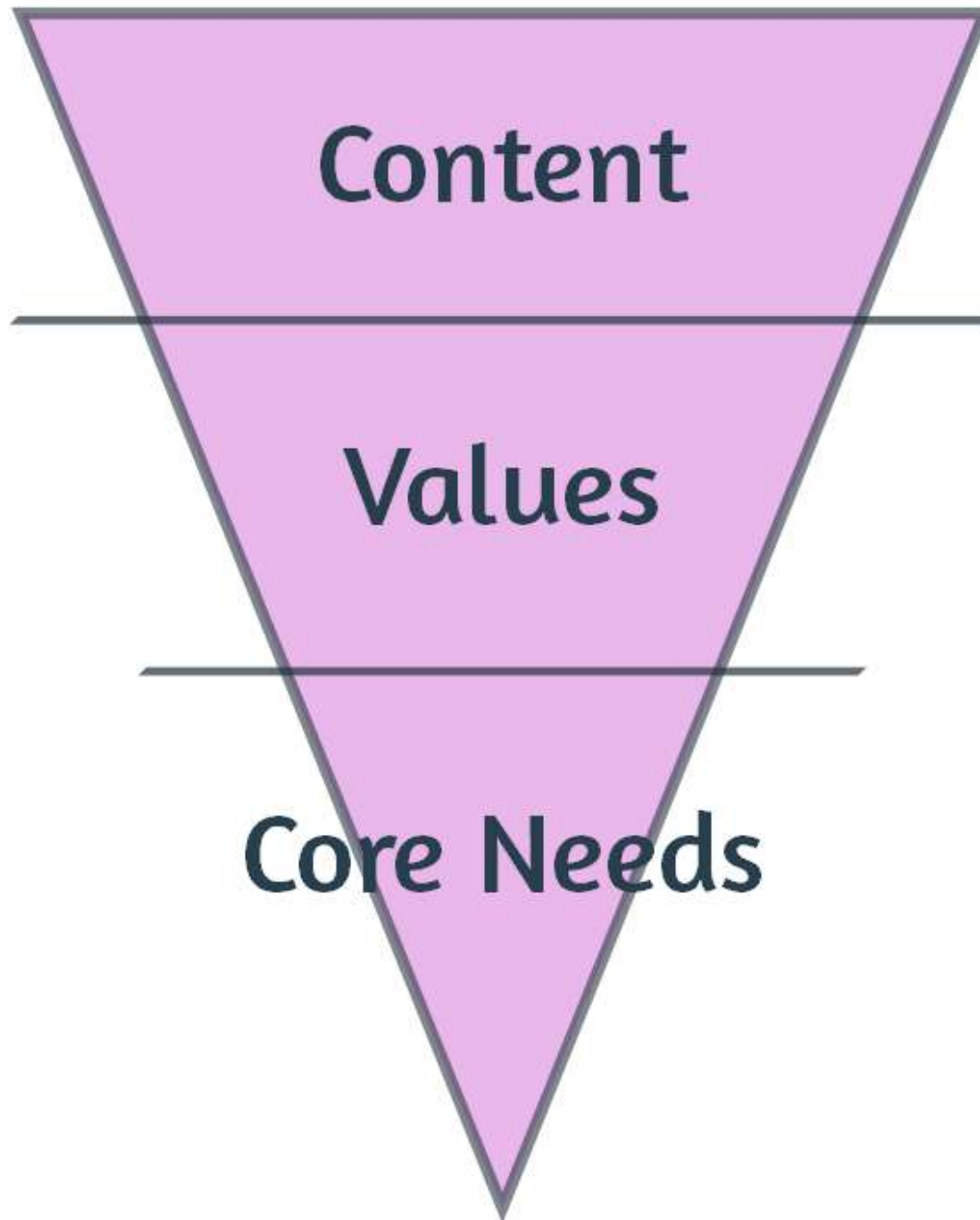
Staying with what people *dream*

***"The WHY"***

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

- ★ Friendly & congruent body language
- ★ Optimistic
- ★ *“Heard & Believed”*
- ★ Empathic Reflection .... **“YOU ...”**
- ★ no **QUESTIONS... ???**

# Depth of Reflection



# Summarize..

20 seconds...*Less is better..*



# Dash of Curiosity ??? (4min.)

★ Empowerment...

★ Choice and *Autonomy*...

★ *Wisdom lies within..*

★ Imagination..

★ Ask one Open Question....

★ “TELL ME MORE ABOUT ....?” ”

# 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 ... *Less is better...*





*\* 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?***

***What do you think?***

***“the person is like a garden  
to be tended, rather than a  
machine to be repaired.”***



# Spirit of MI

Acceptance

Compassion

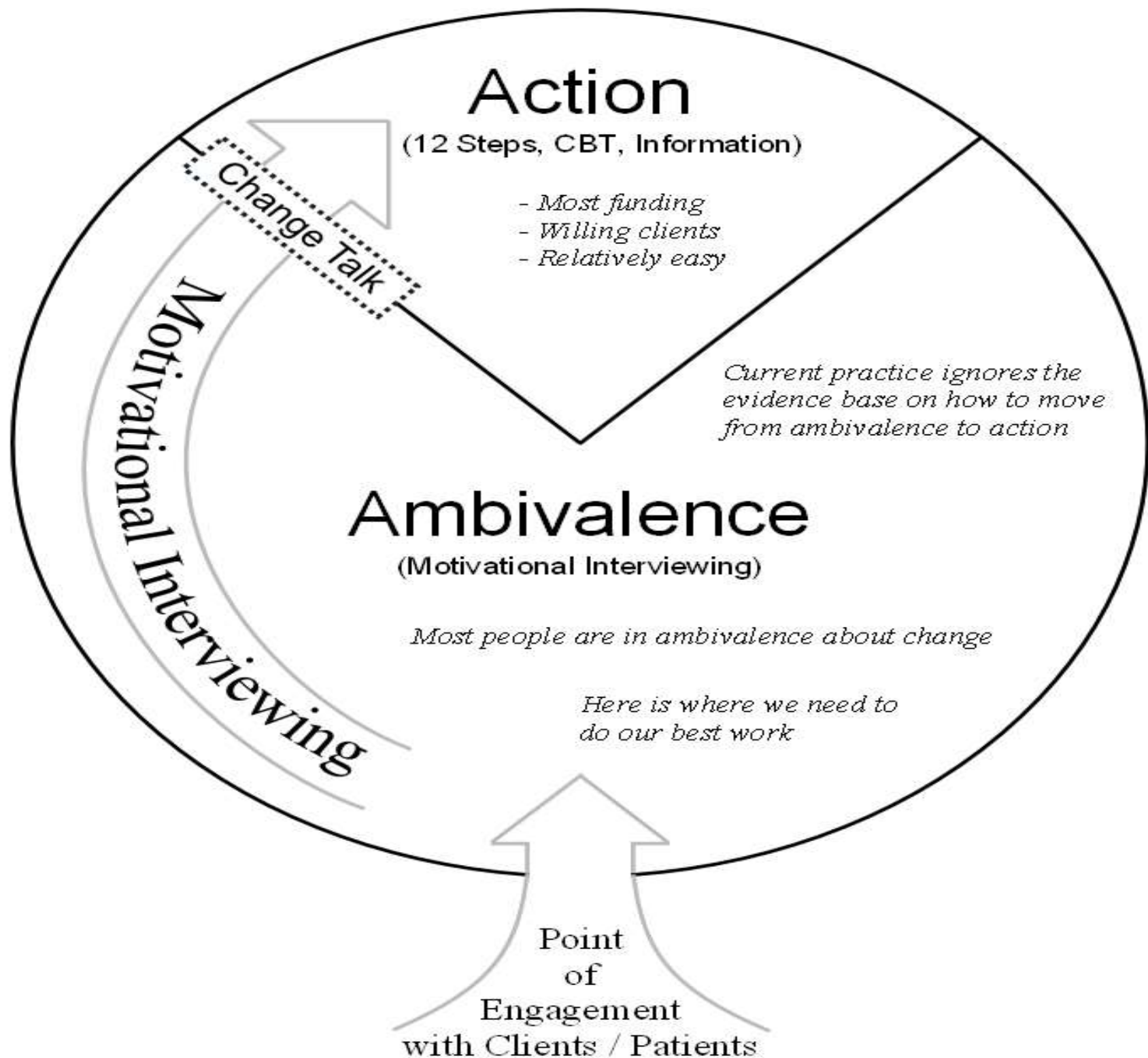
Partnership

Evocation



## *(Not MI) Let's how it works...*

- Ask lots of questions...
- Give a solution. (any idea on how they can improve their life...)
  - **Give** the person ideas on how to change
  - *Try hard with kindness as you can to persuade them that you know best!*
- Gently **Warn them! Point out the risk they are taking by not changing...**
  - *Emphasize how important it is for them to make the change*
- Create an action plan...
- Get a commitment... Let them know they can do it..



# Motivational Interviewing Roadmap

**Open the Conversation**



**Affirm**

**Negotiate the Agenda**

Open question...  
*Tell me more about....*

**Build and Strengthen  
Motivation**

- Empathic reflections\*
- Both simple and complex

**Explore  
Ambivalence**

**Assess  
Confidence**

Avoid Premature Action Planning!

**Ask Open- Ended Questions**

What is your next step?

**Close the Conversation**

\*\*\*Build Confidence\*\*\*

**Share Information**

**Ask – Offer – Ask**

- Education
- Advice
- Feedback
- Skills
- Referral

**Elicit, Reinforce and  
Strengthen Change Talk**

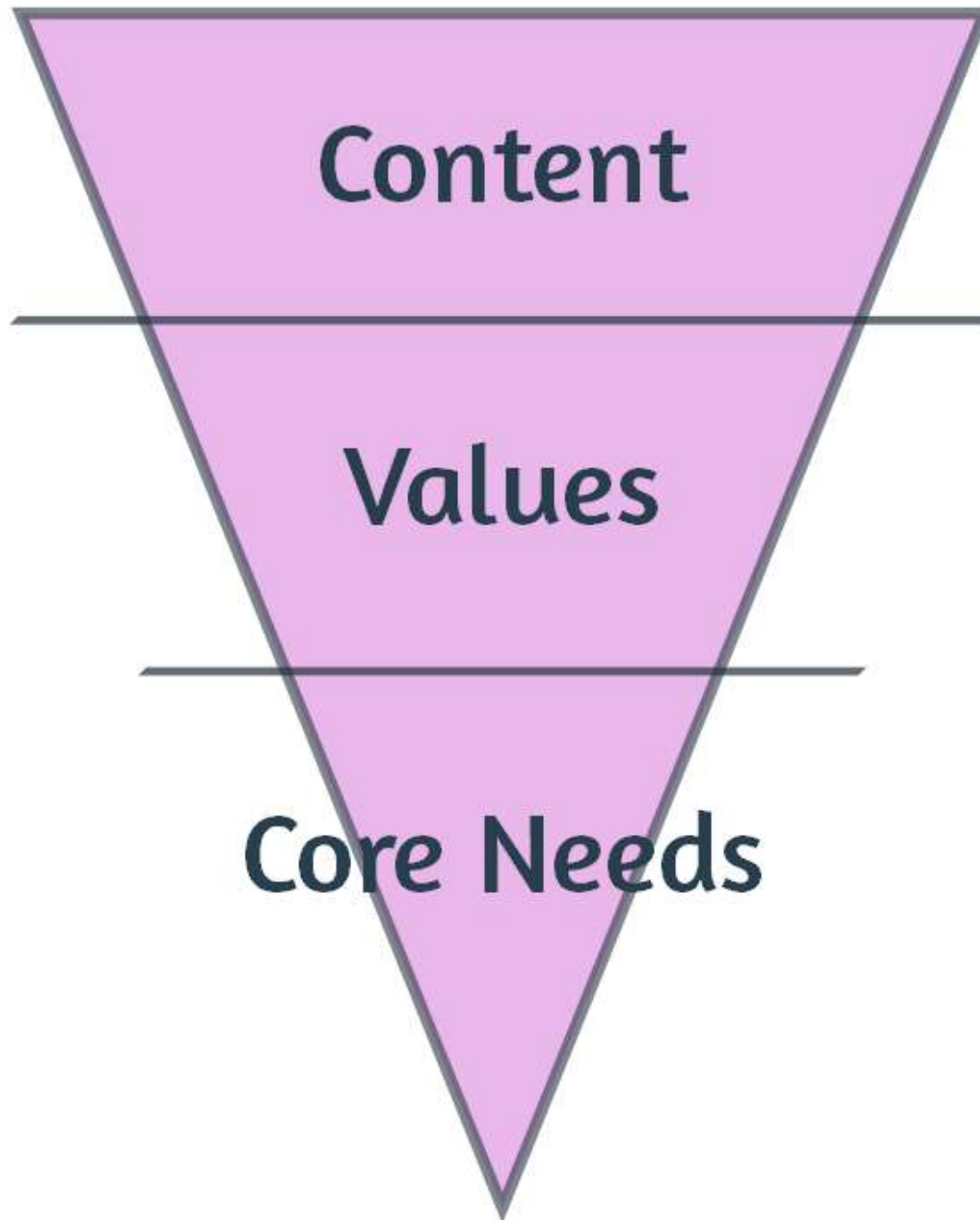
# \*What motivated you?

Who has been a ***Change Agent*** in your life?  
(relative, supervisor, teacher, coach, counselor,  
clergy person, friend, ect.)

## **major positive influence**

- What were their characteristics/values?
- What did they do?

# Depth of Reflection



# Summarize ...

30 seconds...***Be brief & concise..***



# 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 something you would love to change and have not been able to change that represents you are ***right now*** in you life.
- » **Listener:** Invite the speaker to tell you...  
Use all your Motivational Interviewing skills (OARS) to develop and understanding of 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 advise “righting reflex”.*





*Relax !!!*

The image shows four wooden oars leaning against a wooden fence. Each oar has a different text label written on it. The labels are: 'Open Ended Questions' (top), 'Affirmations' (second), 'Reflections, simple, complex' (third), and 'Summaries' (bottom). The oars are light-colored wood, and the fence is made of dark wood. The background is a grassy area.

**Open Ended Questions**

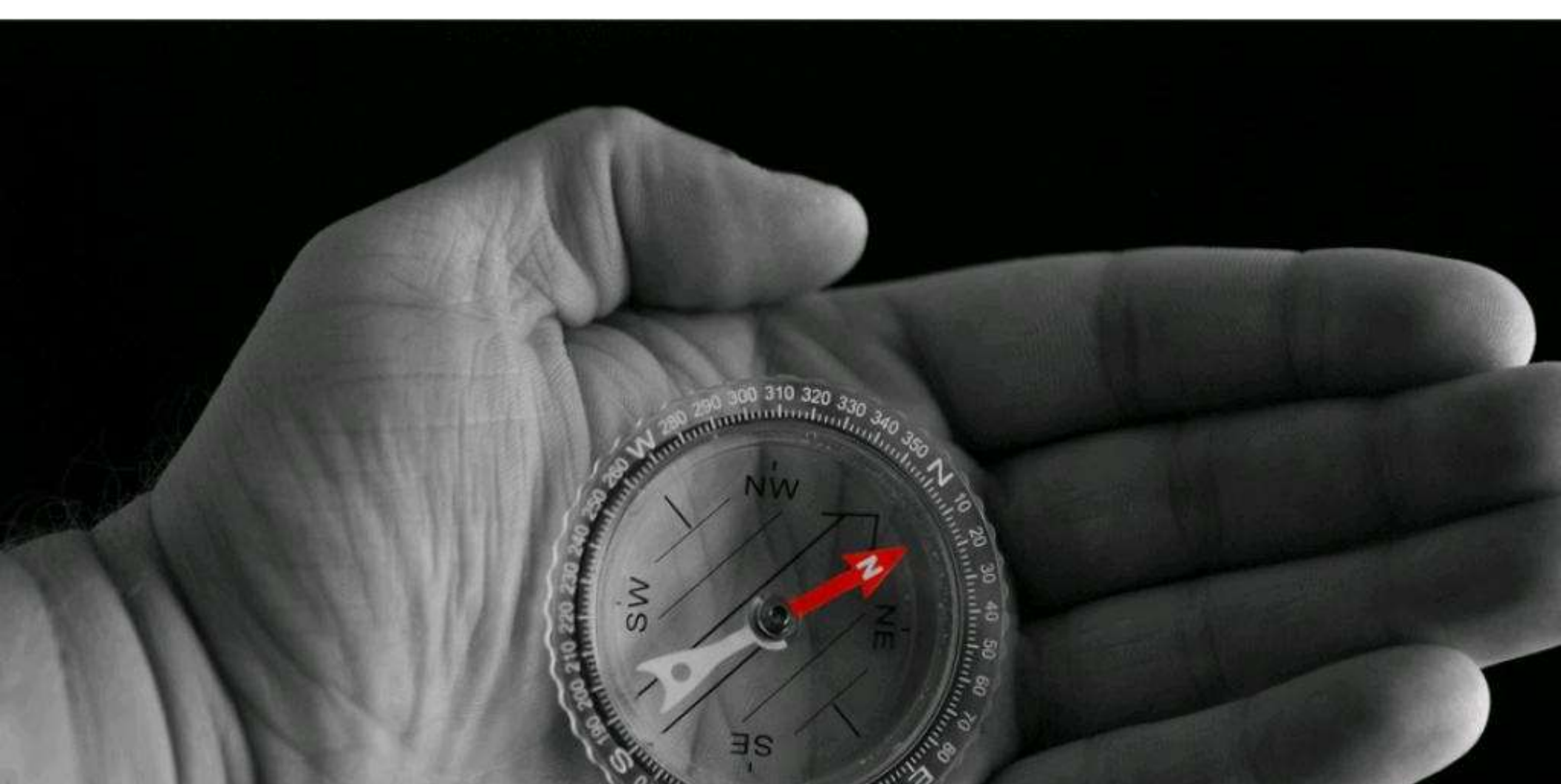
**Affirmations**

**Reflections, simple, complex**

**Summaries**

# 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..**



# Strength/Values

Staying with what people *dream*

*"The WHY"*

# Summarize...

30 seconds...**Be brief and concise.**

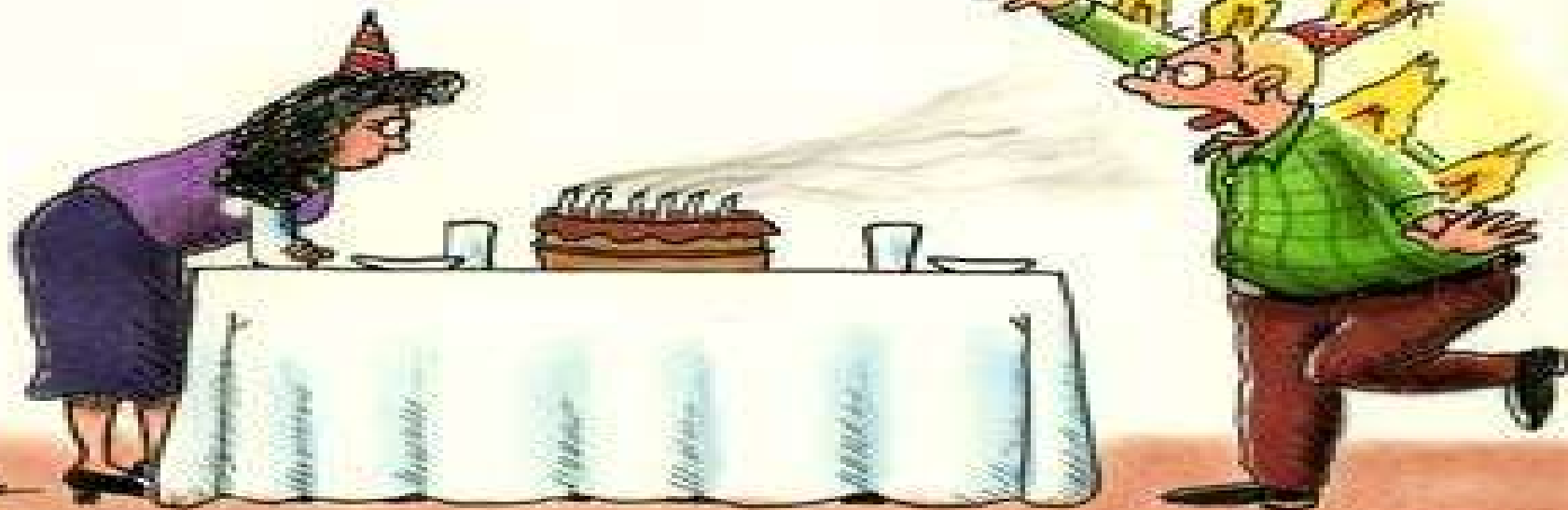


# COACHING

**ASK: May I give you some feedback?**

- What did the listener (worker/partner). do **well**?
- *ASK the Listener (WORKER):*
- What could they do to **improve** using Motivational Interviewing?

I wish my husband  
was really hot.



Reynolds

- \* 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**

# \*Complex Empathic Reflections..

- ♥ *List resistance and/or sustain talk of 5 statements you hear from the clients, patients, &/or people we serve..*

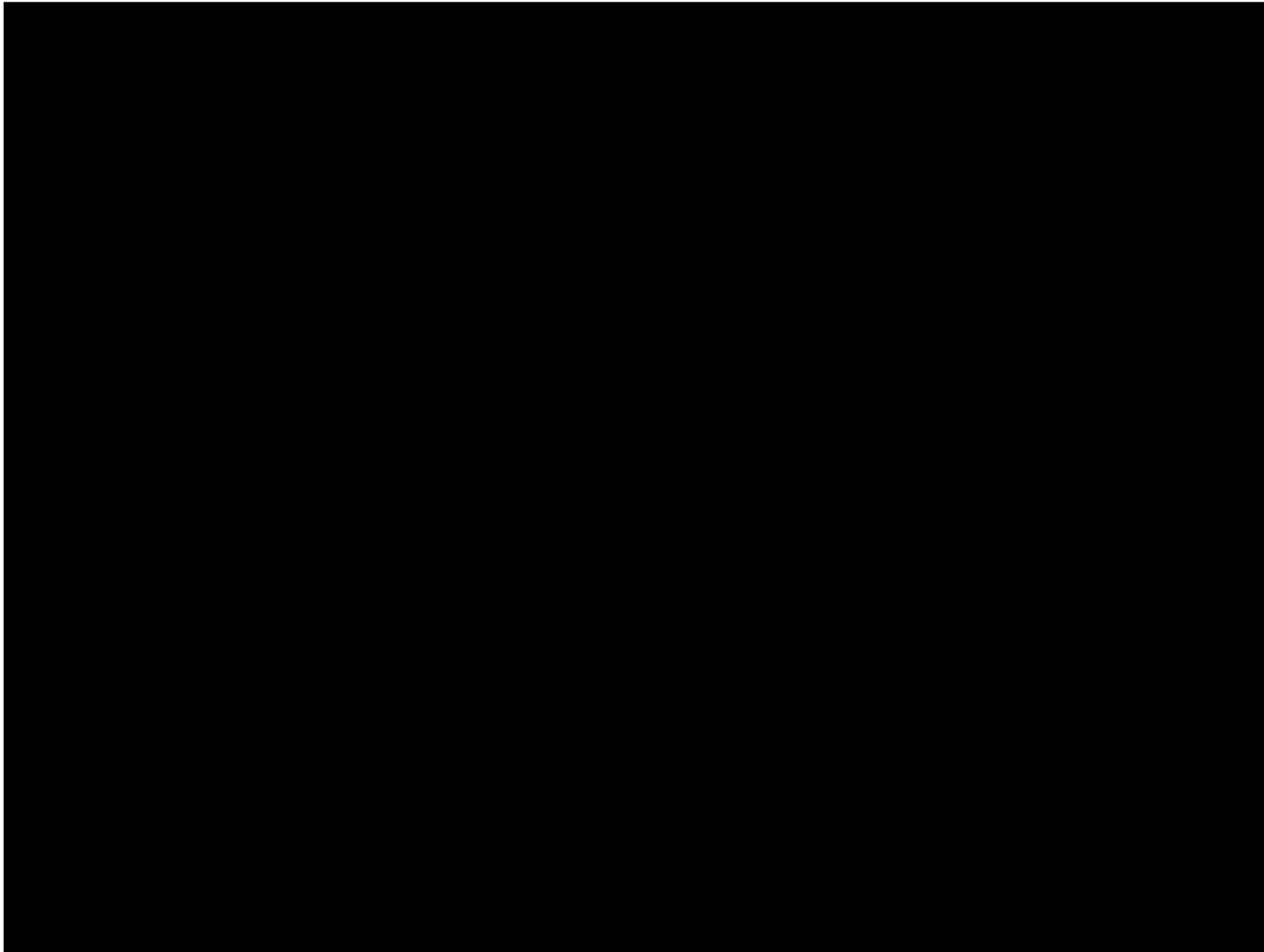
**amplify,  
double-sided,  
affective...**

*Groups of 2.. 5 minutes each*

# Examples:

- *Person we serve 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 is not been helpful and it makes you angry.”

# What's going on here?



# Why Focus?

## **In Summary:**


Get clear together

Be more efficient (& realistic!)

Manage overwhelm

Identify a 'Change Target' (for Evoking)

Begin to understand the client's readiness for change

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 that is 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 your skills.

**Listener's:** Ask broad questions about their topics, empathically reflect what you hear, without an agenda..find the ambivalence and/or change talk...

\* ***Speaker:*** “Choose 3 topics you are willing to talk about & interested to change and unable....

\* ***Observer:*** Tally O A R S 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

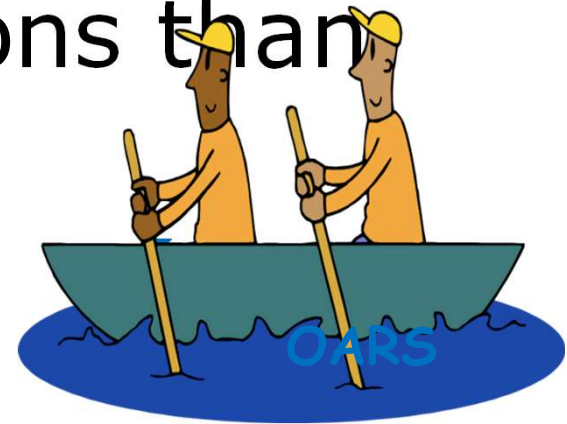
OARS

**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 the session)**



# Summarize ...

30 seconds.. ***Be clear & concise..***



## Coaching by the observer (3min)

ASK: **May I give you some feedback?**

- What did the **Listener** (worker) do **well**?
- Invite also the **speaker** to say what went well?
- ASK the **Listener** (WORKER):  
What could they do to **improve** using Motivational Interviewing?



# **Ambivalence & Change Talk...**



**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

# What are your thoughts?

*“Empathy is more than the act of helping. It awakens your ability to feel close: so knowing of a person, so connected to their perspective of their world, allowing you to offer so much comfort, that the experience is almost breathtaking to the point that you feel you can’t take it. You can hardly hold all of this, since, at this moment, you are part of them. They feel worthy. That is compassion.”*

## Teams of 2 (5 min, each person)

- **Speaker** – “*When I grew up I...*”
- **Listener** – hypothesize what is said..
- Empathic reflections, mostly **complex** ...
- ***Amplify, double sided, affective...***
- ***More complex than simple...***
- ***What did they do well?***

# 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...*

# \*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...**



# 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

Inside *Fear*...



&...Outside *Willingness*

# \* Change Talk Quiz:

**DARN**

**desire, ability,  
reason, need...**

**ACT**

**Action, Commitment,  
Taking Steps...**

# *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...**



## 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.”*

# Readiness Rulers (volunteer)

- 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 \_\_\_\_?

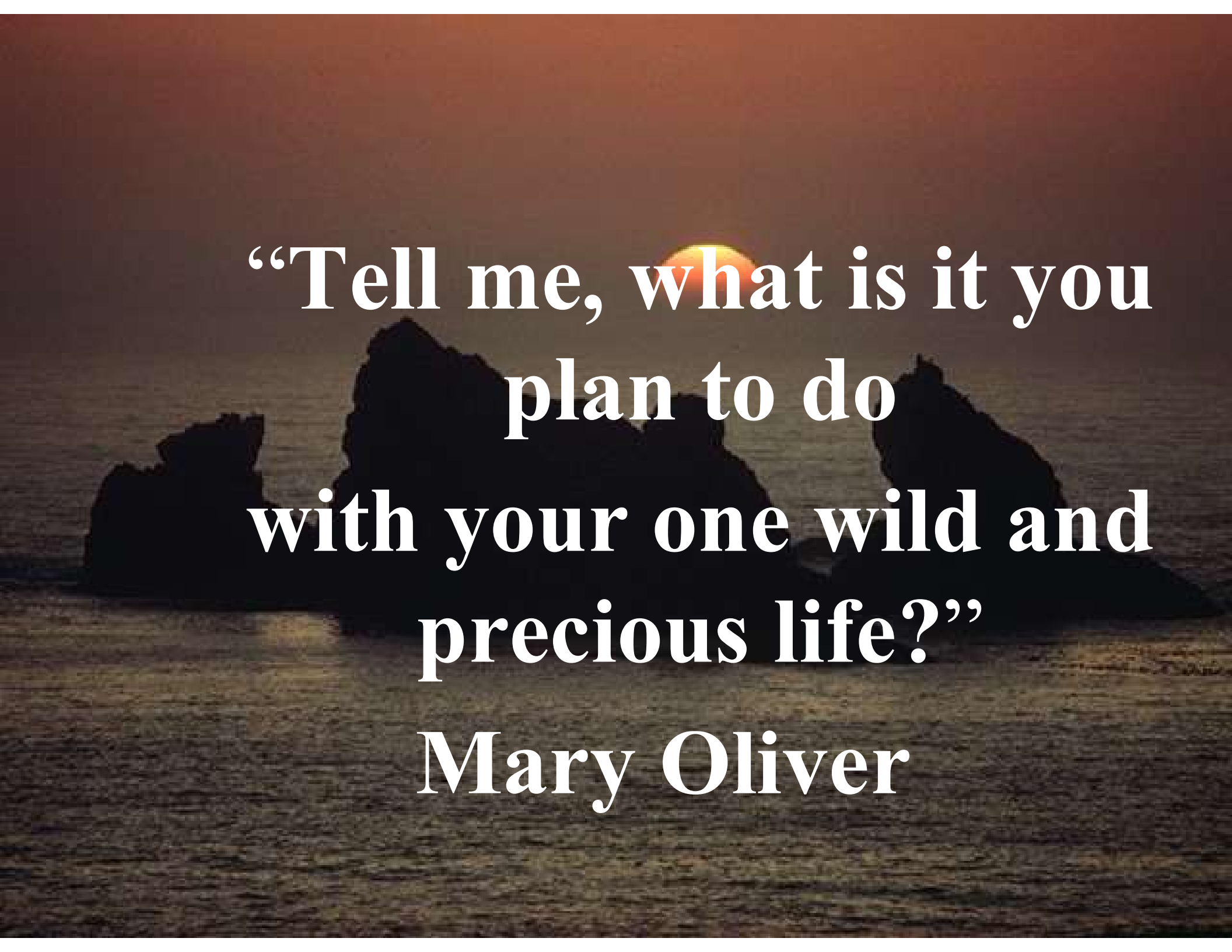
- Confidence: If you did decide to make this change, how confident are you that you could succeed? On a scale of 1-10, what number would you give yourself?

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 serene sunset scene over the ocean. The sun is a bright orange orb partially obscured by a large, dark rock formation in the center. The sky transitions from a deep orange near the horizon to a darker, muted brown at the top. The water in the foreground is dark and textured with small waves. Several other dark rock formations are visible in the mid-ground, their silhouettes sharp against the glowing sky.

**“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**, focus on *Change talk and Plan..*  
30 seconds.... *Less is better..*

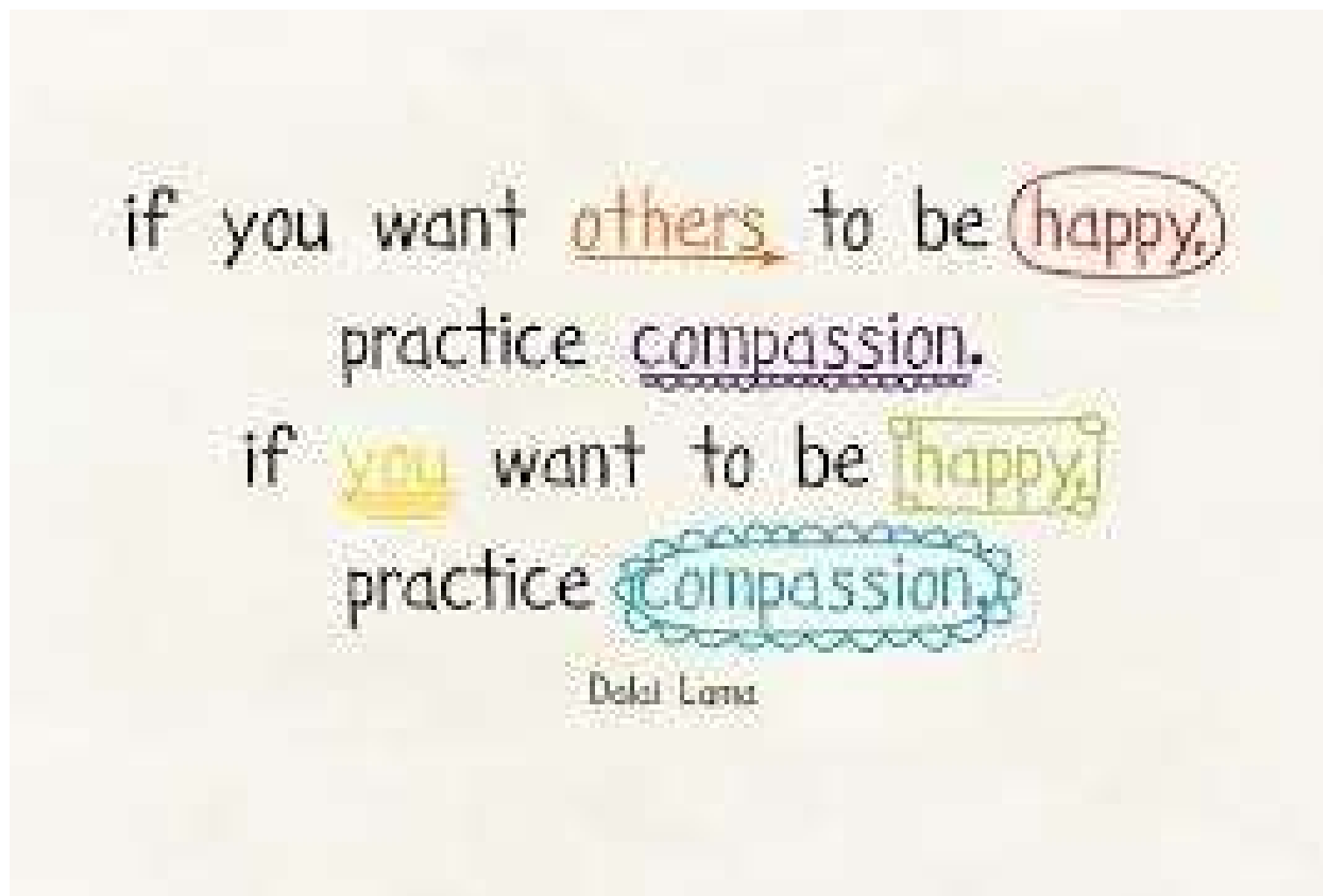


## \*TRAPS TO AVOID

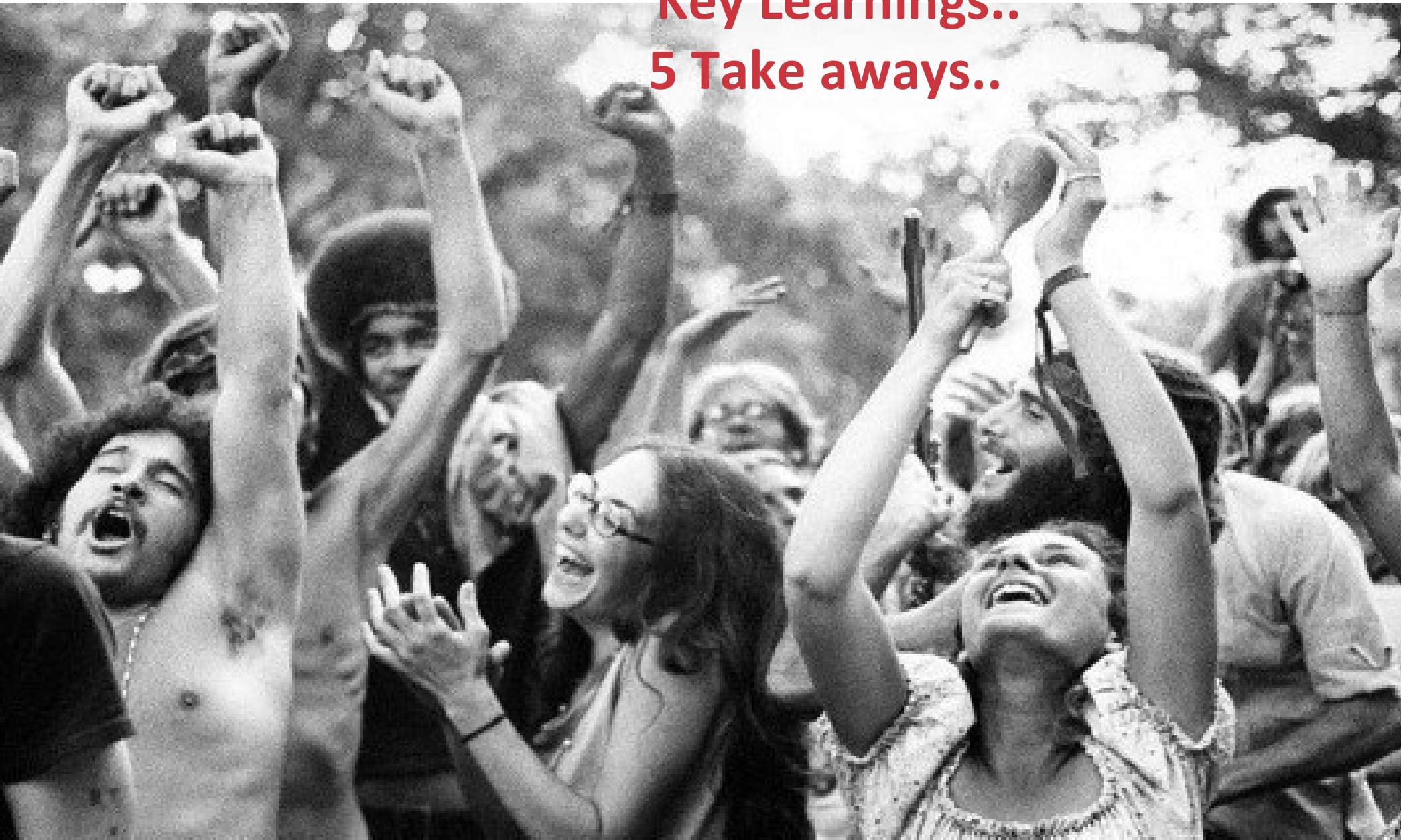
- ☒ Question-Answer Trap...
- ☒ Trap of Taking Sides...
- ☒ Expert Trap (I know, you don't).
- ☒ Labeling Trap...
- ☒ Premature Focus Trap...
- ☒ Blaming Trap...
- ☒ *“All judgment is a form of **Violence**”*

# What's next in your practice?

Masters circle, advancing the practice,  
coding/coaching, TNT, advance certification...MINT



# Key Learnings.. 5 Take aways..





# Thank You!

*One thing you liked...*

*One thing you relearned...*

*One thing you learned...*

## What's next ?

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## ***Bibliography***

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*Motivationalinterviewing.org* Website of Motivational Interviewing Network of Trainers (MINT)..

*Hetimaïne.org* Website of Health Education and Training Institute (HETI) HETI is located in beautiful Portland, Maine and is run by (me) Stephen Andrew, an incredibly effective and enjoyable trainer (sometimes), and sweet 8 person MITI coding and simulation Lab..

*Spirit Wind CD/Tapes Series*. Stephen R. Andrew LCSW LADC CCS CGP

**[www.hetimaïne.org](http://www.hetimaïne.org)**