

## Motivational Interviewing - Pocket Guide Notes Updated 2018 Paul Earnshaw

### A Person Centered Approach that builds on intrinsic motivation

- **Partnership:** a mindful collaboration with your client as a partner
- **Acceptance:** resource and motivation for change lies with client - the worker accepts through *empathy, affirmation, and supporting autonomy*
- **Compassion:** MI is other directed not self-directed
- **Evocation:** Motivation for change is enhanced by elicitation rather than persuasion

### Understand Ambivalence

- "Lack of motivation" is better understood as ambivalence to change.
- Arguing for one side of ambivalence, often leads people to defend the other.
- As a person defends the status quo, the likelihood of change decreases.
- Resist the fighting reflex: to argue for change.

### Core Micro-skills: OARS

- Ask **OPEN** questions - not short-answer, yes/no, or rhetorical questions
- **AFFIRM** the person - comment positively on strengths, effort, intention,
- **REFLECT** what the person says - "active listening"
- **SUMMARIZE** - draw together the person's own perspectives on change

### Reflective Listening: A Valuable Skill in Itself

- A reflection seeks to summarize what the person means; it makes a guess
- A good reflection is a statement, not a question
- Levels of reflection:
  - Repeat - Direct restatement of what the person said
  - Paraphrase - Making a guess about meaning; continuing the paragraph; usually adds something that was not said directly
  - Emotional reflection - deepens the conversation
- Other types of reflection
  - Double-sided reflection - Captures both sides of the ambivalence (...AND ...BUT...)
  - Amplified reflection - Overstates what the person says and rolls with resistance

### Eliciting Talk about Change

Ask for it:

- Desire: Why would you want to..... ?
- Ability: If you did decide to..... ,how would you do it?
- Reasons: What would be the good things about ..... ?
- Need: What would be the consequences if you didn't....?
- Commitment: What do you plan to do? What is the next step?

- **Importance and Confidence** rulers
  - On a scale from 0 to 10, how *important* is it for you to ..... And why are you at \_\_\_ and not zero? (The answer is change talk)
  - On a scale from 0 to 10, how *confident* are you that you could ..... And why are you at \_\_\_ and not zero? What would it take to get you further up (The answers are ability talk)
  
- **Looking forward/back**
  - If you don't make any change, what do you think will happen?
  - Where would you like to be in \_ years? What do you hope will be different?
  - And how does (eg. smoking) fit into that?

### Responding to Change Talk

When you hear change talk, don't just sit there use you EARS!

- Elaborate: Ask for more: When was the last time; in what ways; What else?; What other reasons?
- Affirm change talk - reinforce, encourage, support it
- Reflect it - Restate it back to the person
- Summarize - Collecting change flowers into a bouquet

### Giving Advice: Elicit- Provide - Elicit

The person is more likely to hear and heed your advice if you have permission to give it

1. Elicit permission and what the client already knows
  - Ask for permission to give advice
    - There's something that worries me here... Would it be all right if I ••
    - Would you like to know ...
2. Provide:
  - It's often better to offer several options, rather than suggesting only one
  - Provide information from 3<sup>rd</sup> Parties in case the client discredits the information
3. Elicit:
  - Notice client's response to information and reflect.
  - Elicit response: What do you think?

### Responding to sustain talk

- Remember that sustain talk is just the other side of the ambivalence
- Don't argue against it; pushing against sustain talk entrenches it
- Roll with it by:
  - Reflection - Simply acknowledging it by reflecting it back
  - Amplified reflection - Overstating it
  - Double-sided reflection - On the one hand ....and on the other ....
  - Emphasize the person's ability to choose, control, autonomy

### **Responding to Discord**

Discord is about you and your relationship with the client and signalled by: being at cross purposes, arguing, interrupting, ignoring or discounting. Respond by:

- Emphasising choice: Only you can make this decision...
- Shifting focus: If ..... isn't a problem what would it be helpful to talk about?

### **Strengthening Commitment**

Commitment language signals behavior change

Encourage even low-strength commitment language:

I'll think about it; I might; I'll try; I could

high-strength commitment language:

I will; I'm going to; I promise; I'll do my best

Is the obstacle *importance* or *confidence*?

Certain language signals desire, but low confidence/ability

I'll try; I wish I could; I would if I could; I've tried

### **Closing Summary**

Complete a consultation by giving a summary:

- Bouquet: draw together the person's change talk
- Briefly acknowledge areas of reluctance, if appropriate
- Summarize the person's commitment strength
- If commitment is strong, ask the key question: What will you do?

### **Develop an action plan**

- Resist the righting reflex and avoid giving plans for change, instead;
- Elicit an action plan from the client.
- Though don't be under prescriptive and offer advice when needed
- Ensure to establish goals and how the client will know when they are met
- Ask what the plan might be if the goals aren't met

### **Sources:**

Document based on based on Bill Millers high yield notes (2006) and Updated High Yield notes Paul Earnshaw and Rory Allott (2013)

Updated from Miller, W.R. and Rollnick, S. (2013). *Motivational Interviewing*, Third Edition: Helping People Change. Guilford Press: New York