

MOTIVATIONAL INTERVIEWING



Motivational Interviewing is an “empathic, person-centered counseling approach that prepares people for change by helping them resolve ambivalence, enhance intrinsic motivation, and build confidence to change.” (Kraybill and Morrison, 2007) In addition to motivational interviewing, it is also useful to gauge the stages of behavioral change. There are six stages of change (Prochaska & Velicer, 1997):

1. Precontemplation (includes denial of a problem)
2. Contemplation (includes ambivalence about change)
3. Preparation (includes becoming informed about goal)
4. Action (includes behaviors toward a goal)
5. Maintenance (includes avoiding temptation, continuing behavior toward goal)
6. Relapse (includes disappointment, frustration, feelings of failure)

Motivational interviewing can be helpful in understanding how one is feeling about change and encouraging them to move from one stage to the next.

There are 5 principles of Motivational Interviewing (MI):

1. Express **empathy** through reflective listening.
2. Develop discrepancy between goals and their behavior.
3. Avoid argument and direct confrontation.
4. Adjust to resistance rather than opposing it directly.
5. Support self-efficacy and optimism.

The basic techniques of MI include: open questions, affirmation, reflective listening, and summary reflections (OARS).

OARS: Open Questions

Open questions invite others to “tell their story” in their own words without leading them in a specific direction. The goal of open ended questions is to better understand the patient’s perspective.

- Help me understand___?
- How would you like things to be different?
- What are the good things about___and what are the less good things about it?
- What do you think you will lose if you give up__?
- What have you tried before to make a change?
- Are you ready to make a change? On a scale from 1-10 (10 being very ready and 1 not ready at all), how ready are you to make any kind of change in use of __? That is

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- great! Why did you choose that number?
- What do you want to do next?

Affirmations are statements and gestures that recognize strengths and acknowledge behaviors that lead in the direction of positive change, no matter how big or small. Affirmations build confidence in one's ability to change. To be effective, affirmations must be genuine and congruent.

- I appreciate that you are willing to meet with me today.
- You are clearly a very resourceful person.
- You handled yourself really well in that situation.
- That's a good suggestion.
- I've enjoyed talking with you today.

Reflective Listening

Reflective listening is the pathway for engaging others in relationships, building trust, and supporting motivation to change. Reflective listening appears easy, but it takes hard work and skill to do well. It is vital to learn to *think* reflectively. This is a way of thinking that accompanies good reflective listening. It includes interest in what the person has to say and respect for the person's inner wisdom.

- It sounds like you might be feeling...
- You might be wondering if...
- **Repeating or rephrasing:** Listener repeats or substitutes synonyms or phrases, and stays close to what the speaker has said
- **Paraphrasing:** Listener makes a restatement in which the speaker's meaning is inferred
- **Reflection of feeling:** Listener emphasizes the emotional aspects of communication through feeling statements. This is the deepest form of listening.

Summaries

Summaries are applications of reflective listening. They can be used throughout a conversation but are particularly helpful at transition points, for example, after the person has spoken about a particular topic, has recounted a personal experience, or when the encounter is nearing an end. Summarizing helps to ensure that there is clear communication between the speaker and listener.

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Structure of Summaries

1) Begin with a statement indicating you are making a summary.

- Let me see if I understand ...
- It sounds like ...
- You have given me a lot of important information today, I want to be sure I got it all...

2) Give special attention to ambivalence.

- On the one hand, ..., on the other hand...

3) Use empathic statements to support ambivalence.

- Feeling torn between _ and _ can be very difficult.

4) Depending on the response of the client to your summary statement, it may lead naturally to planning for change.

- How can I be most helpful to you on this journey?
- What would you like to work on first?
- What would you like to see happening going forward?
- Where should we go from here?

Websites:

Motivationalinterviewing.org

<https://www.uptodate.com/contents/motivational-interviewing-for-substance-use-disorders>

<https://americanaddictioncenters.org/therapy-treatment/motivational-interviewing>

<https://www.theraplatform.com/blog/339/motivational-interviewing-for-substance-abuse>

<https://store.samhsa.gov/product/TIP-35-Enhancing-Motivation-for-Change-in-Substance-Use-Disorder-Treatment/PEP19-02-01-003>

<https://www.samhsa.gov/homelessness-programs-resources/hpr-resources/motivational-interviewing-recovery>