



Motivational Interviewing

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Behavior Change



Change is a process

Stages of Change

- **Precontemplation** — (No intention)
- **Contemplation** — (Change on horizon — next 6 months)
- **Preparation** — (Getting ready — next 30 days)
- **Action** — Consistently changed (within 6 months)
- **Maintenance** — Staying there (More than 6 months)
- **Relapse** — (Recycling)

Meet the patient
at his/her place
of readiness



“What are your thoughts about...”

- People tend to resist that which is forced upon them
- People tend to support that which they helped to create

Vince Pfaff



What should be in a definition of MI?

- It's a conversation about “change”
- It's collaborative and not expert driven
- The interviewer uses skills to evoke



“Spirit”

A way of being with people



Partnership



Acceptance



Compassion



Evocation

The Spirit of Motivational Interviewing (MI)

“The Dance”



- Partnership - Not Confrontation
- Acceptance – Not Judgment
- Compassion – Not Indifference
- Evocation – Not Advice

Careful eliciting of the values, assumptions, fears, expectations and hopes of the client

Processes for MI

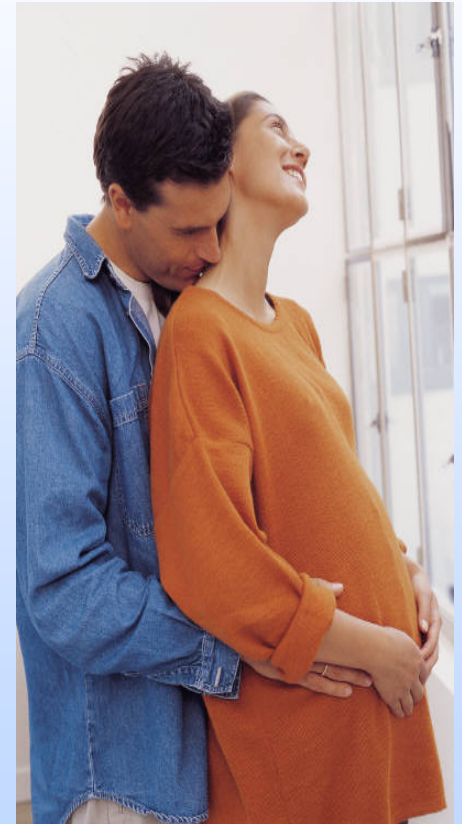
(Overlapping, Guiding Principles)

- Engagement
- Focusing
- Evoking
- Planning



Engaging

- Establishing a connection
 - Either party can become disengaged
- Exploring strengths, values & goals
- Key is “listening”
 - To understand dilemma and values





Focusing

- Develop a direction
 - The Client's direction
 - The Setting (agency)
 - Clinical Expertise
- Agenda Mapping – look at options & move to agreed upon focus



Focusing

Giving Information & Advice

1. The client asks for advice
2. You ask permission to give advice
3. You qualify your advice to emphasize autonomy

Evoking

- Eliciting client's own motivation
- Let client show the argument for change



Planning

- Developing commitment to change
- Formulating a specific plan of action
- When the client is ready!



What is Unique to MI?

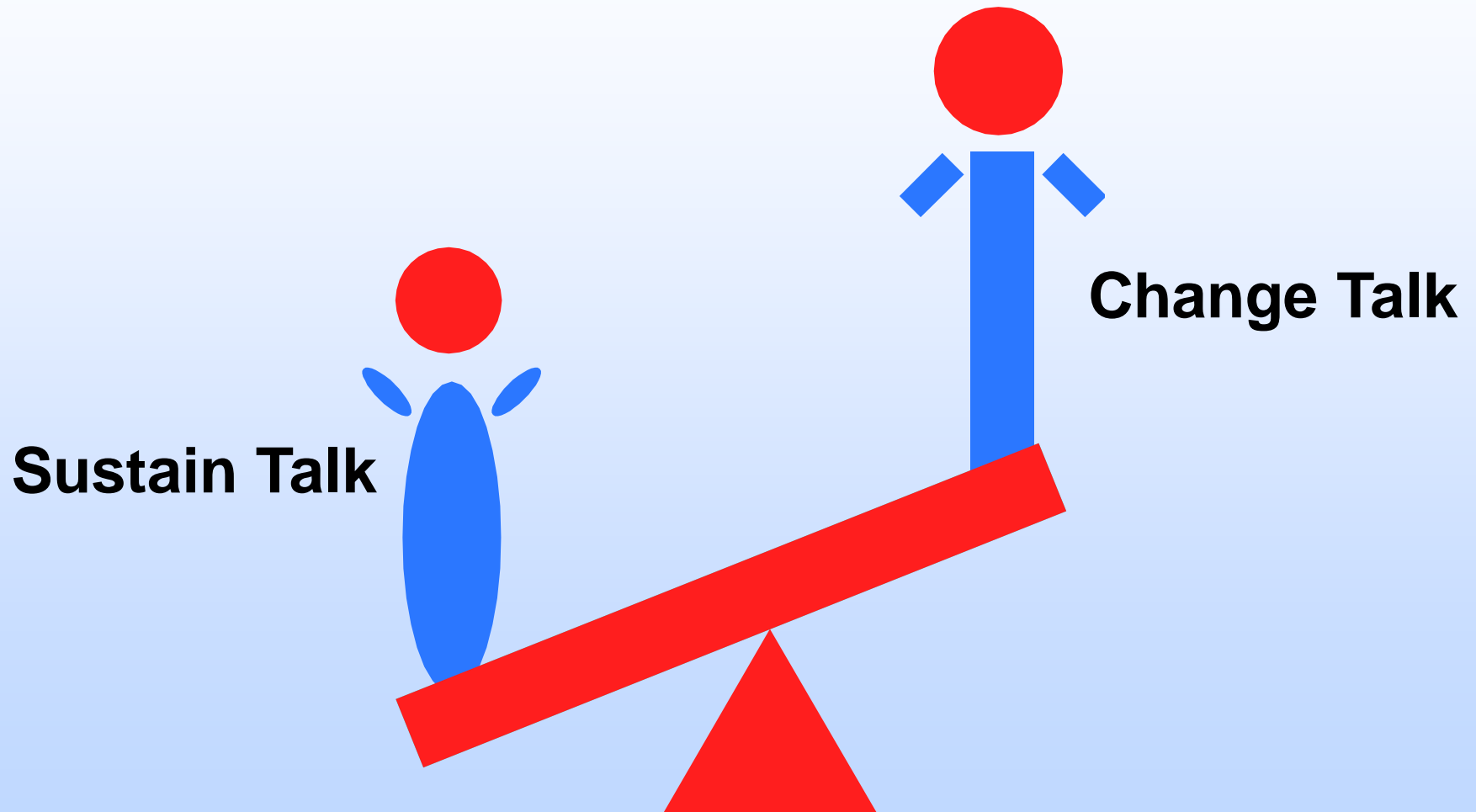
- Attuned to and guided by certain types of language (change talk)
- Intentional, differential evoking and strengthening of change talk
- Strategic-directional use of client-centered methods (reflections, affirmations, summaries)

What gets people to change?

Factors of Motivation:

- Importance
- Confidence

Sustain Talk vs. Change Talk



Change Talk

- Any speech that favors movement in direction of change
- Linked to a particular behavior change target
- DARN-CAT

Preparatory Change Talk

What to look for:

- Desire - “I really want to...”
- Ability - “I’ve done it before.”
- Reason - “I would have more energy if I lost weight.”
- Need - “I can’t go through life like this. I have to...”

Mobilizing Change Talk

What to look for:

- Commitment – I will make changes
- Activation – I'm ready, prepared, or willing to make changes
- Taking Steps – I am taking specific action to change

DARN-CAT

Change Talk & Sustain Talk

(Opposite Sides of the Coin)

- Sustain Talk:
 - I really like eating desserts (Desire)
 - I don't see how I could give up sugar (Ability)
 - I eat because I'm surrounded by a family who also eats hearty meals (Reason)
 - I don't think I need to lose weight (Need)
 - I'm not willing to do this (Activation)
 - I intend to stay the way I am (Commitment)

Find the “Mobilizing” Language

1. I want to quit smoking
2. I quit drinking, so I probably could do this too
3. I’m going to quit
4. I’d have more money if I quit

Which question would you ask to evoke mobilizing language?

- So what will be your first step?
- How confident are you that you can do it?
- What makes this important to you?
- Why do you want to make this change?

Discrepancy

- Change is motivated by a perceived discrepancy between present behaviors and personal goals or values
- Use strategies to assist client in identifying discrepancy and move toward change

Patient: *“I want to be a good role model for my children.”*

Developing Discrepancy

“Let’s put aside the ‘how to do it,’ for right now, and just talk about how you would like things to be different.”



future?



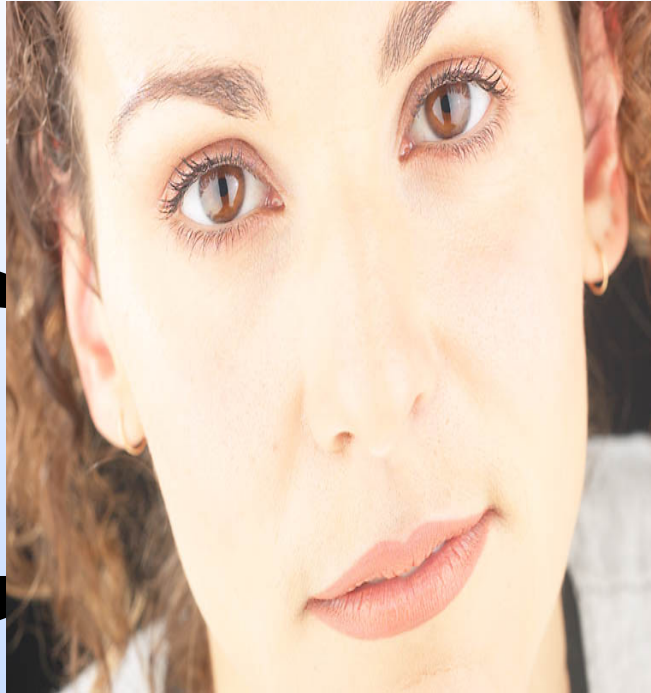
values

Discrepancy leads to ambivalence...

“Ambivalence”

Smoking
helps me
relax

I really enjoy
it

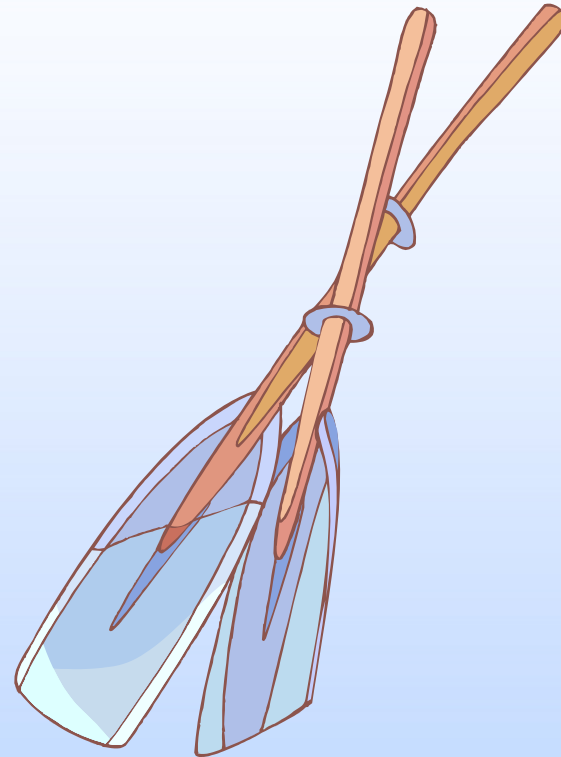


I'm afraid
I'm going
to die
young

I hate the
way I smell

Communication Methods

- Open-ended questions
- Affirmations
- Reflections
- Summaries



Open-Ended Questions

Patient Benefits

- Allows patient to express himself
- Patient verbalizes what is important to him at the moment

Counselor Benefits

- Learn more about the patient
- Sets a positive tone for the session

“How would you do that?”

“What do you see as your biggest challenge?”

“Tell me more about that.”

Discouraged Patient

“I’ve tried sixteen times to quit smoking.”



**Support self-
efficacy**

Counselor: “Wow, you’ve already showed your commitment to trying to stop smoking several times. That’s great! More importantly you’re willing to try again.”

Reflections convey:

I am interested

It's important to me to understand you

I want to hear more

What you say is important to me

Reflections

“I am an organized person.”

You mean that...

You like to have things orderly

You tend to rely on routines

*You don't like it when things change
unexpectedly*

Reflections

“I don’t like conflict”

You mean that...

It makes you uncomfortable when people argue

You work hard to resolve differences

You avoid confrontation

Anger scares you

Reflections

Mary: *“I’m afraid that my daughter is going to smoke because she sees me smoke.”*

You mean that...

You’re worried about how the things that you do like smoking, might impact your daughter.

Summarize

- Can be used to gather more information (“...what else?”)
- Can be used to move into a new direction (“...now can we talk about...?”)
- Can be used to link both sides of ambivalence (“On the one hand... on the other hand...”) (Linking Summary)

Summaries

- Reflecting elements that will aid the client in moving forward
- Selective judgment in what to include & what to exclude



Summarizing

My parents were good role models, and they taught me that good habits are a priority.

I work hard at living a good, balanced, healthy lifestyle by eating lots of fruits and vegetables.

My neighbors eat really well. They have a garden.

I don't like to exercise but know I need to try harder.

I travel a lot for work which is really challenging because it's hard to eat right and really difficult to exercise, but overall I think I do pretty good."

Is there such a thing as a “resistive” client?

**How we respond
matters**



Sustain
Talk
& Discord

Deconstructing Resistance

- Sustain Talk
 - About the target behavior
- Discord
 - A breakdown in working alliance
 - May be present when clients are “defending” to keep their integrity, autonomy or self-esteem
 - May be a power struggle - “Who are you to tell me?”
 - May be interrupting to say, “You don’t get it... you don’t understand”

Sustain Talk or Discord?

“I’m just not sure I’d be able to manage the diet that the doctor recommends.”

“You people get a thrill by telling others what to do.”

“I’m tired of people like you taking my rights away.”

“I really don’t have any problems from being overweight. My blood pressure is good and my cholesterol is good.”

“Yeah, but...” syndrome

I can't afford the medications.

I'm afraid I'll gain weight if I quit.

I don't smoke nearly as much as some other people that I know.



Types of Reflections

- **Repeating**: repeats an element of what the speaker said
- **Rephrasing**: stays close to what was said but, slightly rephrases what was offered
- **Paraphrasing**: restatement, infer meaning in what was said and reflect back in new words- adds to or extends what was said
- **Reflection of feeling**: paraphrase emotional dimension

Reflective Listening

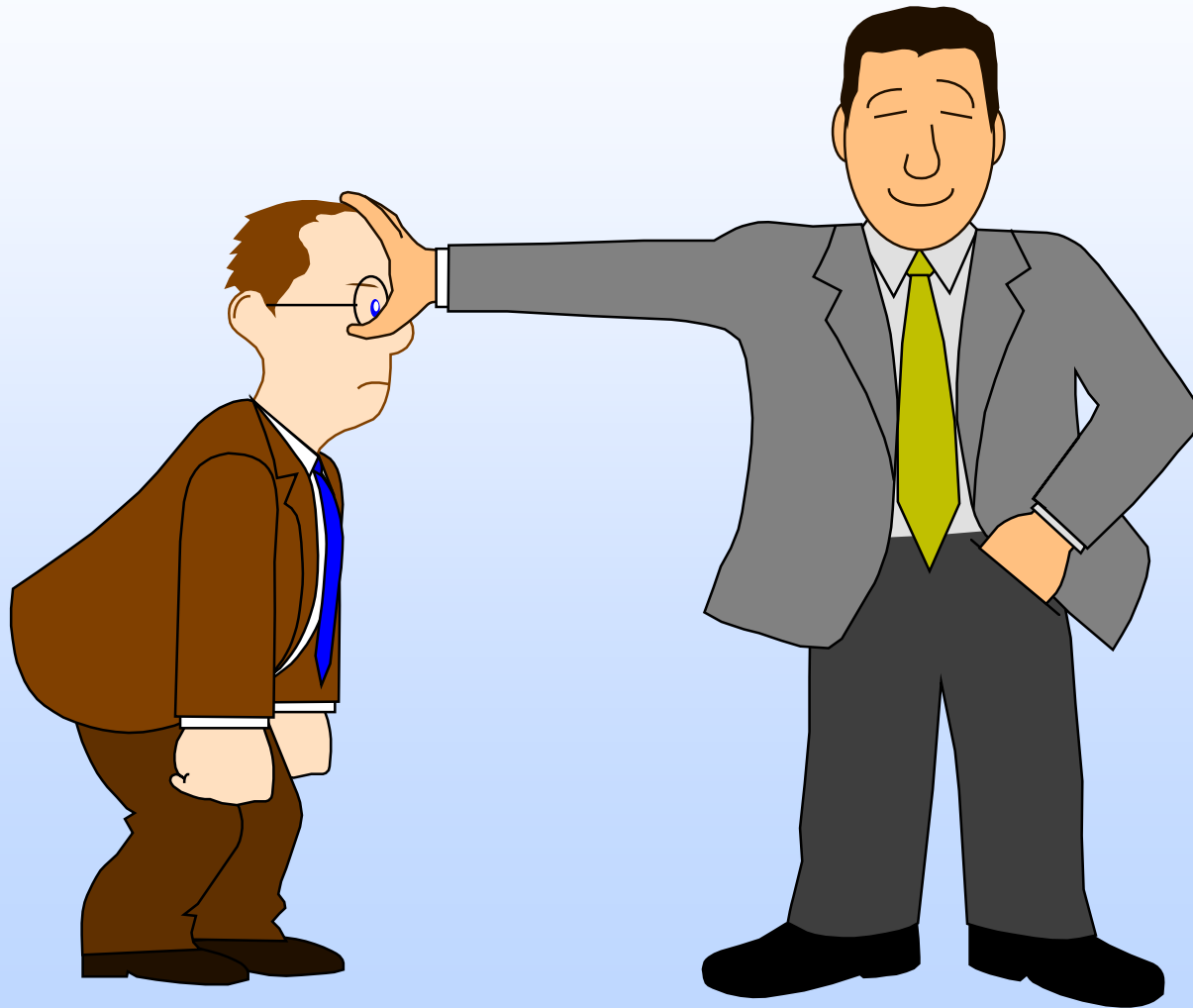
Simple reflection: An acknowledgment of the person's disagreement, feelings or perception.

Patient: "I'm trying the best I can to at least cut back on smoking. Geez, I've already made a lot of other changes in my life too, like dieting and exercise."

Practitioner: "You're working hard on the changes you need to make."

“I just can’t quit smoking right now. I’m a single mother trying to deal with a very active four year-old. I have no money and can barely afford to live. On top of all that, I’m taking care of my sick father.”

Responding to Sustain Talk & Discord



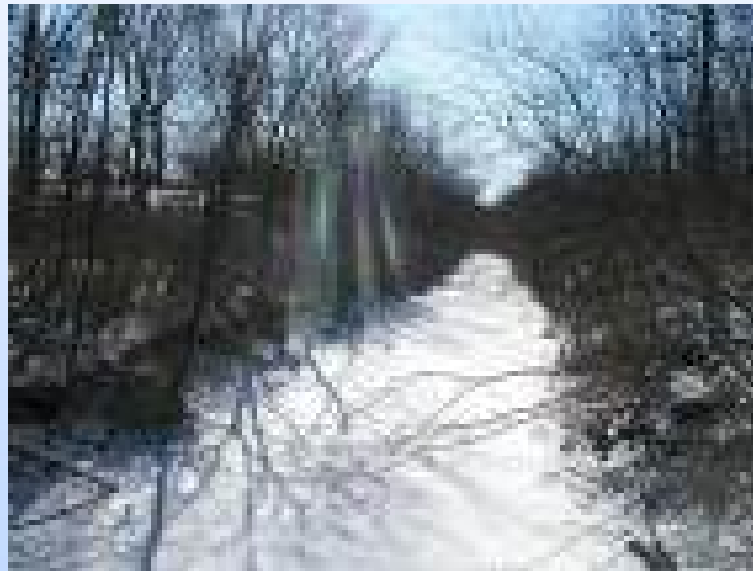
Responding to Change Talk

- Open-ended questions to elaborate
 - “Why else...”
 - “In what ways...”
 - “Tell me more about that..”
- Affirm to reinforce it
 - “That sounds like a great idea.”
- Reflective Listening to clarify & encourage more
- Summarize

Exploring and Enhancing Motivation

Importance

Confidence



Summary

- Importance, Confidence & Readiness = Motivation
- OARS – Listen for “Change Talk”
- Scaling – understand and encourage importance and confidence
- Decisional Balance – examine pros & cons
- “Spirit” – Collaboration, Evocation & Autonomy

References/Resources

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