

A large, stylized tree graphic in a light teal color, positioned on the left side of the slide. The tree has a thick trunk and several branches with oval-shaped leaves. The background is a textured teal color.

Motivational Interviewing II: Rapid Engagement for Effective, Collaborative Change

CODAC Behavioral Healthcare





Housekeeping

Here's Where We Experiment, Mad Scientists!



A large, stylized tree graphic in a light teal color, positioned on the left side of the slide. The tree has a thick trunk and several branches with simple, oval-shaped leaves. The background is a textured, mottled teal color.

Poll: You and MI

The background of the slide features several thin, curved lines in shades of blue and grey, creating a sense of motion and depth. These lines are more prominent on the left side and fade towards the right.

Today's Objectives

- Gain confidence creating rapid engagement in brief interventions
- Discover the power of the MI Spirit to drive change
- Learn 4 ways to harness the incredible power of reflecting
- Explore ways to identify and super-charge Change Talk to improve outcomes

Part One: Spirit and Strategies



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.***

Introductions



Introductions: Who Are You?

Tell us your name, your role and...

Question 1:

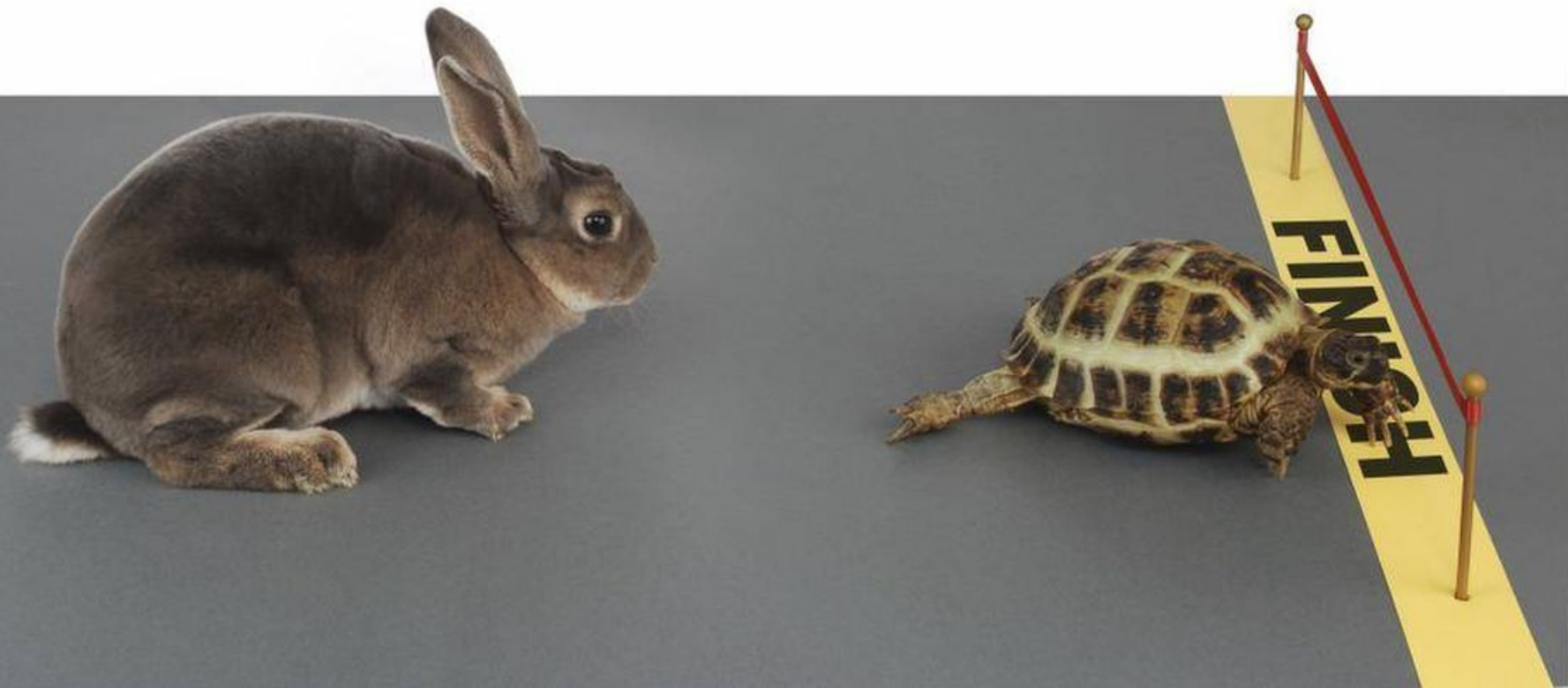
What are the challenges you are facing in helping people make changes?

Question 2:

What are your strengths as you help people make changes?

Words from Steven Rollnick, Co-creator of MI

“Slow down to speed up.”



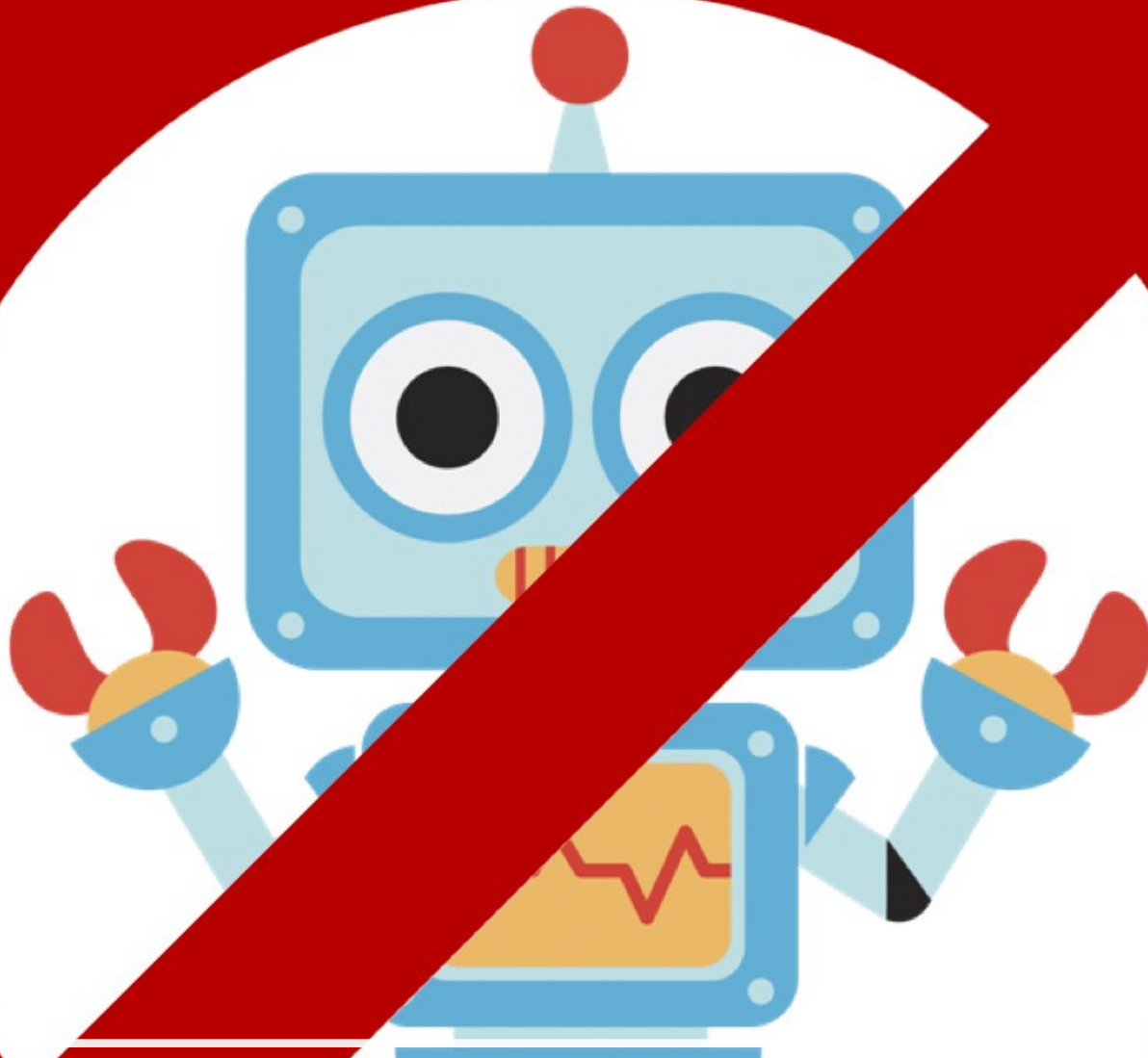
Motivational Interviewing Spirit

Collaboration – come alongside, honor client's wisdom, recognizing they are expert on their life

Evocation – elicit vs. impart - “Ask don't tell.”

Autonomy – ability to chose, empowerment

Compassion – demonstrate empathy and your understanding of their world view



**No Robots Allowed: Keep Your Personality
It's the key to your success!**



HOPE

The Four-letter word and Interpersonal Neurobiology, Oh My!

- You impact others with your very presence.
- Mirror neurons synch human brains and bodies
- The four letter word: HOPE
- Be the extraordinary experience. The old ways didn't work and we know the definition of insanity...

Change Talk: Ambivalence is Normal

Change Talk lives in the world of **Sustain Talk**.

- There are always pros and cons to making a change.
- Resistance does NOT exist. It is absolutely normal to feel ambivalent or to shift toward and away from motivation toward change.
- A skillful clinician finds the ember of Change Talk and fans it into the flame of motivated action.



Panning for Gold



THINKSTOCK

Skills and Strategies: OARS

- ♥ O: Open-ended questions
 - ...have more than a yes/no or one word answer
- ♥ A: Affirmations
 - ...notice their strengths and values
 - ...listen for dreams of a desired future
- ♥ R: Reflections
 - ...are empathic and create a sense of connection
 - ...more reflections than questions = improved outcomes
- ♥ S: Summaries
 - ...use during transitions and to end the conversation
 - ...selectively highlight content favoring change

4 Complex Reflections

Client: “It’s been so hard to quit smoking. With Jack out of work the stress has been terrible, but I know that I need to take care of myself, too. My doctor said it’s time, but I enjoy it and don’t know how to quit.”

Complex Reflections come in many flavors:

- Unspoken emotion
- Unspoken values
- Double-sided
- The want behind the don’t want



Focusing on the Gold: Your Result



Exercise



Exercise 1: The Search for Gold Identifying Change Talk

- Take turns being the client and reading a prompt.
- Together identify the Change Talk.

Exercise

Exercise 2: The Search for Gold Reflecting Change Talk

- Take turns reading the prompts in Exercise 2.
- Respond using complex reflections of different kinds.
- Notice which come more easily and which require a little longer to create.

Why MI Works



- New research from evolutionary psychology – MI eliminates the subconscious, physiological stress response caused by determining social hierarchy.
- This matters most in environments where unequal power is built into the system. Familiar??
- **Psychological Reactance = Fight** When we were kids we called this, “You aren’t the boss of me!”
- **Compliance = Flight** is an escape mechanism. I agree because I want to get away from the situation.

Avoid the Trap: The Negative is a Magnet



Another Look at Mud and Gold

- There's a lot of sifting to do.
- Stay focused, it's easy to get caught up in the mud because humans are designed to be curious...



Trap - The Righting Reflex



So How Do I Provide Information?

Elicit – Provide – Elicit Model

1. ELICIT client's ideas, needs
2. Ask PERMISSION to share information
3. PROVIDE *relevant* advice, information or a menu
4. ELICIT client's reactions & commitment to taking the next step.



Poll: RR and EPE

Exploration: Scaling Question

SKILL: Importance Scale NOT Confidence Scale

Using a two-part scaling question elicits change talk very quickly and is perfect for very brief interventions.

Part One: “On a scale of 0-10, where 0 is GOAL is not important at all and 10 is that GOAL is very important what number are you now?”

Example:

Clinician: “On a scale of 0-10, where 0 is losing 20lbs. is not important at all and 10 is that losing that weight is VERY important to you what number are you now?”

Patient: “I guess I’m a 6.”

Exploration: Scaling Question

SKILL: Importance Scale

Part Two: “*Why aren’t you a LOWER number?*”

Example:

Clinician: “Ok, you’re a 6. Why aren’t you a 2?”

Patient: “Well, I am trying to get more exercise and I’ve backed down to two Cokes a day. I used to drink at least 4. And I’m drinking water at my desk at work...”

*Clinician: “You’ve already made and **maintained** some important changes.”*

Patients expect you to ask why they aren’t a HIGHER number. Your question surprises them and helps them notice and build upon existing successes.

Exercise

Exercise 4: Demo - Scaling Question: Importance

Using a two-part scaling question elicits change talk very quickly and is perfect for very brief interventions.

Part One: ***“On a scale of 0-10, where 0 is GOAL is not important at all and 10 is that GOAL is very important what number are you now?”***

Example: Clinician: “On a scale of 0-10, where 0 is GOAL is not important at all and 10 is GOAL is VERY important to you what number are you now?”

Patient: I guess I’m a 6.”

Part Two: ***“Why aren’t you a LOWER number?”***

Example: Clinician: “Ok, you’re a 6. Why aren’t you a 2?”

Wrapping Up with a Goal

- Time management matters no matter how long you have:
- *“OK, we’ve got X minutes left. Given what we have covered, ...*
 - ... what might be the next step for you?”*
 - ... what one action would be right for you?”*
 - ... what would you like to have as your goal between now and when we meet next time?”*



Exercise: Takeaway

**What is your takeaway from today?
Given that, what one action will you take in
this coming week?**



Questions?



**Thank you,
you were GREAT!**



References and Resources for Learning MI

- Motivational Interviewing Network of Trainers <http://www.motivationalinterviewing.org/>
- Motivational Interviewing (hosted by the Mid-Atlantic Addiction Technology Transfer Center <http://www.motivationalinterview.org/>
- UMass Center for Integrated Primary Care: Certificate of Intensive Training in MI <http://www.umassmed.edu/cipc/>
- Health Education & Training Institute (HETI) <http://www.hetimaine.org/>
- Motivational Interviewing in Health Care (Rollnick, Miller, Butler) <https://www.guilford.com/books/Motivational-Interviewing-in-Health-Care/Rollnick-Miller-Butler/9781593856120/reviews>

Noticing and Responding to What People Say

- *“I know it's killing me, but I can't imagine ever getting clean. Life is crazy. When I was sober a couple of years ago there was less going on. Now, the kids are driving me crazy and my husband is out of work again, but something's got to give.”*

Noticing and Responding to What People Say

- *“My mom used, my uncle used and I grew up with it. It’s like my whole family’s trapped in this cycle and I don’t want my kids to be in the same boat. They deserve a better life. Kyle is so smart. He could go to college. Not like the rest of us, stuck in a dead-end job. I want to teach him a better way to live than this.”*

Noticing and Responding to What People Say

- *"I can't believe I lost my takehomes! It was only one slip up! You guys should understand that. These rules are so unfair. All I want is to get my takehomes back so I don't have to come here every day because I'm taking care of my sister's kids and, without transportation getting here is so hard."*

Noticing and Responding to What People Say

- *“I only ever lost 10 lbs. with the Atkins Diet and they didn't even stay off. Losing weight is impossible! Believe me, I know. I’ve tried everything. I hate diets and I hate weighing so much. I look terrible. I just want the weight OFF!”*

Noticing and Responding to What People Say

- *“It's tough being around my friends that drink. They are always offering to buy a round. You know, I have been clean and sober for the last 4 months and I'm proud of that, but it's not easy and sometimes I get afraid that I'll go back to my old ways.”*