

# Introduction to Motivational Interviewing Training

## Learning Guide



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# Key Concepts of Motivational Interviewing

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## **Concepts Include:**

1. Define Motivational Interviewing (MI) and introduce key concepts of MI.
2. Discuss ambivalence as a barrier to good health.
3. Distinguish uses for directive, listening and guiding communication styles and apply the skillsets for each type of communication style.

## **Definition & Research-Base:** (1)

**Motivational Interviewing:** “Motivational Interviewing is a person-centered counseling style for addressing the common problem of ambivalence.” -Miller & Rollnick

**Efficacy:** Motivational Interviewing has been researched for over 30 years in combination with other healthcare services. Research has included 200 clinical trials and more than 1200 peer-reviewed journal articles published on the use and efficacy of MI. There is ongoing research on its application in: Emergency medicine, primary care, chronic disease, mental health, substance abuse, and dentistry.

## **Barriers to Health Outcomes:** (2)

**Ambivalence:** Feeling both positive and negative about potential behavior change. This goes beyond lack of knowledge or deciding between a “right vs wrong” decision or behavior. Confidence is often a factor (Ability).

Change occurs when people have: **Desire, Ability, Reason and Need** to change. Using MI to strengthen motivation towards behavior change, people feel *Ready, Willing* and *Able*. (2)

## **Types of Communication in Healthcare and Behavioral Healthcare:** (3)

**Directive:** Prescriptive in nature and critical during circumstances in which patients need treatment provided to them.

**Following:** Passive in nature (listening more than talking.) Common as a person-centered style to build relationships or support patients when processing concerns.

**Guiding:** A strategic conversation where the professional partners with the patient to discuss benefits and barriers to change. Uses many common person-centered skills but operates with the intension of **reflecting change talk** to increase motivation.

**Key Concepts of Motivational Interviewing: (1)**

**Change Talk:** Statements by the patient in the direction of change in present or future tense.

**Guiding Principles:** Resist the “righting reflex.” Understand and explore the patient’s motivations. Listen with empathy. Empower the patient. **(RULE)**

**Mindset of Conversations:** Partnership, Acceptance, Compassion and Evocation. **(PACE)**

**Main Skills:** Open-ended questions, Affirmations, Reflections, Summaries, (OARS) and Ask-Provide-Ask.

**Benefits:** Increased patient confidence and compliance; improved outcomes. Reduce failure rate and litigation by unsatisfied patients.

**References:**

Motivational Interviewing: Helping People change (3<sup>rd</sup> Edition), William Miller and Stephen Rollnick, Guilford Press

Motivational Interviewing in Health Care: Helping Patients Change Behavior, Stephen Rollnick, William Miller and Christopher butler, Guilford Press

Motivational Interviewing Network of Trainers website: [www.motivationalinterviewing.org](http://www.motivationalinterviewing.org)

Indiana SBIRT: [www.indianasbirt.org](http://www.indianasbirt.org)

Indiana Prevention Resource Center (IPRC): [www.drugs.indiana.edu](http://www.drugs.indiana.edu)

IPRC Training Portal: (Free MI and Drug Trainings)

<http://www.drugs.indiana.edu/training/onlinetrainings.php>

## Health and Safety Quiz

1. Do you buckle up every time you're in a car, including an Uber or a taxi? **Y N**
2. Do you floss daily? **Y N**
3. Do you have a fire extinguisher in your kitchen? **Y N**
4. Do you abstain from using your cell phone, including texting, while driving? **Y N**
5. Do you exercise at least 30 minutes 3 times a week? **Y N**
6. Do you have an earthquake kit in your car and in your home? **Y N**
7. Do you abstain from using nicotine products? **Y N**
8. Do you wear a helmet every time your ride a bicycle? **Y N**
9. Do you wear a personal flotation device every time you get in a boat? **Y N**
10. Do you take all medications as prescribed? **Y N**

### **Persuasion: [Directive]**

- Explain why the person should make this change.
- Give at least three specific benefits that would result from making the change.
- Tell the person how they could make the change.
- Emphasize how important it is for them to make the change. This might include the negative consequences of not doing it.
- Tell/persuade the person to do it. *And if you encounter resistance, repeat the above, perhaps **more emphatically**.*

### **MI Consistent Change Conversation: [Guiding]**

- Why would you want to make this change?
- If you did decide to make this change, how might you go about it in order to succeed?
- What are the three best reasons for you to do it?
- How important would you say it is for you to make this change on a scale from 0 to 10, where 0 is not at all important, and 10 is extremely important?  
[Follow-up question: And why are you at \_\_\_\_\_ rather than a lower number?]
- After you have listened carefully to the answers to these questions, give back a short summary of what you heard, of the person's motivations for change.
- Then ask one more question: So what do you think you'll do? Listen with interest to the answer.

## Open-Question Starters

Tell me more about \_\_\_\_\_?

Describe \_\_\_\_\_.

Talk to me about \_\_\_\_\_.

Explain \_\_\_\_\_.

How have things been going since we met last?

What are some reasons you might want to change?

Why might you want to make that change?

## Reflection Starters

It seems that you...

From your point of view...

For you, it's a matter of ...

You mean that...

So you feel...

It sounds like you...

You're wondering if...

So...

You...



# *Change Talk*

## *Preparatory Change Talk*

**D**esire

**A**bility

**R**eason

**N**eed

## *Commitment Talk*

**C**ommitment

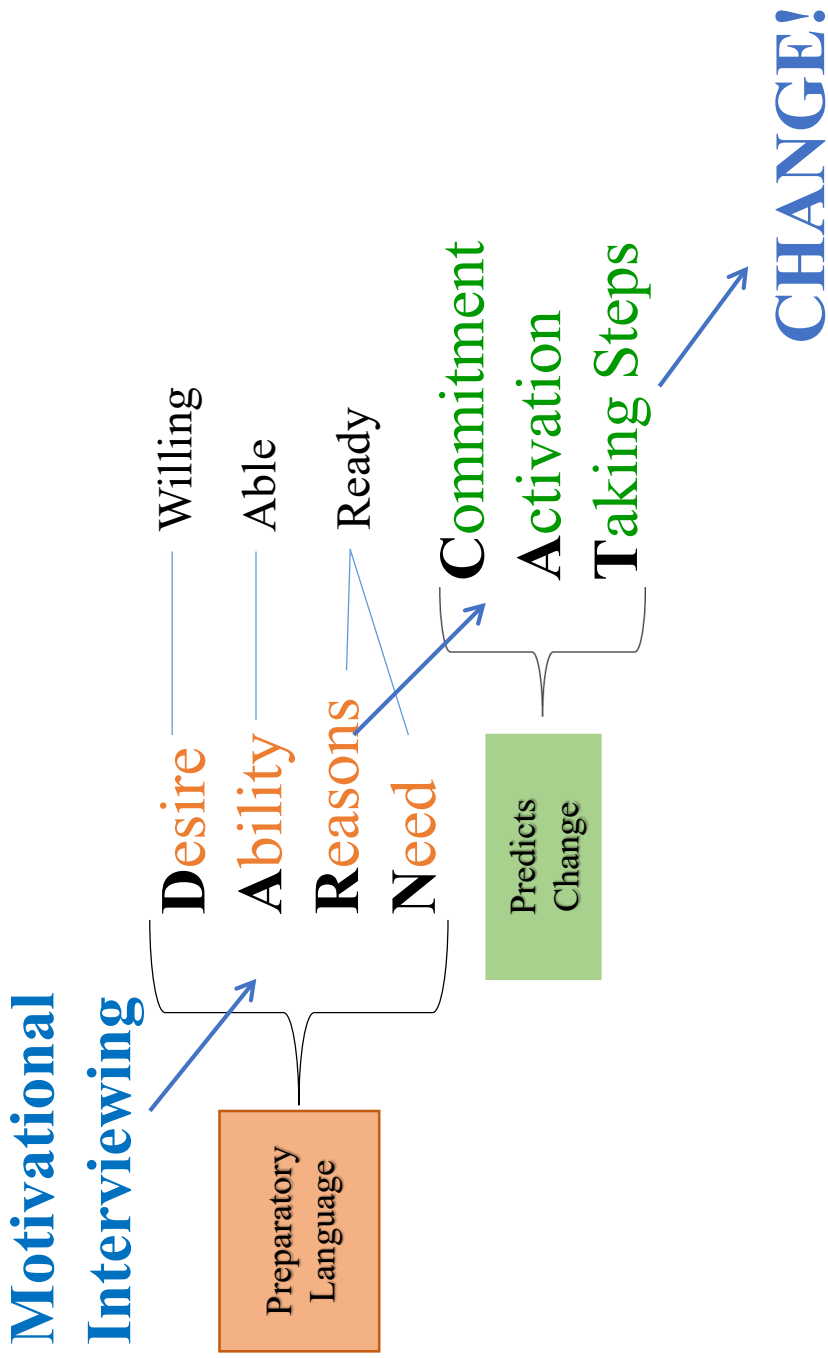
**A**ctivation

**T**aking steps

## **Do you Hear Change Talk?**

1. Recognize it.
2. Respond to it.
3. Elicit more change talk. (Strengthen the change talk.)

# The Flow of Change Talk



## CHANGE TALK/NOT CHANGE TALK EXERCISE

1. I know I should stop smoking while I'm pregnant but it is too hard, and it calms me down.
2. Alcohol is hard on me and my health, so I'm going to quit. I don't see anything wrong with smoking weed every now and then. It's harmless.
3. What about exercise? I use to walk and jog 4 days every week and I liked it.
4. I'm doing better at taking medicine to control my sugars. I know my body so I don't need to check it.
5. You might be good at helping some people, but not me. I need to help myself.
6. I know I shouldn't yell at my kids, but they were on my nerves and I didn't what to do.

## Continue The Conversation:

### Respond to Change Talk

- **E**laborate – ask for more details
- **A**ffirm – give affirmation/compliments
- **R**eflect – offer simple, paraphrase or complex (advanced) reflection
- **S**ummarize – summarize the change talk statements (DARN CAT)

*Ask **DARN** questions to get **DARN** answers!*

**D**esire: Why do you *want* to make this change?

**A**bility: How might you be *able* to do it?

**R**eason: What is one good *reason* for making the change?

**N**eed: How *important* is it, and why? (0-10)

**C**ommitment: What do you *intend* to do?

**A**ctivation: What are you *ready* or *willing* to do?

**T**aking steps: What have you *already done*?

# Strategies for Evoking Change Talk

- **Ask Evocative Questions**
  - Ask open questions, the answer to which is change talk.
- **Ask for Elaboration**
  - When a change talk theme emerges, ask for more detail. In what ways?
- **Ask for Examples**
  - When a change talk theme emerges, ask for specific examples. When was the last time that happened? Give me an example, what else?
- **Look Back**
  - Ask about a time before the current concern emerged. How were things better, different?
- **Look Forward**
  - Ask what may happen if things continue as they are (status quo). Try the miracle question: If you were %100 successful in making the changes you want, what would be different? How would you like your life to be five years from now?
- **Query Extremes**
  - What are the worst things that might happen if you don't make this change? What are the best things that could happen if you do make this change?

- **Use Change Rulers**

- Ask “On a scale from zero to ten, how important is it to you to [target change] – where zero is not at all important, and ten is extremely important?

Follow up: And why

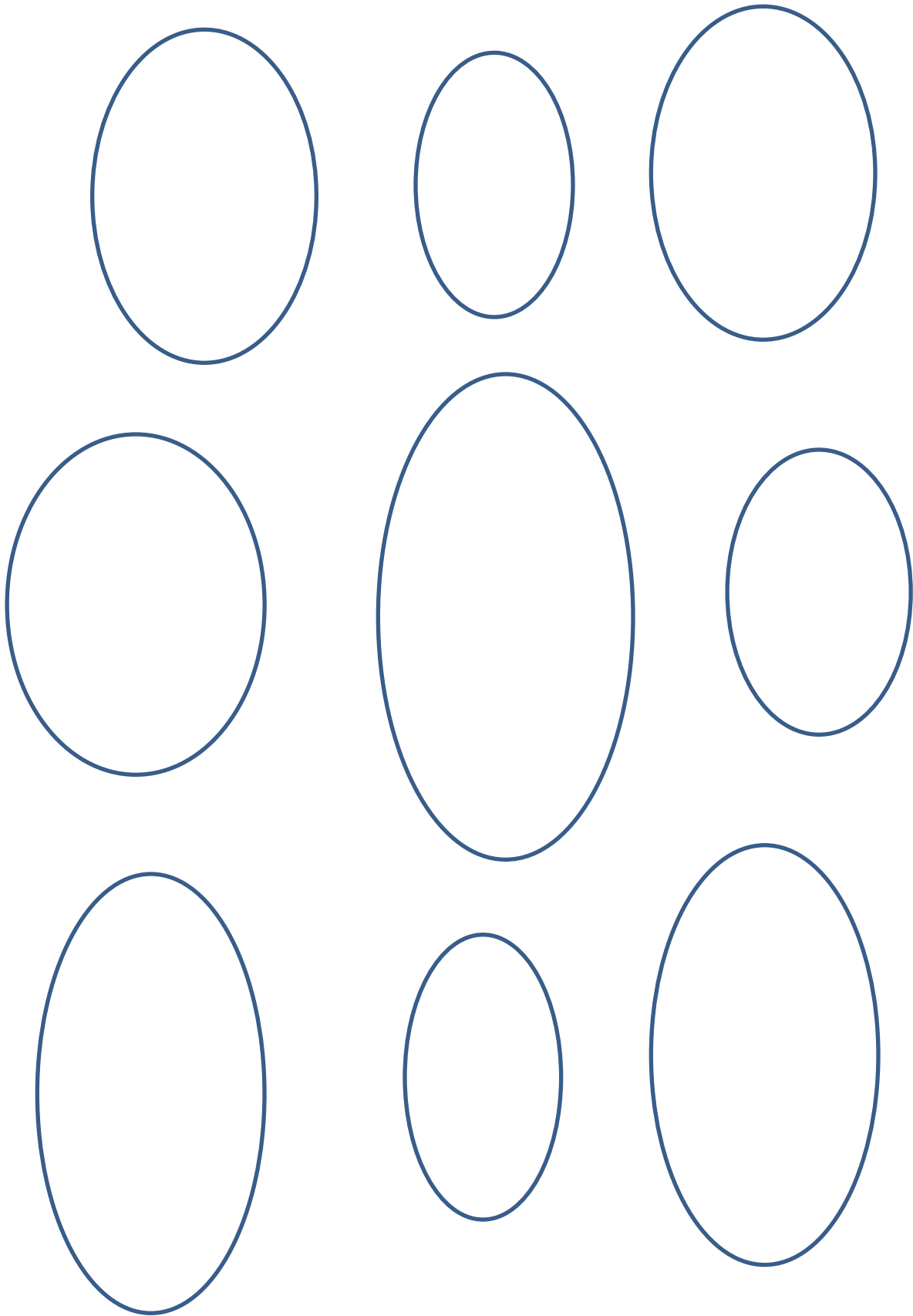
- Are you at \_\_\_ and not zero?
- What might happen that could move you from \_\_\_ to [higher score]?
- Instead of “how important” (need), you could also ask how much you want (desire), or how confident are you that you could (ability), or how committed are you to \_\_\_ (commitment).
- *Asking “how ready are you?” tends to be confusing because it combines competing components of desire, ability, reasons and need.*

- **Explore Goals and Values**

- Ask what the persons guiding values are. What do they want in life? Using a values sort card can be helpful here. If there is a “problem” behavior, ask how that behavior fits in with the person’s goals or values. Does it help realize a goal or value, interfere with it, or is it irrelevant?

- **Come Alongside**

- Explicitly side with the negative (status quo) side of ambivalence.
  - Perhaps \_\_\_ is so important to you that you will not give it up, no matter what the cost.



<p><b>Honesty</b> To be honest and truthful</p>	<p><b>Helpfulness</b> To be helpful to others</p>	<p><b>Genuineness</b> To act in a manner that is true to who I am</p>
<p><b>Adventure</b> To have a new and exciting experience</p>	<p><b>Caring</b> To take care of others</p>	<p><b>Achievement</b> To have important accomplishments</p>
<p><b>Loving</b> To give love to others</p>	<p><b>Accuracy</b> To be accurate in my opinions and beliefs</p>	<p><b>Loved</b> To be loved by those close to me</p>
<p><b>Acceptance</b> To be accepted as I am</p>	<p><b>Industry</b> To work hard and well at my life tasks</p>	<p><b>Autonomy</b> To be self-determined and independent</p>
<p><b>Attractiveness</b> To be physically attractive</p>	<p><b>Beauty</b> To appreciate beauty around me</p>	<p><b>Comfort</b> To have a pleasant and comfortable life</p>
<p><b>Change</b> To have a life full of change and variety</p>	<p><b>Commitment</b> To make enduring, meaningful commitments</p>	<p><b>Cooperation</b> To work collaboratively with others</p>
<p><b>Courtesy</b> To be considerate and polite towards others</p>	<p><b>Dependability</b> To be reliable and trustworthy</p>	<p><b>Ecology</b> To live in harmony with the environment</p>
<p><b>Duty</b> To carry out my duties and obligations</p>	<p><b>Excitement</b> To have a life full of thrills and stimulation</p>	<p><b>Faithfulness</b> To be loyal and true in relationships</p>
<p><b>Fame</b> To be known and recognized</p>	<p><b>Flexibility</b> To adjust to new circumstance easily</p>	<p><b>Forgiveness</b> To be forgiving of others</p>
<p><b>Friendship</b> To have close, supportive friends</p>	<p><b>Fun</b> To play and have fun</p>	<p><b>Generosity</b> To give what I have to others</p>
<p><b>World Peace</b> To work and promote peace in the world</p>	<p><b>Stability</b> To have a life that stays fairly consistent</p>	<p><b>Sexuality</b> To have an active and satisfying sex life</p>
<p><b>Self-Knowledge</b> To have a deep and honest understanding of myself</p>	<p><b>Self-Control</b> To be disciplined in my own actions</p>	<p><b>Safety</b> To be safe and secure</p>



<p><b>Self-Esteem</b> To feel good about myself</p>	<p><b>Service</b> To be of service to others</p>	<p><b>Solitude</b> To have time and space where I can be apart from others</p>
<p><b>Virtue</b> To live a morally pure and excellent life</p>	<p><b>Self-Acceptance</b> To accept myself as I am</p>	<p><b>Romance</b> To have intense, exciting love in my life</p>
<p><b>Risk</b> To take risks and chances</p>	<p><b>Responsibility</b> To make and carry out responsible decisions</p>	<p><b>Realism</b> To see and act realistically and practically</p>
<p><b>Purpose</b> To have meaning and direction in my life</p>	<p><b>Popularity</b> To be well-liked by many people</p>	<p><b>Pleasure</b> To feel good</p>
<p><b>Order</b> To have a life that is well-ordered and organized</p>	<p><b>Openness</b> To be open to new experiences, ideas, and options</p>	<p><b>Non-Conformity</b> To question or challenge authority and norms</p>
<p><b>Monogamy</b> To have one close, loving relationship</p>	<p><b>Moderation</b> To avoid excesses and find a middle ground</p>	<p><b>Mindfulness</b> To live conscious and be mindful of the present moment</p>
<p><b>Leisure</b> To take time to relax and enjoy</p>	<p><b>Intimacy</b> To share my innermost experiences with others</p>	<p><b>Inner Peace</b> To experience personal peace</p>
<p><b>Independence</b> To be free from dependence on others</p>	<p><b>Humor</b> To see the humorous side of myself and the world</p>	<p><b>Hope</b> To maintain a positive and optimistic outlook</p>
<p><b>Creativity</b> To have new and original ideas</p>	<p><b>Contribution</b> To make a lasting contribution in the world</p>	<p><b>Compassion</b> To feel and act on concern for others</p>
<p><b>Challenge</b> To take on difficult tasks and problems</p>	<p><b>Growth</b> To keep changing and growing</p>	<p><b>Health</b> To be physically well and healthy</p>
<p><b>Passion</b> To have deep feelings about ideas, activities, or people</p>	<p><b>Rationality</b> To be guided by reason and logic</p>	<p><b>Tolerance</b> To accept and respect those who differ from me</p>
<p><b>Justice</b> To promote fair and equal treatment for all</p>	<p><b>Knowledge</b> To learn and contribute valuable knowledge</p>	<p><b>Mastery</b> To be competent in my everyday activities</p>

<p style="text-align: center;"><b>Nurturance</b></p> <p>To take care of and nurture others</p>	<p style="text-align: center;"><b>Family</b></p> <p>To have a happy, loving family</p>	<p style="text-align: center;"><b>Fitness</b></p> <p>To be physically fit and strong</p>
<p style="text-align: center;"><b>Power</b></p> <p>To have control over others</p>	<p style="text-align: center;"><b>Simplicity</b></p> <p>To live life simply, with minimal needs</p>	<p style="text-align: center;"><b>Spirituality</b></p> <p>To grow and mature spiritually</p>
<p style="text-align: center;"><b>Authority</b></p> <p>To be in charge of and responsible for others</p>	<p style="text-align: center;"><b>Tradition</b></p> <p>To follow respected patterns of the past</p>	<p style="text-align: center;"><b>Wealth</b></p> <p>To have plenty of money</p>
<p style="text-align: center;"><b>God's Will</b></p> <p>To seek and obey the will of God</p>	<p style="text-align: center;"><b>Humility</b></p> <p>To be modest and unassuming</p>	

Personal Values Card Sort. Miller, Baca, Matthews, Wilbourne. UNM, 2011.

# What is Discord?

- An interpersonal process influenced by and caused by context.
- Can occur at any time throughout the four processes of MI.
- Reflective, supportive manner decreases discord and increases change talk.



## Recognizing Discord

- Arguing
- Interrupting
- Negating
- Ignoring

## Managing Discord



### Reflections

Client: How old are you? How can you possibly understand me?

Interviewer: You're looking for some help, and you're not really sure if I'm the right person to provide it.

### Apologizing

"Oh sorry, I must have misunderstood you."

### Affirming

Client: I can do this on my own without your help!

Interviewer: Once you make your mind up about something you can get it done.

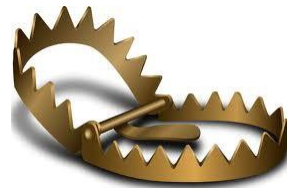
### Shifting Focus

Client: Do you think I have a drinking problem?

Interviewer: I really don't care about labels. What I do care about is you.

# Discord Traps to Avoid

1. Assessment/Question-Answer Trap
2. Chat Trap
3. Trap of Taking Sides
4. Expert Trap
5. Labeling Trap
6. Premature Focus Trap
7. Blaming Trap





# Here is your change!

Speaker talks about something he/she would like to change.

Interviewer uses OARS: Focusing on Reflections.

Observer tracks skills. Counting each skill and taking note of examples.

<b>Open-ended?</b> 	<b>Affirmation</b>	<b>Reflection</b> 	<b>Summary</b>

# My Change Plan

What do I want to change?

Why is this important to me?

How confident do I feel?

What are the reasons/needs for change?

What are the barriers?

What have I tried?

What steps will I need to take to meet my  
goal?

How will I know if I am successful?

