

Motivational Interviewing

July 12, 2017

FitchRona EMS Team Training

Dementia Capable Wisconsin -
Creating New Partnerships in Dementia Care



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Objectives

- Identify the four key domains of the **spirit** of Motivational Interviewing
- Describe the benefits of utilizing Motivational Interviewing
- Compare and contrast an MI-approach to traditional directive communication styles
- Employ the core **skills** in MI at a basic level
- Apply at least one specific MI **strategy** to use with your clinical population

About Me



Using MI since 2007

- Primary Care, AODA, Seriously Ill Older Adults, Pediatric Diabetes
- In person, Telephonic, Groups

Training & Coaching MI since 2009

- Healthcare
- Social Services
- Criminal Justice

Member of Motivational Interviewing Network of Trainers (MINT)

For Today

- Quiet phones
- Take breaks
- Share our experiences
- Learn from one another
- Adopt a beginner's mind
- Be willing to “try it on”
- Create a safe space for all





Definition

Motivational interviewing is a
collaborative,
person-centered,
guiding method designed to
elicit and strengthen
motivation for change

A Non-MI Encounter





How Does It Work?

- Reducing **resistance**
- Raising **discrepancy**
- Eliciting **change talk**

Competence Approach



vs.



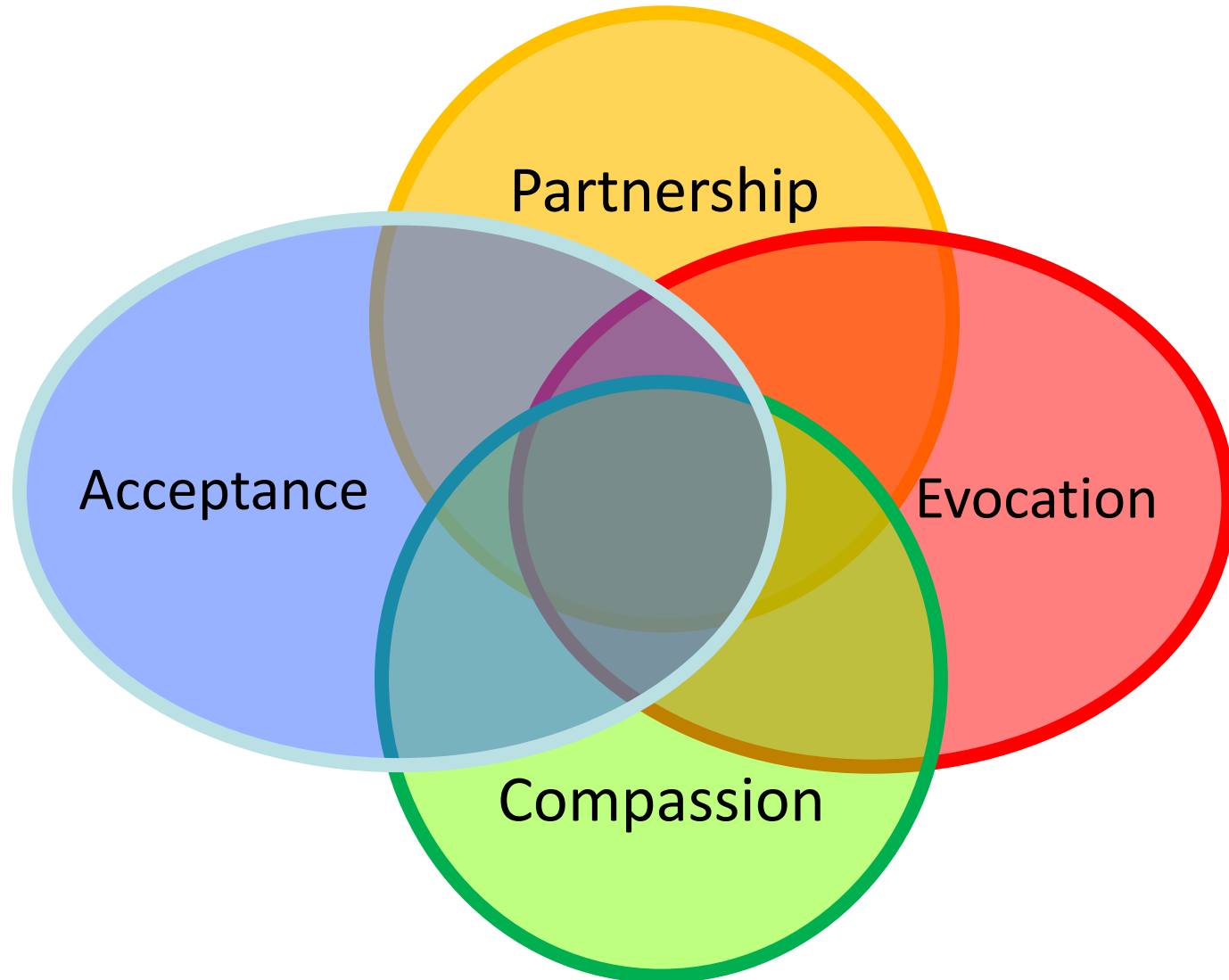
The MI Worldview

- People are competent
- We assume that they have self-knowledge, attitudes, and capabilities that can effect change
- Our main focus is on being present in a way that supports change

An MI Try



Spirit of MI

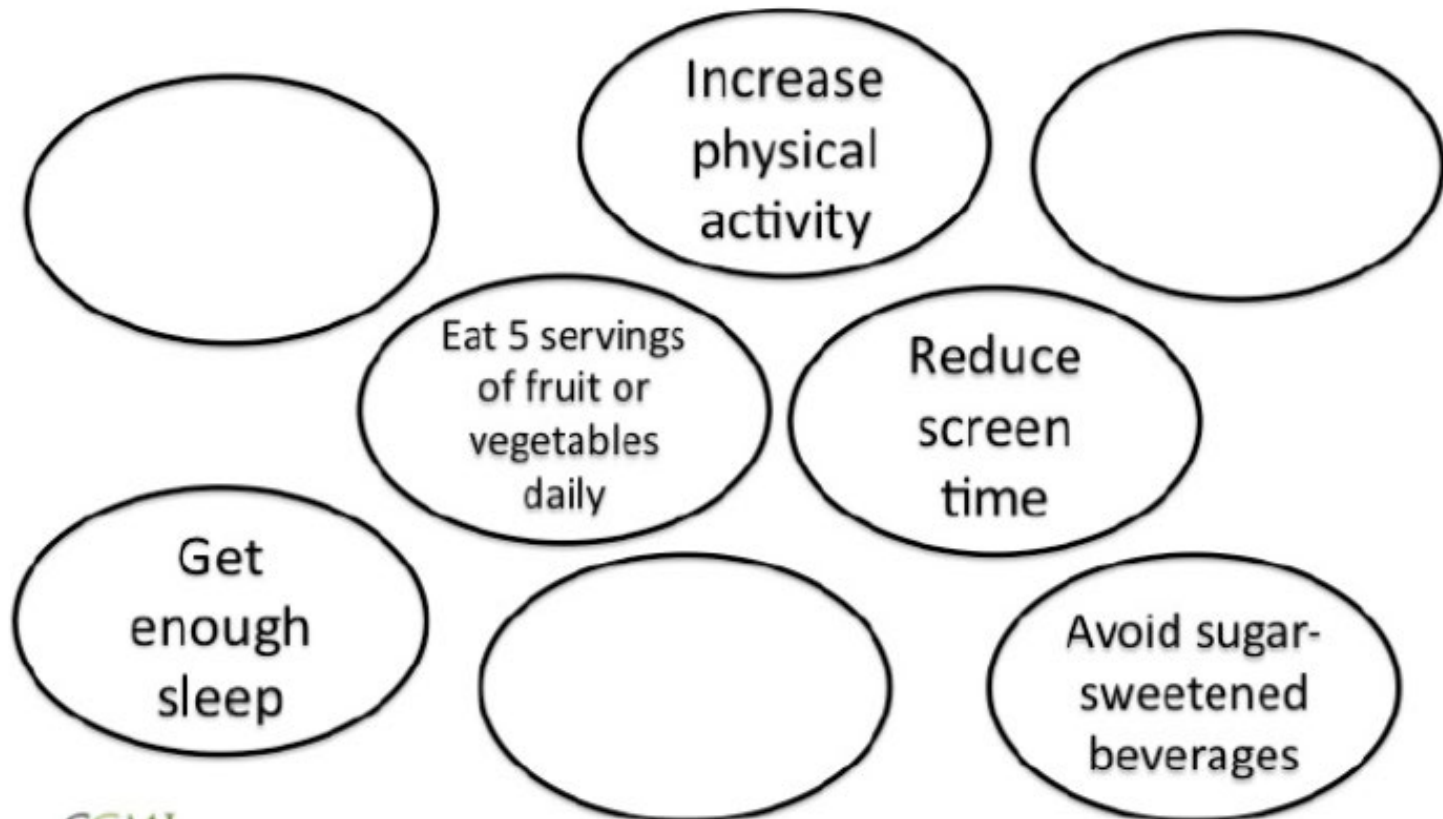


Partnership

- Negotiates agenda and goals
- Facilitates evaluation of options
- Explicitly identifies patient/client as expert and decision maker
- Tempers advice giving and expertise
- Do MI **with** people not **to** them

Partnership

Visual Behavioral Menu Example



Acceptance

- Personal control, freedom of choice, autonomy
- Absolute worth
- Accurate empathy
- Affirmation

Acceptance



What can YOU say
to the people you
serve?

Evocation



**KEEP
CALM**

AND

**ASK THE RIGHT
QUESTIONS**

Explore – Offer - Explore

- **Explore:** What the person already knows, thinks, has heard, etc
- **Offer:** with permission, share info, advice, etc
- **Explore:** What do they make of that information?

Compassion

- *In the best interest of the other person*
- *Nothing to you or for you without you*

Listening

EAR

聽

EYES

UNDIVIDED
ATTENTION

HEART

An Exercise

- Find a partner – someone you don't know well
- Two roles:
 - Speaker
 - Listener
- Decide who will be in which role first
- This is not MI – but will stretch some needed muscles







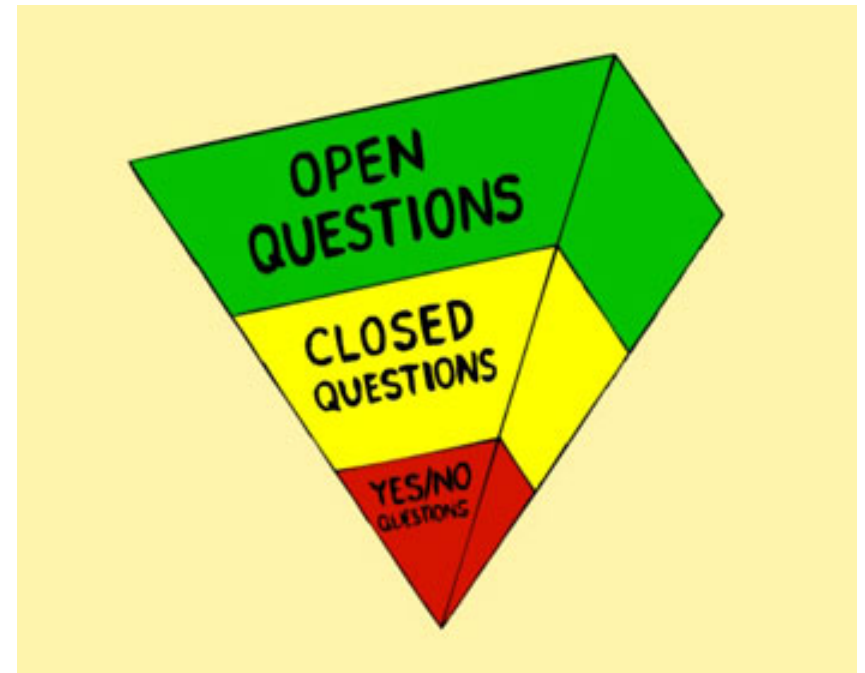
MI Skills



Open Questions
Affirmations
Reflections
Summaries

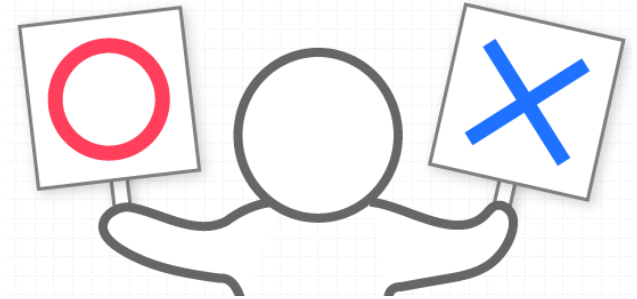
Open Questions

- Don't ask for yes/no or set response
- Ask for more context, perspective



Questions

- What brings you here today?
- Are you exercising regularly?
- Will you try this for one week?
- How are you today?
- Did you follow-up?
- How often did you test your sugar?
- Are you willing to come back in about a month?
- Can you tell me about that?



Open Questions

- How
- What
- Give me an example
- What was that like
- Tell me more about

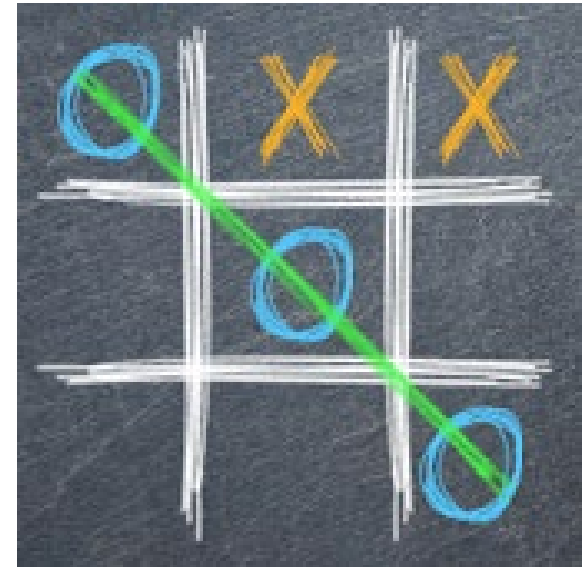
Take care with:

- Can you tell me more?
- Why?



Opening Up Your Questions

- Are you exercising regularly?
- Will you try this for one week?
- Did you follow-up?
- Are you willing to come back in about a month?
- Can you tell me about that?



Useful Asking

Useful asking

- Supports enhanced understanding, helps maintain engagement, and starts us down a productive path
- Directly ask for change talk
- Use hypotheticals
- Looking forward/back

Affirmations



- Affirm a person's struggles, achievements, values, and feelings
- Emphasize strength
- Notice and appreciate a positive action
- Express positive regard and caring
- Not a compliment or praise
- Description vs. appraisal

Reflections

- Non-threatening
- Keeps focus on other person's content
- Deepens the conversation
- Helps people better understand themselves
- Shapes direction



Simple Reflections

Repeat

Rephrase

What was said



- Stabilizing
- Empathy
- Understanding
- Direction
- “I’m listening”
- “Go on...”

Reflect This



“I don’t know what I’m going to do. I know I’m supposed to take all these water pills every day, but they just make me have to go to the bathroom all the time and I hate that.”

Complex Reflections



Goes beyond what was said
Aims to capture *meaning*

- Feelings
- Intent
- Interpretation
- Metaphor
- The next thing

Forward movement

Reflect This



“I don’t know what I’m going to do. I know I’m supposed to take all these water pills every day, but they just make me have to go to the bathroom all the time and I hate that.”

Offers the opportunity to...



- Expand
- Refine
- Correct
- Verify
- Etc...

Summary

Use strategically

- Support direction
- Choose content wisely!
- Pivot Point
- Capture key ideas & themes
 - Change talk
- Pair with Key Question
 - *“What’s next?”*





Some potential signposts

- Listen more; talk less
- Prioritize the other person's perspective
- Ask for person's own arguments for change
- Help identify successes/strengths
- Ask permission before giving advice, education
- Seek first to understand
- Let go of need to "fix it"
- Reflect more than ask (2:1)

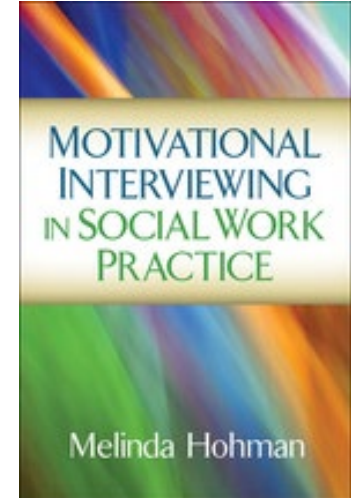
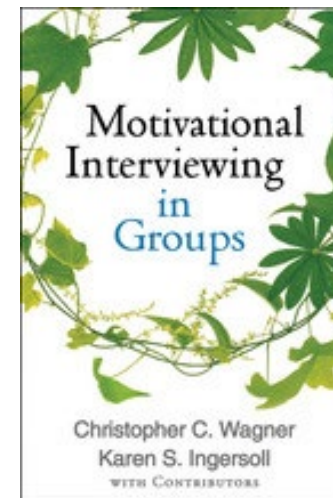
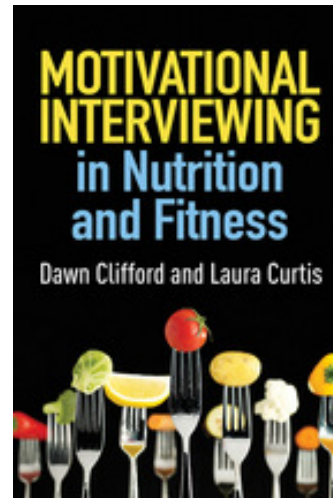
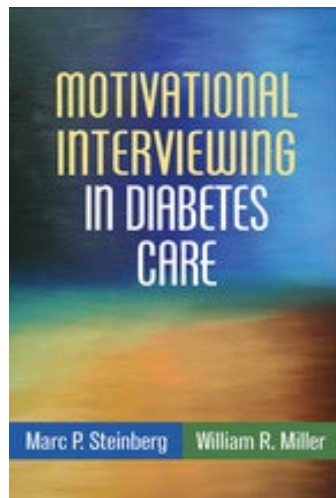
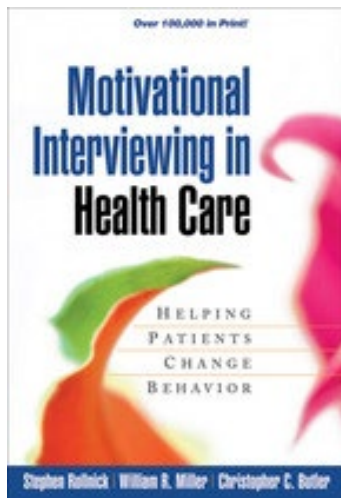
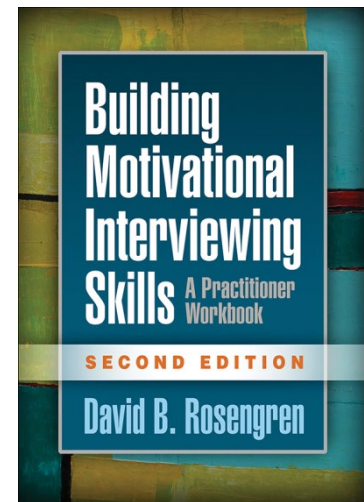
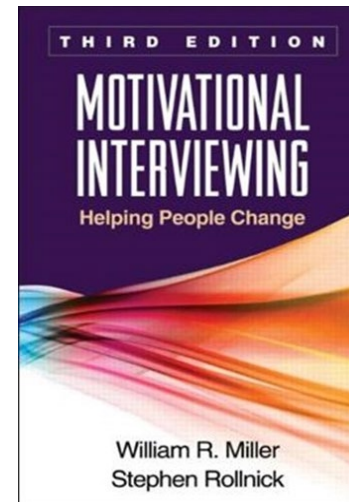


Some potential next steps

- Read, view videos, online learning
- MI Workbook
- Experiment on your own
- Join a learning community of peers
- Record yourself practicing and listen back
- Attend an advanced training
- Engage a coach

Resources for Learning MI

- Motivational Interviewing Network of Trainers
www.motivationalinterviewing.org
- Guilford Press – Applications of Motivational Interviewing Series



Your Next Steps





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