

Motivational Interviewing

Techniques RTs can use to encourage independent community participation in people with psychiatric disabilities

ATRA 2015, New Mexico



Objectives

- Identify and define 3 motivational interviewing techniques
- Describe the importance of internal motivation in eliciting behavioral change
- Connect motivational interviewing strategies to different responses from clients in a case study



Process

- Introduction of MI Component
- Connection of MI Component to Case study
- Participant identification of consumer response



Defining Motivational Interviewing



“Skillful clinical style for eliciting from patients their own good motivations for making behavioral changes in the interested of their health” (p. 6)

- Collaborative
- Evocative
- Honoring the client’s autonomy

“Motivational Interviewing involves **guiding** more than directing, **dancing** rather than wrestling, **listening** at least as much as telling” (p. 6)

Collaborative



- Cooperation and collaboration between clinician and client
- Conversation and joint decision making
- Client must be on board with actions for behavioral change, as he or she is responsible for the change



Tamara

- ICAN collaborative process
 - Identification of interests
 - History of engagement
 - Values, beliefs
 - Identification of natural supports
 - Meaning of activity, personally desired outcomes
 - Eliciting personal barriers & facilitators

Discussion



- Think of a consumer you work with. What are ways you can make the therapeutic relationship collaborative?
- How can you ensure goals and decisions are consumer driven?

Evocative



- Consumer respected as expert on self
- Strengths-based
 - Practitioner seeks to *evoke* what strengths & resources the client has
- Connecting behavior change with personal values
- Consumer generated “good reasons for change”



Tamara

- Strengths
 - Access to gym membership
 - Dedicated to making changes in life
 - Clear on why changes were important
- Values
 - Relationship with son
 - Potential role model for son
 - Health
- Consumer identified reasons for change
 - Inspiration for son
 - Feel better in body
 - Increase self-confidence

Discussion



- Think of a consumer you work with.
 - Identify consumer strengths
 - Identify consumer resources
 - Identify values (do you know them?)
 - What areas of participation do they enjoy?
Do those activities connect to values?
How so?
 - How do consumer goals connect with values

Honoring client autonomy

- Clients have ultimate choice in their behavior
- Human nature resists coercion
- Acknowledging client's right to *not* change often motivates an individual to change
- Removing control from the practitioner





Tamara

- Ultimate choice
 - Gym participation 3x/week
 - Increasing physical activity
- Resisting coercion
 - Challenging through discussion
 - Encouraging complementary behaviors
 - Using client words to suggest activities
- Removing control from practitioner, reminding consumer is in control
 - Reinforcing consumer identified values
 - If-then processing



Discussion

- Think of a consumer you work with.
 - How can agency identified outcomes be achieved through consumer choice?

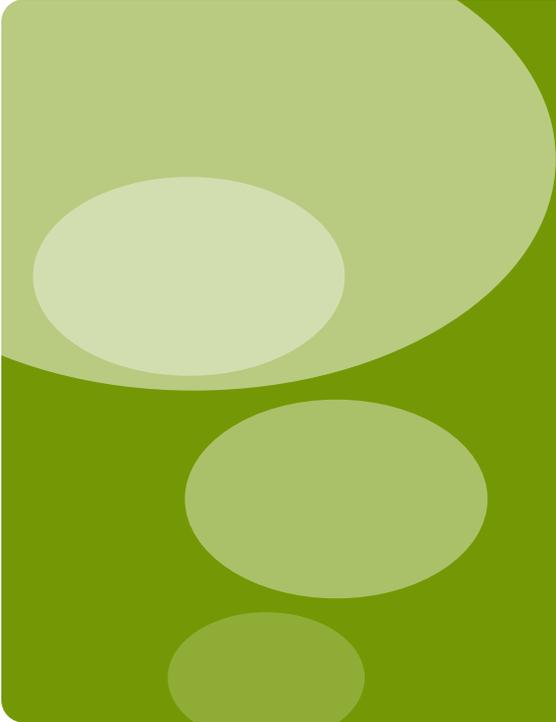
- Think of practitioner actions
 - Examples of coercion with good intent
 - Other strategies that promote consumer decision and choice

Facilitate Change Talk

- Six types of change talk
 - **Desire:** Preference for change
 - “I want to”
 - **Ability:** Statements about capability
 - “I can”
 - **Reasons:** Arguments for change
 - “I’d feel better if”
 - **Need:** Feeling obliged to change
 - “My doctor told me...”
 - **Commitment:** indicates the likelihood of change
 - “I will”
 - **Activation:** indicates starting
 - “Tomorrow I will...”
 - **Taking steps:** Identifying action plan
 - “I got a gym membership”



Behavior change
requires change talk



Guiding Principles

Resist the reflex

Understand & explore motivation

Listen with empathy

Empower the client

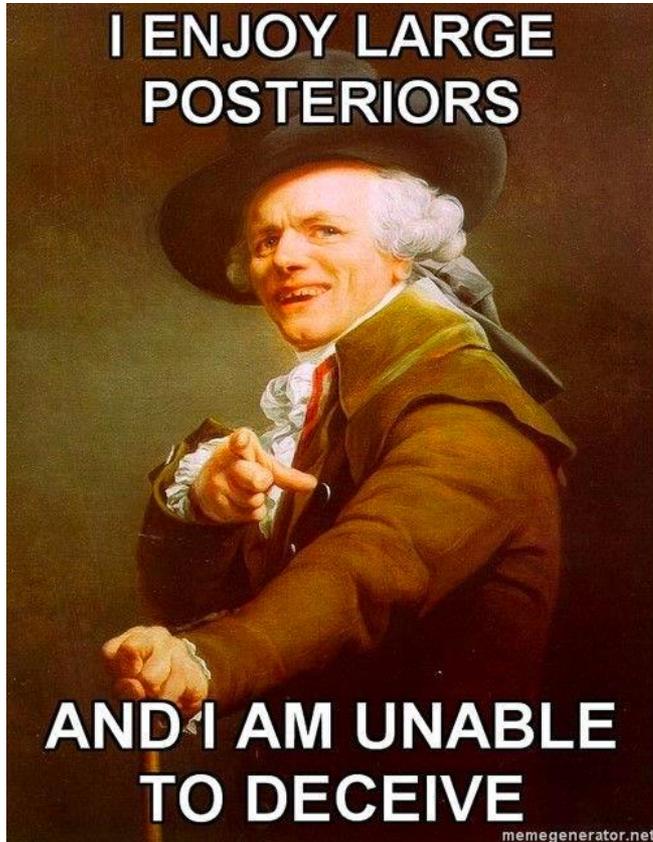
Resist the righting reflex

Don't set clients up to argue *for* the behavior they're trying to change.



Righting Reflex	Client response
"You're doing it wrong" approach	I feel the need to justify my behavior
"You spend too much time watching TV"	"It's my time for relaxation" or "Since no one is around, the TV keeps me company"
"You need to engage in more meaningful activities"	"The things I do have meaning to me"
"Community-based activities will help you make friends"	"I've been rejected by people in the community"

Righting reflex leads to a whole lot of buts...



- Yeah, but I like watching TV
- Yeah, but I'm afraid I'll get lost
- Yeah, but people are unkind



“We tend to believe what we hear ourselves say. The more clients verbalize the disadvantages of change, the more committed they become to the status quo”

Understand your client's motivations

“You are better off asking clients why they want to change, rather than telling them why they should”

Be interested in:

- Client concerns
- Client values
- Client motivations



20/20 vision with values glasses



- Knowing client values, you can help guide towards activities that are consistent with values
- More likely to work towards activity goals that are consistent with values
- Facilitate client's identification of cognitive dissonance towards status quo

Listen to your client

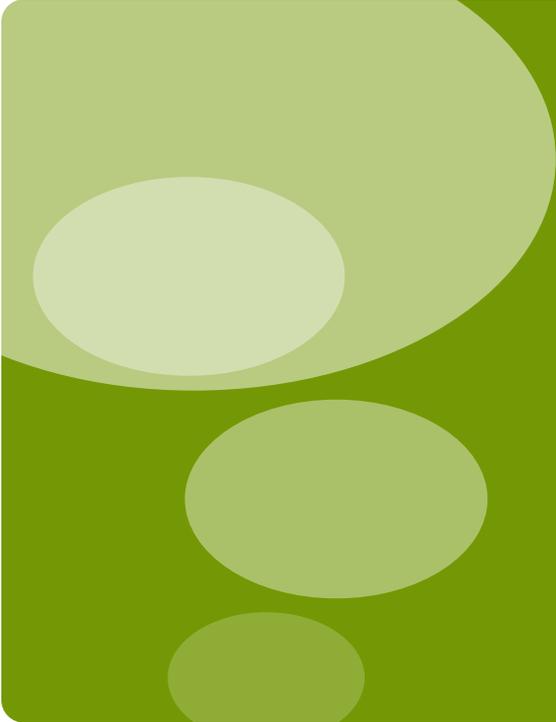
- Answers to behavior change reside within the client
- Express empathetic interest to confirm understanding
- Make guesses about meaning



Empower your client



- How can the client make a difference in his or her own life?
- Clients are the consultants of their own life
- Practitioner facilitates the client's expression of expertise
- For behavior change to be lasting, client must ultimately choose the goals to work towards and the path to be successful



Core Communication Skills

Asking
Listening
Informing

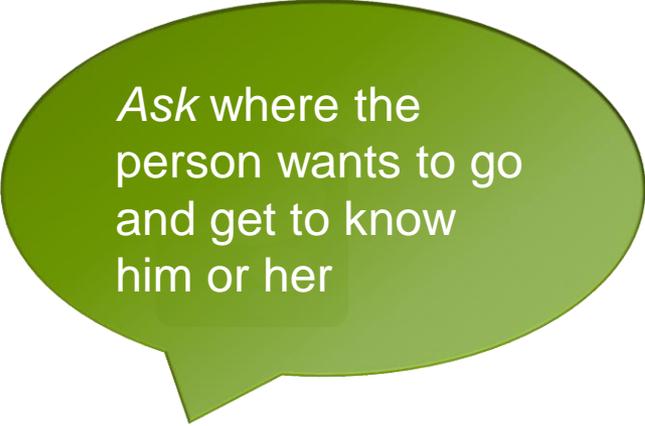
Communication Styles



Style	• Features	Synonyms
Following	<ul style="list-style-type: none">• Listening is key.• Follow the other person's lead• Helps practitioner understand the client's issue	<ul style="list-style-type: none">• Observe• Understand• Shadow• Go along with
Directing	<ul style="list-style-type: none">• Practitioner takes charge• Uneven power dynamic• "I know how to solve your problem"	<ul style="list-style-type: none">• Manage• Lead• Reign• Take the reins• Govern
Guiding	<ul style="list-style-type: none">• "I can help you solve this for yourself"• More similar to a tutor	<ul style="list-style-type: none">• Encourage• Motivate• Accompany• Elicit• Awaken

"Guiding is well suited to helping people solve behavior-change problems. MI is a refined form of this guiding style."

Asking



Ask where the person wants to go and get to know him or her

- Practitioner goal: Understand the client's issue
- Use DARN to guide questions
 - **Desire:** Why do you *want* to go to museums?
 - **Ability:** *How* could you make going to the museum a reality for you?
 - **Reason:** What are your *reasons* for wanting to go to the museum more?
 - **Need:** How *important* is this for you?
- Ask open ended questions

Example questions



- What concerns you most about...
- Tell me more about...
- How do you feel when...
- What do you notice when...
- How can I help you to...
- What do you enjoy about...
- What happens when...

Activity: Take these questions and related them to recreation-related behavior change

Tips



- Focus on behavior & feelings
- Convey acceptance, don't judge
- Know your assessment and information that needs to be covered
- Fit the assessment into the interview
- Be curious
- Avoid “investigating”

Strategies



Strategies to avoid

Policing

“I need to ask you, have you been going to the museum”

- Facilitates a defensive response from client

Negative framed

“Why don’t you...”
“Why can’t you...”

- Focuses on client ‘problems’
- Facilitates defensive response

Strategies



Positive Strategies

Use a ruler

“How strongly do you feel about...”
“On a scale from 1-10, where do you place yourself?”

- Facilitates change talk
- Tells you about client’s motivation

Assess Importance & Confidence

High importance and high confidence = behavior change

- Identify incongruence
- Focus change talk where needed

Pros & Cons

“What do you enjoy about your current leisure participation?”
“What do you wish could be different?”

- Identify ambivalence
- Develop a balance sheet

Use Hypotheticals

“If you decided to go to the museum two times a month, what benefits do you think you’d experience?”

- Less threatening approach
- Freedom to envision change

Listening



“What you say is important to me. I want to hear more”

- Practitioner goal: Understand the client’s perspective and experience
- Encourages the client to explore and reveal more
- Helps you gather otherwise missed info
- Asking and listening are not the same!

Strategies



Positive Strategies

Open the door

Encourage the client to share with your questions and with body language

- Helps build rapport

Embrace silence

Audible silence encourages the client to continue sharing
Inner silence allows you to listen

- Immediate responses often convey judgment and facilitate a defensive response

Listen by reflecting

Summarize what the client is telling you

- Ensures understanding
- Demonstrates listening

Reflect resistance

Clients often will argue both sides, use reflection to encourage discussion of client's desire to change

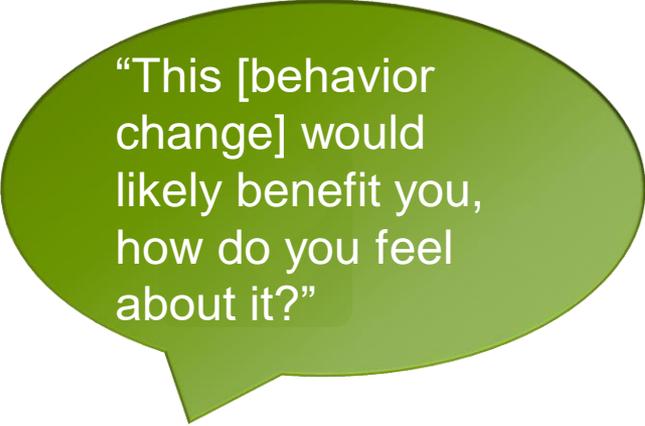
- Guides client to see desire to change
- Guides client's to identify benefits of change

Summarize & Acknowledge value

At the end of an interview, provide a summary of conversation and express appreciation

- Provides a final opportunity for client to

Informing



“This [behavior change] would likely benefit you, how do you feel about it?”

- Practitioner goal: Convey information or knowledge to client
- Focus on information exchange- consider expertise on both sides
- Focus on positive messages
- Consider the client’s broader priorities
- Consider the amount of information
- Deliver information with care, make sure it’s accessible and understood

Strategies



Positive Strategies

Ask permission

“Can I make a suggestion?”
“Would you like to know some strategies other clients have used?”

- Puts the client in the driver’s seat
- Focuses on guiding, not directing

Offer choices

There are always multiple paths to achieve a goal

- Options allow the client to evaluate perceived ability
- Puts the client in the drivers seat

Talk about what others do

“Some people choose to adjust their budget to be able to pay for less frequent activities; others explore free or inexpensive options. What makes sense to you?”

- Demonstrates multiple options to achieve similar goals
- Hypotheticals are less threatening
- Provides choice

Messages of Hope

“Even small changes help you move towards your goal. Just agreeing to meet with me today is an important step.”

- Reinforce the positive steps the client is taking
- Avoid shaming, making him or her feel guilty

A green rounded rectangle with a dark green background. On the left side, there are three overlapping circles of varying shades of green, creating a layered effect. The text "Bringing it together" is written in white, sans-serif font on the right side of the rectangle.

Bringing it together

Strategies to remember



- **Open ended questions**
 - Questions that require elaborations
 - Ask ambivalent patients for positives and negatives of a problem
- **Affirmation**
 - Compliment, praise, appreciation
- **Reflective listening**
 - Say back to patient what you think they said to you in statement format
- **Summarization**
 - Link info...



Decisional Balance

- How a person weighs the pros and cons of a specific behavior
- Patient's overall assessment of the good things (positives) and less good things (negatives)
- TR intervention should be tailored to client's perception of the problem
 - Determine client's awareness of issue
 - Determine desire to change
- Greater pros increases likelihood for change

Consistency



- Motivational interviewing should occur in all client interactions, not just initial assessment
 - Affirming client progress
 - Explore/process ambivalence
 - Encourage client to connect personal values to goals
 - Client future and goal attainment
 - Strengths to navigate barriers
 - Ensure client's perceived importance of goal



Questions?

Even the genius
asks questions.

-Tupac Shakur-



Get More Quotes @ thedailyquotes.com