



Motivational Interviewing: Preparing People to Change Health Behaviors

“Given a choice between changing and proving that it is not necessary, most people get busy with the proof.”

John Galbraith

People use their best problem-solving strategies to get their needs met, even if these strategies are dysfunctional.

What is motivational interviewing?

- A method for helping people recognize problems or potential problems
- Intended to help resolve ambivalence and to get a person moving along the path to change
- Persuasive and supportive rather than argumentative and confrontational

“Motivation should not be thought of as a personality problem. Rather, motivation is a state of readiness to change, which may fluctuate from one time or situation to another. This state is one that can be influenced.”

Motivation is best viewed as a probability of a certain behavior.

Miller & Rollnick, 1991

Stages of Change Model



Stages of Change

Precontemplation

Contemplation

Preparation

Action

Maintenance

(Relapse)



(Prochaska, Norcross and DiClemente's *Changing for Good*, 1994)

Precontemplation



“Who, me?” Unaware or barely aware of a problem

No intention of changing behavior in foreseeable future



Contemplation

Aware of problem, but not
ready to change

Dealing with ambivalence,
weighing pros and cons



Preparation

Turns ambivalence into
intention to take action

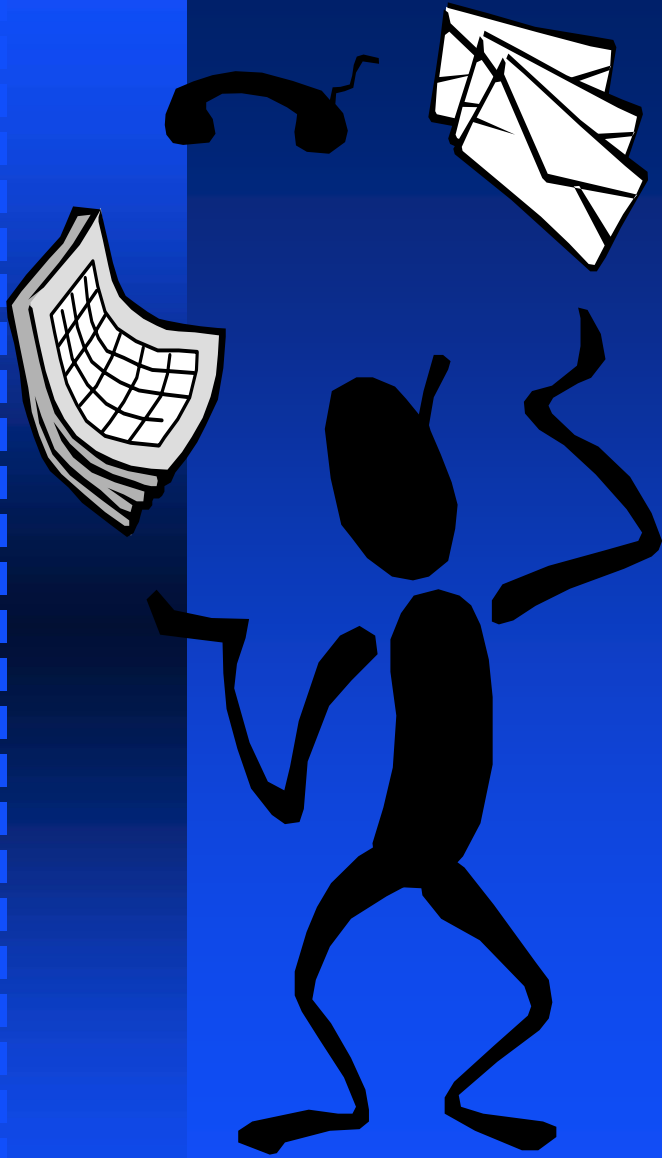
Sets reachable goals and
makes specific plans

Action

Commitment is clear

Modifies behavior,
experiences, and
environment to address
problem





Maintenance

Stabilizes behavioral changes/engages in new behaviors

Chooses effective support system



(Relapse)

Viewed as a temporary
loss of motivation

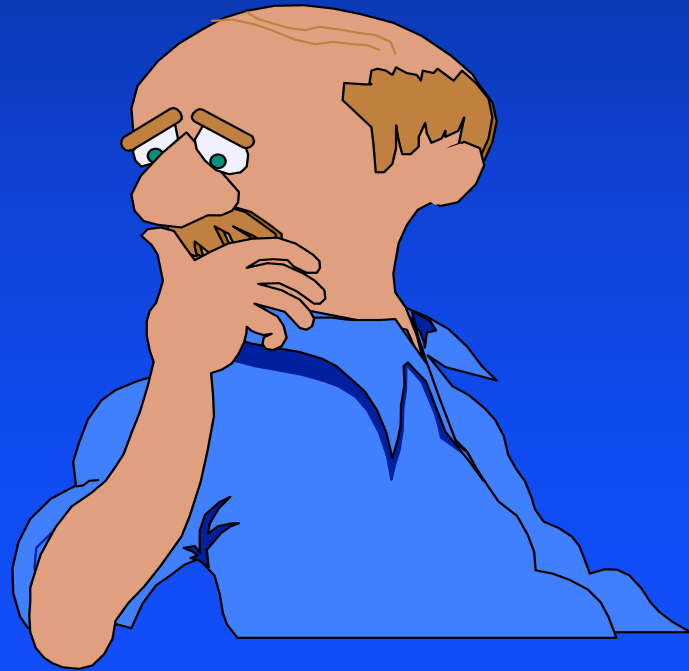
Relapse happens! A
learning opportunity

Stages of Change: Practical Implications

- Tailor your approach to the stage
- Move one stage at a time
- Be patient, allow time

“Faced with a suffering client, there is a temptation to rush right to the action stage. Then comes the ‘Yes, but . . .’ of contemplation, often understood by the counselor as resistance. (p. 31)”

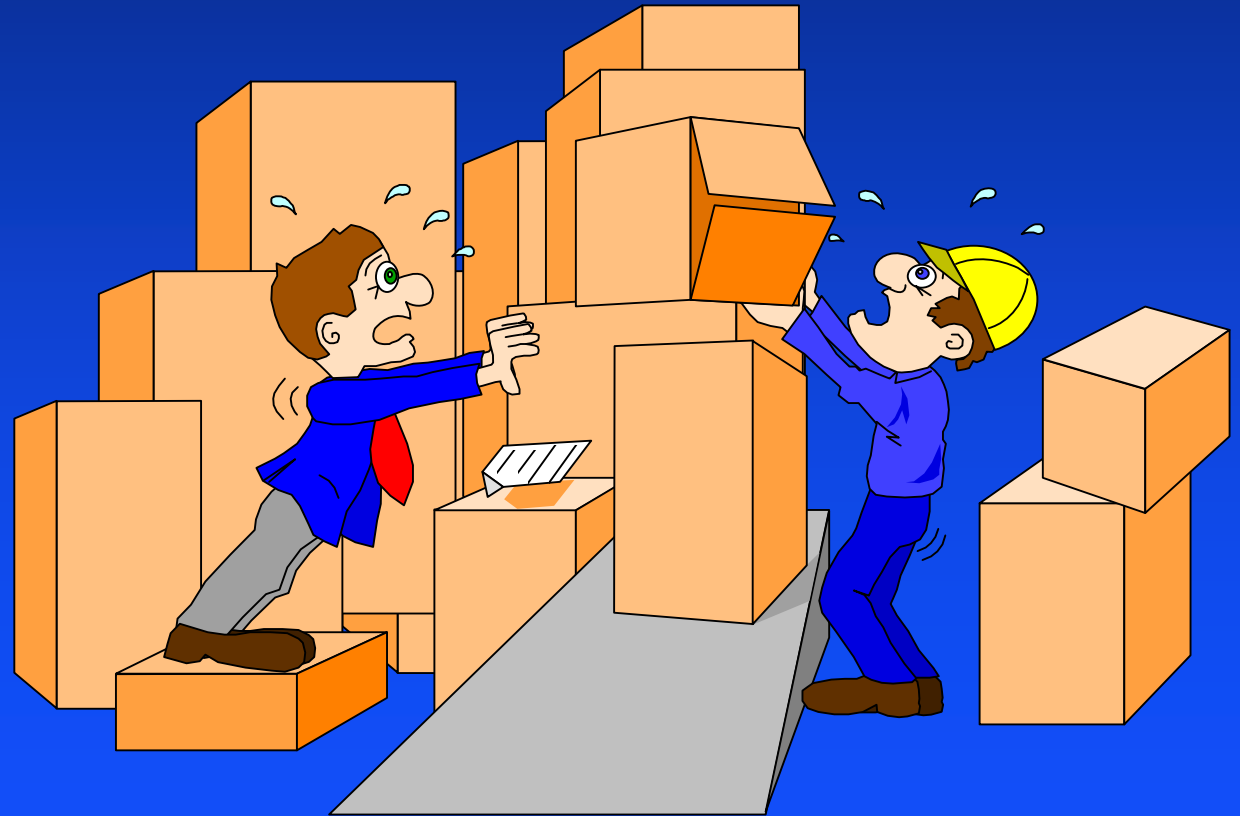
Ambivalence: The Dilemma to Change



Key Tasks in Behavior Change Consultations



Building Motivation for Change



Five general principles

- Express empathy
- Develop discrepancy
- Avoid argumentation
- Roll with resistance
- Support self-efficacy

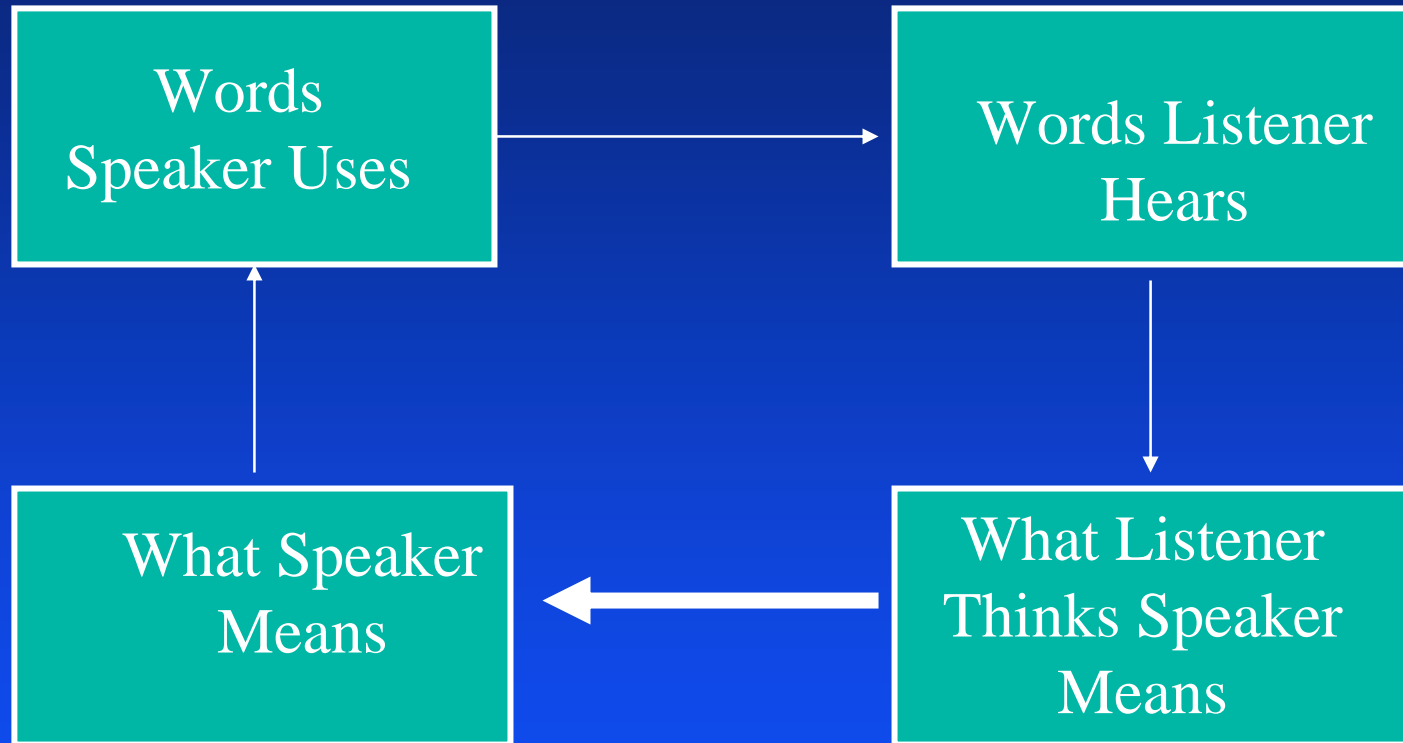
General MI Strategies

- Ask open-ended questions
- Listen reflectively
- Affirm
- Summarize
- Elicit self-motivational statements

Open-ended Questions

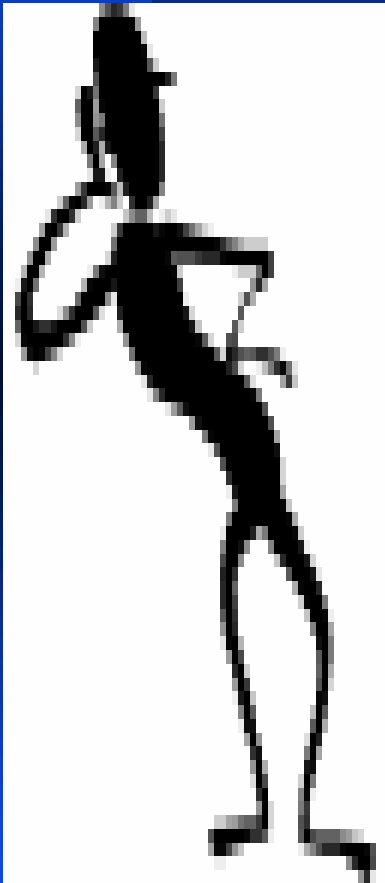
- “How can I help you?”
 - “Would you tell me about ____?”
 - “How would you like things to be different?”
- “What are the positive things and what are the less good things about ____?”
- “What will you lose if you give up ____?”
 - “What have you tried before?”
 - “What do you want to do next?”

Reflective Listening



REFLECTIVE
LISTENING

Reflective Listening



“Reflective listening is the key to this work. The best motivational advice we can give you is to listen carefully to your clients. They will tell you what has worked and what hasn't.

What moved them forward and shifted them backward. Whenever you are in doubt about what to do, listen.”

(Miller & Rollnick, 1991)

Levels of Reflection

1. Simple

Repeating, rephrasing; staying close to the content

2. Amplified

Paraphrasing, double-sided reflection; testing the meaning/what's going on below the surface

3. Feelings

Emphasizing the emotional aspect of communication; deepest form

Roadblocks to Reflective Listening

- Ordering, directing, or commanding
- Warning or threatening
- Giving advice, making suggestions or providing solutions
- Persuading with logic, arguing, or lecturing
- Moralizing, preaching, or telling clients what they *should* do
- Disagreeing, judging, criticizing, or blaming
- Agreeing, approving, or praising
- Shaming, ridiculing, or labeling
- Interpreting or analyzing
- Reassuring, sympathizing, or consoling
- Questioning or probing
- Withdrawing, distracting, humoring, or changing the subject

Affirmations

- Statements of recognition of client strengths
- Build confidence in ability to change
 - Must be congruent and genuine

Summarizing

“Let me see if I understand thus far ...”

- Special form of reflective listening
 - Ensures clear communication
- Use at transitions in conversation
 - Be concise
 - Reflect ambivalence
 - Accentuate “change talk”

Strategies for Handling Resistance

- Reflection
- Clarification
- Shifting Focus
- Emphasizing Personal Choice and Control

Specific MI Tools

- Pros and Cons Exercise
- Assess Importance and Confidence
- Looking Back/Looking Forward
- Exploring Goals

Motivational Interviewing

- Based on Stages of Change
- Assumes motivation is fluid and can be influenced
- Motivation influenced in the context of a relationship
- Principle tasks - to work with ambivalence and resistance
- Goal - to influence change *in the direction of* health

Signs of Readiness for Change

- Decreased resistance
- Decreased questioning about the problem
- Resolve
- Self - Motivational Statements
 - recognition of a problem, concern, openness to change, optimism
- Increased questions about change
- Envisioning life after the change
- Experimenting with possible change approaches

Motivational Tasks Based on Stages of Change

Precontemplation

- Raise doubt
- Increase perception of risks and problems

Contemplation

- Explore ambivalence
- Don't take sides_____

Motivational Tasks Based on Stages of Change

Preparation

- Create realistic plan
- Explore “what if this doesn’t work?”

Action

- Encourage right-sized steps
- Explore “how is this working?” _____

Motivational Tasks Based on Stages of Change

Maintenance

- Create relapse prevention plan
- Explore new behaviors_

(Relapse)

- “What didn’t work?”
- “What can we learn from this?”__

Conclusions

- Addressing resistance is the key to successful behavior change
- Think of it as an opportunity
- Ambivalence about change is to be expected
 - this is why the person is not already doing what you are recommending!
- Don't try to change the person's mind through confrontation
- Better to adjust your own style!