

# Motivational Interviewing

**Workbook to accompany the  
webinar and audio learning  
resources**

## Motivational Interviewing

A collaborative conversation style for strengthening a person's own motivation and commitment to change.  
A person-centered counselling style for addressing the common problem of ambivalence about change  
A collaborative, goal-oriented style of communication with particular attention to the language of change, 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.

**What is ambivalence?** - The simultaneous presence of competing motivations for and against change.

**What is Change Talk?** - Any speech that favours movement toward a particular change goal.

**DARN Talk** -An acronym for four subtypes of preparatory change talk: Desire, Ability, Reason, and Need.

**CAT Talk** - A form of mobilizing change talk that reflects intention or disposition to carry out change; common verbs include will, do, going to.

## Spirit of MI

A "CAPE" that envelops you and the person you are working with  
Compassion. One of four central components of the underlying spirit of MI by which the interviewer acts benevolently to promote the persons welfare, giving priority to the persons needs

## Acceptance

One of four central components of the underlying spirit of MI by which the interviewer communicates absolute worth, accurate empathy, affirmation, and autonomy support

## Partnership

One of four central components of the underlying spirit of MI by which the interviewer functions as a partner or companion, collaborating with the persons own expertise

## Evocation

One of four central components of the underlying spirit of MI by which the interviewer elicits the persons own perspectives and motivation

## Autonomy Support

One of four aspects of acceptance as a component of MI spirit, by which the interviewer accepts and confirms the client's irrevocable right to self-determination and choice

## Empathy

The extent to which an interviewer communicates accurate understanding of the persons perspectives and experience, most manifested as reflections.

## MI has 4 processes

*Engaging* – The first of four fundamental processes in MI, the process of establishing a mutually trusting and respectful helping relationship to collaborate toward agreed-upon goals  
*Focusing* - Finding an agreed agenda that the person is happy to discuss  
*Evoking* - way in which the interviewer purposely elicits and evokes the persons ideas about their own change  
*Planning* - How the person might make the change when they are ready to do so, a collaborative conversation is essential

## Microskills in MI

*OARS -I* -An acronym for four basic client-centered communication skills: Open question, Affirmation, Reflection, and Summary.  
*Open Question* -A question that offers the client broad latitude and choice in how to respond; compare with closed question  
*Affirmation* – One of four aspects of acceptance as a component of MI spirit, by which the counsellor accentuates the positive, seeking and acknowledging a person's strengths and efforts  
*Reflection* -An interviewer statement intended to mirror meaning (explicit or implicit) of preceding speech; can be simple or complex  
*Summary* -A large reflection that draws together content from two or more prior statements  
*Elicit-Provide-Elicit* – An information exchange process that begins and ends with exploring the client's own experience to frame whatever information is being provided to the client

## Practising your OARS

### Open Questions to try

What would be helpful for us to talk about today from your perspective?  
How have things been with your stoma since you came out of hospital?  
Tell me about your eating now  
What concerns you most about your stoma?  
What questions, if any, do you have about your surgery?  
Tell me about your smoking/eating/weight/exercise  
What would benefit you most if you decided to have the operation?  
How do you feel about stopping smoking?  
What activities could you do if you decided to do more exercise?  
What do you want to do about your diet?  
How might you go about taking this medication?  
Describe how drinking fits into your day.

### Practising Reflections Listening with the intent to understand

Listening to people is key to convey empathy and support people to feel heard and understood. People tell us about what will work for them, how they feel about making a change. They will tell 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! Reflections give back to people what they are telling us to show we are listening and to help people hear what they are saying.

### Examples of reflections

***"I am concerned about going back to work after my surgery"***

You are worried about going back to work [Simple]  
There is a lot for you to consider – getting back to life as was [Complex]

***"I am mainly worried about my bag leaking"***

You are concerned that might happen [Simple]  
You're anxious about managing your colostomy and you're not sure what to expect [Complex]

They feel quite "clunky" at first and require a lot of practice to feel comfortable to do. Try and vary your level of reflection. Keeping reflections at the surface level

may lead to that feeling that the interaction is moving in circles. Reflective listening keeps the momentum going and leads to people opening up about their lives, in a trusting and safe environment.

#### Useful tip

When you have asked a question respond with a reflection - you will see how this can keep people talking. Initially you are aiming for a 1:1 ratio

### Affirmations

Recognition of a person's strengths, efforts, abilities and values, given as a reflection of them to them. Link to people seeing themselves as 'can do'

#### Examples of affirmations

You're someone who can handle difficult things  
Your health is important to you  
You are determined to get back on your feet

### Summaries

Another form of reflective listening where you reflect to the person what he or she has been telling you to that point. Summaries are an effective way to communicate you have understood, build rapport, call attention to salient elements of the discussion and to bring this part of the discussion to a close.

The structure of the summary is straightforward. It begins with an announcement that you are about to summarize, a listing of selected elements, an invitation to correct anything missed at the end if you chose

#### Useful Tips

If you feel stuck "summarise"  
Transition summaries are helpful to move the consultation on.

## Notes/Reflections – OARS

## Sharing information. The use of Elicit- Provide -Elicit

**ELICIT** Ask what someone already know  
what do you know already about.....What are your thoughts about....?

**PROVIDE** Ask permission to give information  
If it's ok with you, can I tell you about.....?', 'I'd like to share some thoughts about this if you are ok with that?'

**ELICIT** Ask what they think. What does that make you think? Or what concerns do you have for yourself? Or what are your thoughts?

## Notes/Reflections – E-P-E

# Change and change talk

## Agenda Mapping

A focusing tool that can help focus on what is important to the person to talk about/consider changing.



## Change talk

When you hear it – don't ignore it! Use your OARS  
You can:

1. Reflect it
2. Ask an open question about it (see below)
3. Summarise it if there is a lot of it

Purpose in MI – build and strengthen change talk

## Questions to Evoke Change Talk

- How do you want things to be with your .....?
- What do you want to be different?
- Tell me about wanting to.....
- What do you think you might be able to change?
- What could you do about this?
- What are your reasons for wanting to change this?
- What might be some of the good things about changing.....?
- What needs to happen now?
- How important is it to you to.....?
- If things continue like this what might happen?

## Planning Change

When working with people to plan change you need to continue your curiosity and work with them to evoke their thoughts, what would work, what they might be willing to try. The following change plan can help guide the process

## Change Plan

The change(s) I want to make is:

The most important reasons why I want to make this change are:

This is what I plan to do [specifically and when]

Other people could help me with change in these ways [how and who]

These are some of the obstacles to change, and how I could handle them

I will know that my plan is working when I see these results:

How confident am I that I can make this change?

0 1 2 3 4 5 6 7 8 9 10

Not at all

Extremely

## Notes/Reflections – Change

## Useful links

People continue their MI learning in a number of ways and some ideas of what is available are listed below;

### Video

What is Motivational Interviewing? [Follow this link and watch a short video from Miller, Moyers and Rollnick](#)

### Website

Check out the Motivational Interviewing Network of Trainers Website at [www.motivationalinterviewing.org](http://www.motivationalinterviewing.org) Here you will find a number of articles, videos and have access to other MI trainings worldwide

### Podcasts

The following links take you to a series of MI podcasts hosted by 2 MINT colleagues Glenn Hinds and Sebastian Kaplan. There are over 30 podcasts that offer a view into the MI world around a variety of topics and subject areas

<https://www.glennhinds.com/category/podcast/>  
<https://podcasts.apple.com/gb/podcast/talking-to-change-a-motivational-interviewing-podcast/id1395518686>

### BMJ Module

The following link offers a BMJ module on Motivational Interviewing.

<https://learning.bmj.com/learning/module-intro/.html?moduleId=10051582>

### Books

Guilford Press have a series of Application of MI books. Routledge is the UK distributor

<https://www.routledge.com/products/search?keywords=motivational+interviewing>

Add MINT as a promo code to get 20% discount