



Motivational Interviewing Practice: Enhancing Change Talk and Softening Sustain Talk

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Objectives

- Describe the four key characteristics of motivational interviewing spirit
- Define the five categories of preparatory change talk
- Use complex reflections to elicit change talk during practice activities
- List at least one new strategy for working effectively with clients

Overview

- MI review and resources
- Session format
 - Practice
 - Modeling and feedback
 - Videos
 - Whiteboard and Chat

Your Role

- Be Present
- Be Curious (beginner's mind)

Personal Goals

After this program I would like to:



BREAKOUT

**Brainstorm words that describe the
motivational interviewing spirit**

Spirit of MI - PACE

- **Partnership**
 - Sharing the power and expertise
- **Acceptance**
 - Autonomy - client makes the decision
 - Accurate Empathy – understanding
 - Absolute Worth – lack of judgment
 - Affirmation – acknowledging strengths
- **Compassion**
 - Working for the client's best interest and welfare
- **Evocation**
 - Inviting the client's views, knowledge, opinions

Clinician: *Well Jim, I'm glad you're here. I'm kind of surprised to see you're coming back today.*

- **Patient:** *Well, I tell you one thing. I sit out here in front for about an hour before I come in and I was about that close to just cranking that pickup up and heading back home. I'll let you know, just like I told Rich, I'm not real happy about being here. I hope you understand that.*
- **Clinician:** *I'm hearing you loud and clear that being here is not something that is really a high priority for you.*
- **Patient:** *No. And...I'm looking at you and you've got blonde hair. I haven't had a lot of luck with blonde hair the last couple of weeks.*

Clinician: *Is that right? Well tell me a little bit more about that..*

- **Patient:** *Well, I got assigned a probation officer and she's a blond headed gal. And I think she's out to just destroy me totally, you know. She's talking about me getting a lot of jail time and a big fine and everything that she's going to do if I don't do certain things. And I just kind of think maybe you're going to do the same thing to me.*
- **Clinician:** *So it seems to you like I might try to push you around and make you do a whole bunch of things you don't want to do.*
- **Patient:** *Yeah. And I'm about up to here with this kind of stuff. I hope you know that. It probably isn't your fault but that's just kind of the way things have been going, you know.*

Clinician: *You're pretty fed up.*

- **Patient:** *Yeah. My daughter she you know, she uh...(sigh) won't let me see the kids.*
- **Clinician:** *Your grandchildren. What's that about?*
- **Patient:** *Well she'll let me see them but she won't let me take them anywhere anymore.*
- **Clinician:** *Really?*
- **Patient:** *And that really has me upset you know. She's afraid that I'll take them and hurt them driving around, drinking and driving and things like that. And I never have hurt one of them kids..*
- **Clinician:** *So she's afraid that if you take the children with you that you'll be drinking and then you might hurt them or get in an accident.*
- **Patient:** *Even when I say to her that I wouldn't drink she still don't trust me now.*
- **Clinician:** *So the fact that your daughter won't even take your word for the fact that you won't drink kind of bites at you a little bit.*

Motivational Interviewing is...

...a collaborative conversation style for strengthening a person's own motivation and commitment to change.

(Miller & Rollnick, 2012)

Change Talk

Any language *from the client* that is in favor of changing the target behavior

Sustain Talk

- Indicates ambivalence
- Opportunity for demonstrating empathy and developing engagement
- Often present after 'righting reflex'
- Not the same as discord

Basic formula for change

 Change Talk +  Sustain Talk + Commitment
= ability to plan for change

MI Skills

- **Open Questions**
- **Affirming Statements**
- **Reflective Statements**
- **Summarizing Statements**

+Offering Information

Reflecting

Simple

Repeating - repeats an element of what the speaker has said.

Rephrasing - substitutes synonyms or slightly rephrases what was offered.

Paraphrasing – infers meaning in what was said and reflects this back in new words. This adds to and extends what was actually said - like continuing the paragraph that the speaker has been developing saying the next sentence rather than repeating the last one.

Reflection of feeling - Often regarded as the deepest form of reflection, this is a paraphrase that emphasizes the emotional dimension through feeling statements, metaphor, etc.

Complex

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PRACTICE: Three in a Row

- Speaker – read statement provided
- Listener
 - simple reflection
 - deeper (paraphrase)
 - deepest (feeling, metaphor)
- Switch roles – Listener becomes Speaker, new Listener
- DEMONSTRATION: “I believe there are people that need to quit smoking if it’s hurting them. I don’t think that’s me”

Change Talk

Any language *from the client* that is in favor of changing the target behavior

Preparatory Change Talk

The “why” of changing

- **Desire** – interest in changing
- **Ability** – confidence in success
- **Reason** – benefits of changing
- **Need** – concerns about status quo
- **Commitment** – ready to make plans



No

Fixing!

(avoid the 'righting reflex')

PRACTICE - Reflections: Drinking

“I’m not sure I’m concerned about it, but I do wonder sometimes if I’m drinking too much.”

“It’s not like it’s really serious, but sometimes when I wake up in the morning I feel really awful, and I can’t think straight most of the morning.”

“Yeah—even when I’m not drinking, sometimes I mix things up, and I wonder about that.”

“I wonder, maybe, if alcohol’s pickling my brain, or something.”

”But I don’t think I’m an alcoholic or anything.”

Feeling Stuck

- Sustain Talk
 - Reasons NOT to change
 - Good things about the way things are now
 - Normal part of ambivalence
- Discord
 - Lack of connection between helper and client

Softening Sustain Talk

- Re-frame to reflect aspects of sustain talk that could represent change talk
- Use complex reflections
- Minimize reflections that support sustain talk
- Strive to decrease the amount of sustain talk

Change Talk: DARN-CAT

The “why” of changing (preparatory)

- **D**esire – interest in changing
- **A**bility – confidence in success
- **R**eason – benefits of changing
- **N**eed – concerns about status quo

- **C**ommitment – ready to make plans

The “how” of changing (mobilizing)

- **A**ctivation – defining the plan
- **T**aking Steps – implementing the plan

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Complex

Types of Complex Reflections

- **Double-sided:** On the one hand...and on the other hand...
- **Amplified:** This (behavior) doesn't cause you any problems [watch tone of voice]
- **Emphasizing autonomy:** It is really your decision whether or not to...
- **Metaphor:** It is as if...
- **Affirming:** It's important to you to be (value)
- **Emotion:** You are feeling...

PRACTICE: Reflection BINGO

- Each group will use one client statement
- Create one of each type of reflection
 - Double-sided
 - Amplified
 - Emphasizing autonomy
 - Metaphor
 - Affirming
 - Emotion
- Leave the breakout room when done



No

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PRACTICE - Reflections: Tobacco Use

“I need to have a second surgery on my knee and my doctor thinks that quitting smoking will help me recover faster. I think it’s a bunch of baloney.”

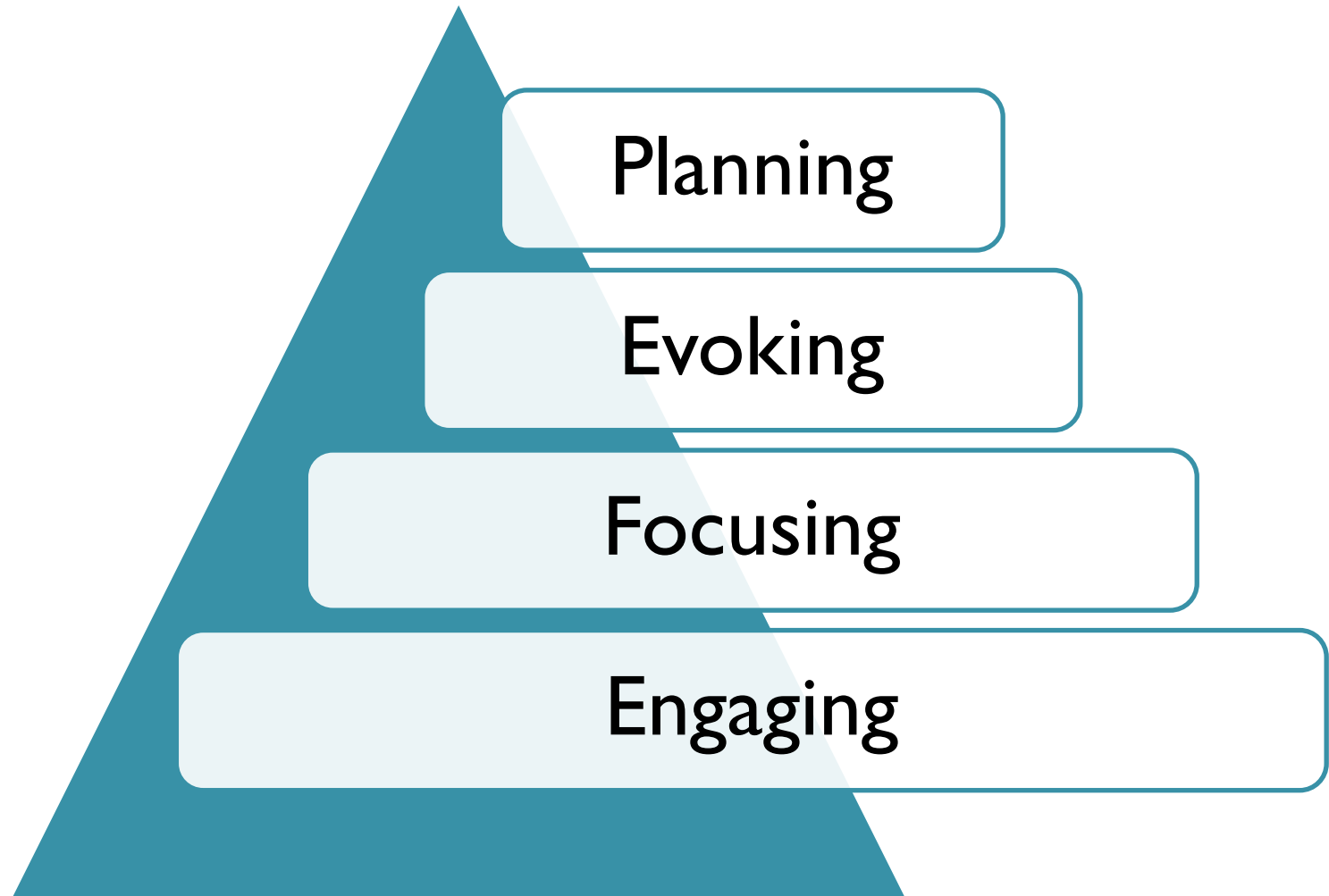
“It seems like the whole world is against smokers and smoking. There are risks to walking across the street.”

“I understand there are risks in smoking. I have chosen to continue smoking, I enjoy it.”

“I know there are medications to help people quit. Personally, I don’t think I need them.”

“I already have a lot on my plate.”

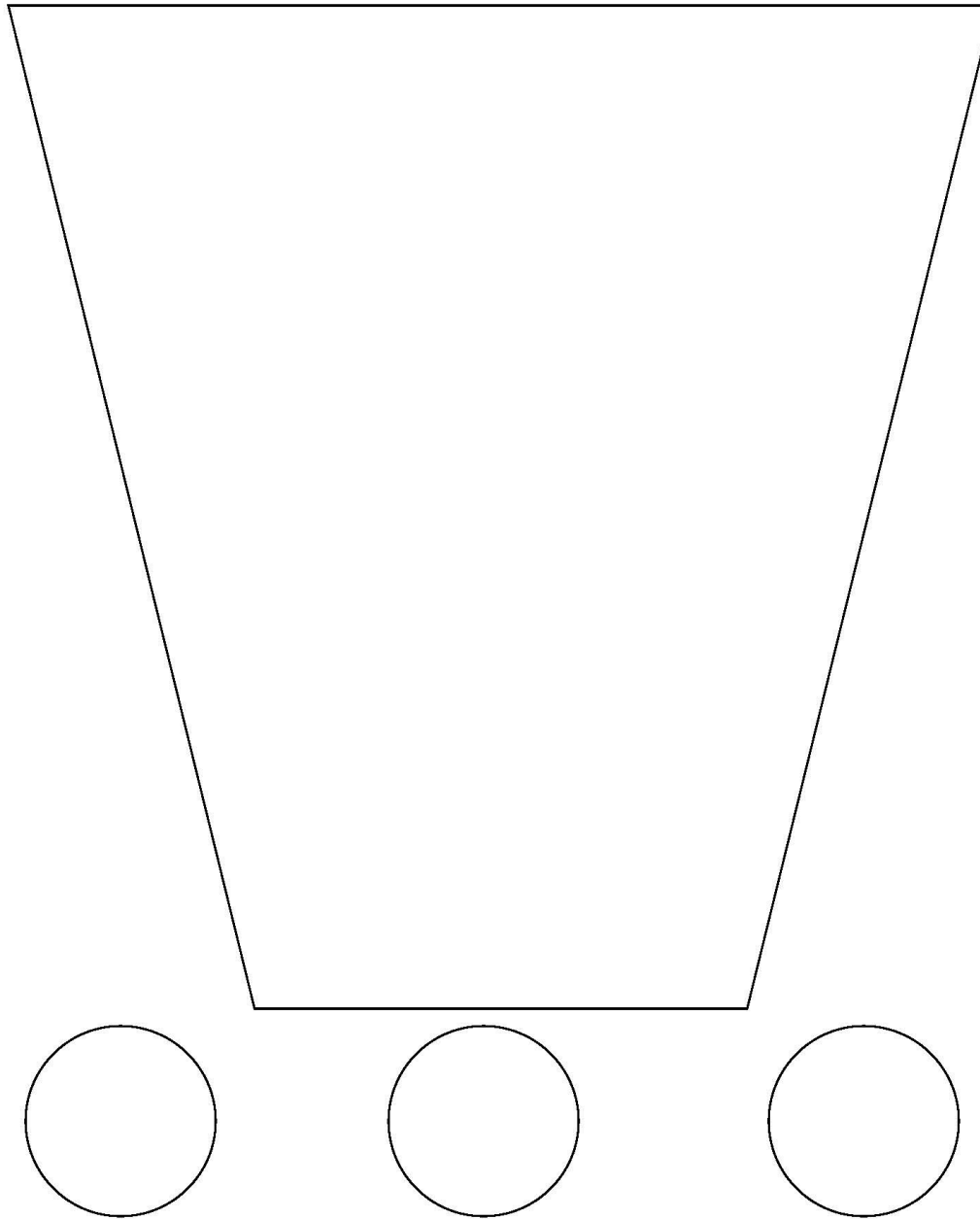
Processes



How well are you able to:

- Describe the four key characteristics of motivational interviewing spirit
- Define the five categories of preparatory change talk
- Use complex reflections to elicit change talk during practice activities
- List at least one new strategy for working effectively with clients
- Meet your personal goal

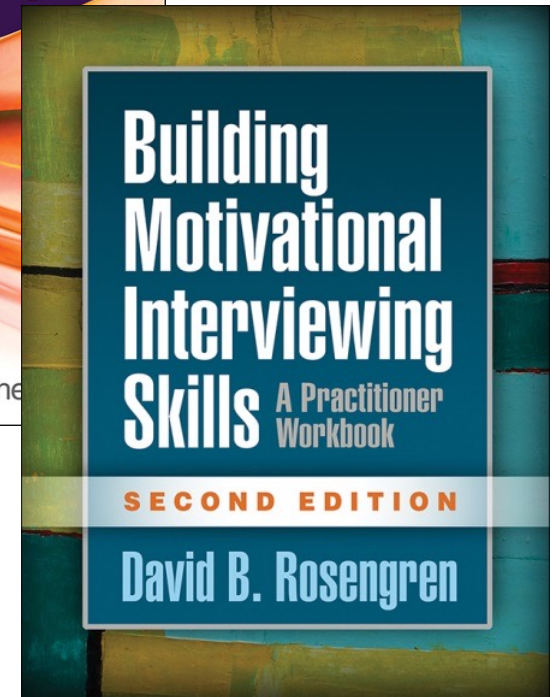
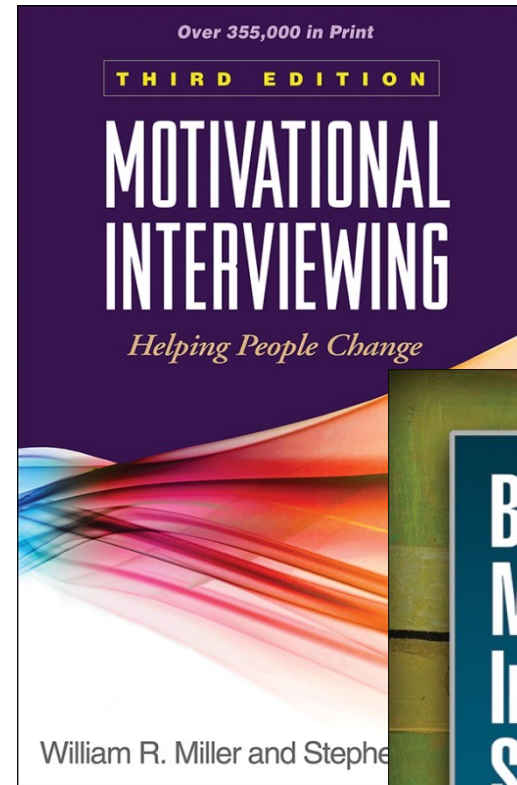
Pearl Bucket!



Used with permission from Berg-Smith Training and Consultation, 2018
Adapted from Miller and Rollnick, 1991-2018

How to Build MI Skills

1. Attend workshops
2. Read & learn
3. Practice & listen
4. Get feedback and supervision



Resources

- UMass – Center for Integrated Primary Care
 - Online courses; Coding and coaching phone sessions
 - <http://www.umassmed.edu/CIPC>
- Project ECHO:TEACH
 - <https://www.mdanderson.org/education-training/global-outreach/project-echo/programs/tobacco-education-cessation-program.html>
- Podcasts
 - T3: Changing the Conversation <http://thinkt3.libsyn.com/>
 - Talking to Change (on iTunes and Stitcher)
- Motivational Interviewing Network of Trainers
 - www.motivationalinterviewing.org