

Helping People to Change: A Speed Date with Motivational Interviewing

NHCHC: CMS Innovation Grant

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NATIONAL
HEALTH CARE
for the
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Why a Speed Date?



- Only 90 minutes – ***a very brief encounter with MI!***
- Maybe - ***you'll like the look of it...***
- Maybe - ***you'll arrange a second date to find out more...***
- It could be - ***the beginning of a beautiful relationship!***
- And - ***no strings - if you're happy with what you already have that's fine!***

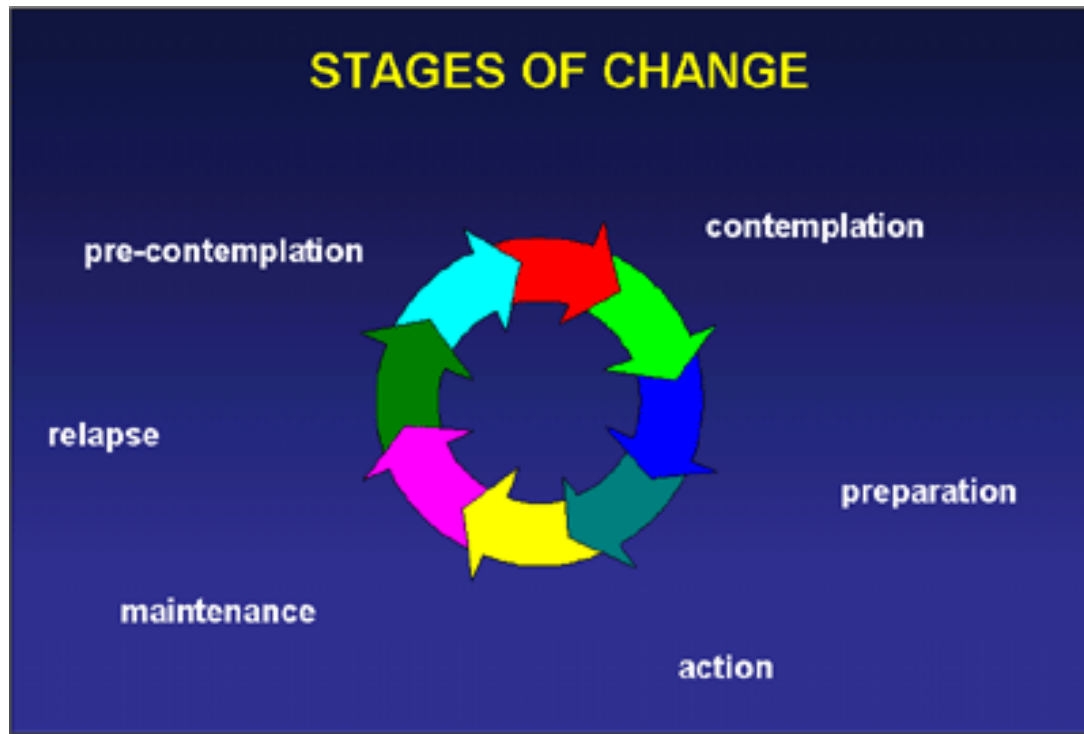
STRATEGIES FOR LEARNING NEW SKILLS

(MILLER, ET AL., 2006)

- Reading, verbal instruction, observation
- Practice with feedback
- Ongoing coaching and supervision of practice

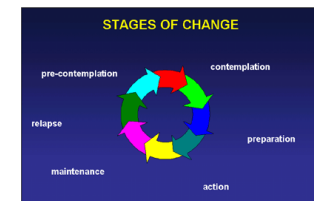
Stages of Change Model

(Prochaska & DiClemente, 1983)

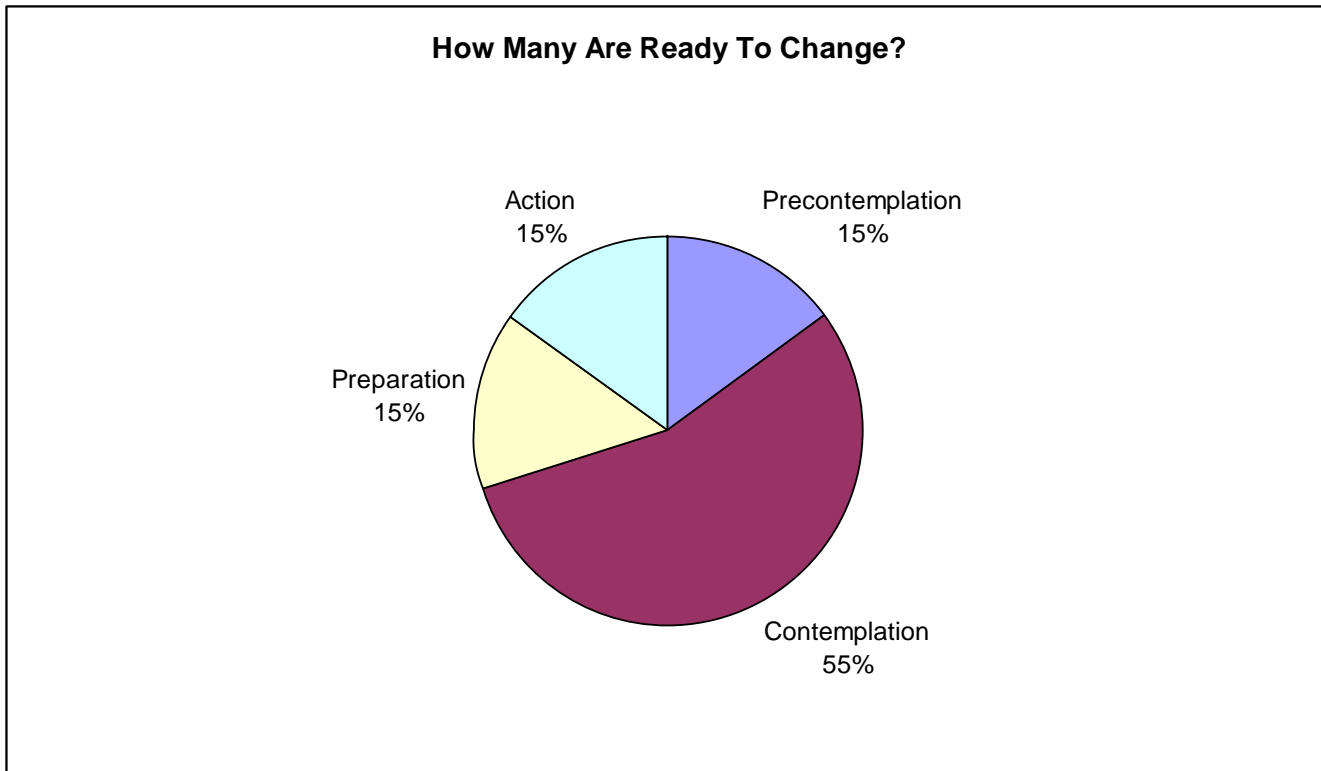


Stages of Change

- Pre-Contemplation – not yet considering changing
- Contemplation – starting to think about it
- Preparation – gathering information, thinking about when & how
- Action – making the change
- Maintenance – sustaining the change
- Relapse – can occur at any time



How Many Are Ready To Change?



STAGES OF CHANGE & WORKER TASKS

PRECONTEMPLATION	Engage; Build Relationship; Raise doubt - Increase the patient's perception of risks and problems with current behavior
CONTEMPLATION	Tip the decisional balance - Evoke reasons for change, risks of not changing; Strengthen self-efficacy for behavior change
PREPARATION	Help to determine the best course of action to take in seeking change; MENU; Develop a plan
ACTION	Help implement the plan; Use skills; Problem solve; Support self-efficacy
MAINTENANCE	Help identify and use strategies to prevent lapse/relapse; Resolve associated problems
RELAPSE	Help recycle through the stages of contemplation, preparation, and action, without becoming stuck or demoralized because of relapse

MI in Action: A Few Examples

http://www.youtube.com/watch?v=wcu8oqHIsbc&playnext=1&list=PL73B3AC8E7FAC529A&feature=results_video

About Motivational Interviewing (MI)...

- An approach developed by psychologists, originally used in the addictions field (Miller, 1985; Miller & Rollnick 1991, 2002, 2012)
- An approach derived from Client-Centred Counseling (Rogers, 1950)
- Recognizes that *the more you confront and persuade, the more the person will resist* (Reactance Theory, Brehm, 1968)
- If the person hears him/herself say the reasons for change it is much more powerful (Self-Perception Theory, Bem, 1967, 1972)
- Counseling style to elicit *internal motivation*
- *Gentle & active and sometimes directive* listening
- *Respect* for persons values & autonomy
- Over 1000 publications (www.motivationalinterview.org)



“People are generally better persuaded by the reasons they themselves discover than by those that enter the minds of others.”

Pascal





What is Motivational Interviewing?

A person-centered counseling style for addressing the common problem of ambivalence about change.

(Miller & Rollnick, 2012)



MOTIVATIONAL INTERVIEWING: SPIRIT and TECHNIQUE

“We believe that each person possesses a powerful potential for change. ***The counselor’s task is to release that potential and to facilitate the natural change processes that are already inherent in the individual***” (Miller & Rollnick, 2002, p. 41).

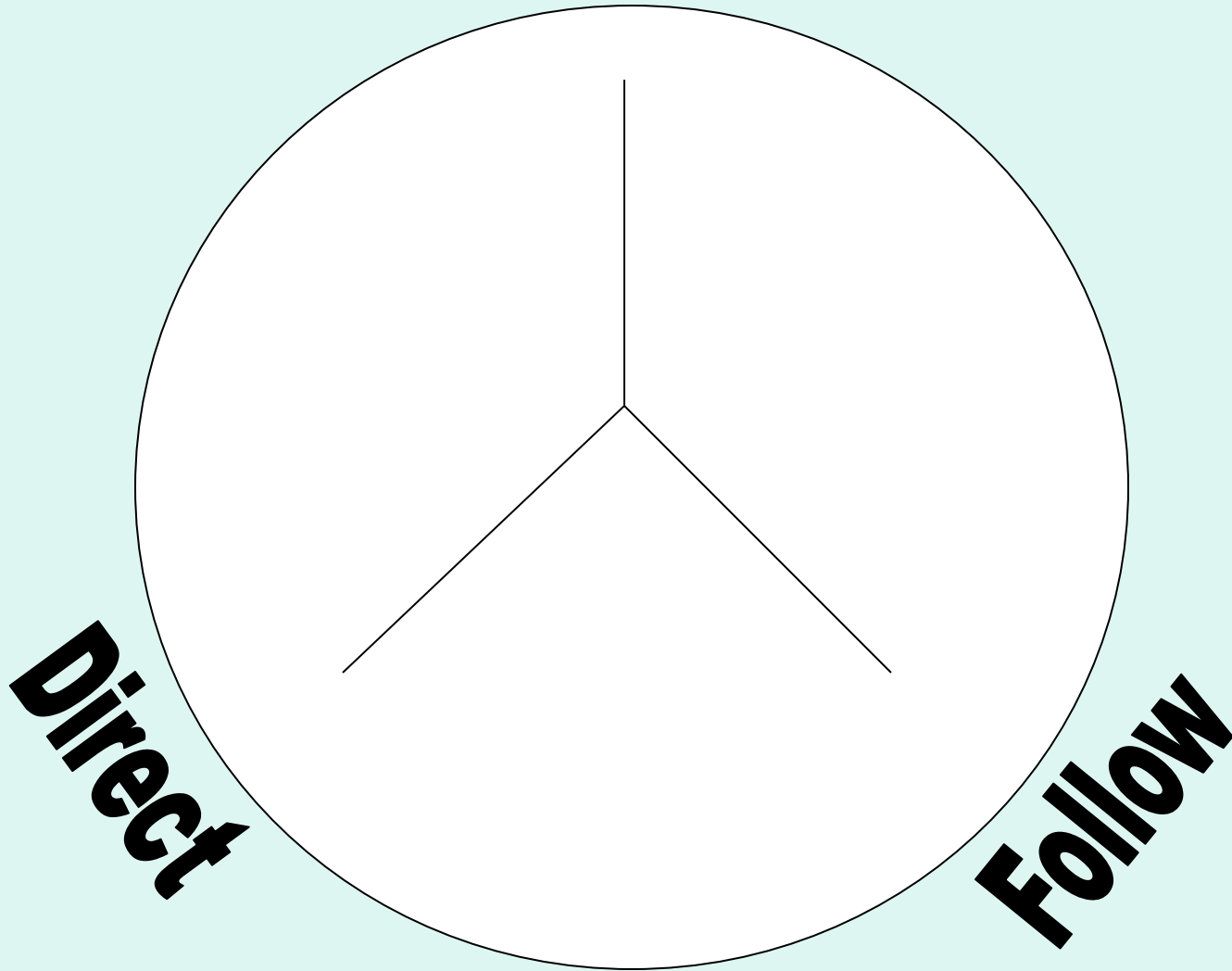
“People possess substantial personal expertise and wisdom regarding themselves and tend to develop in a positive direction if given proper conditions of support” (Miller & Moyers, 2006, p. 5).



What is Unique to MI?

- Strategic-directive use of client-centered counseling skills (OARS)
- Intentional, differential evoking and reinforcement of change talk
- Sequencing of preparatory change talk (desire, ability, reasons, need) and commitment language

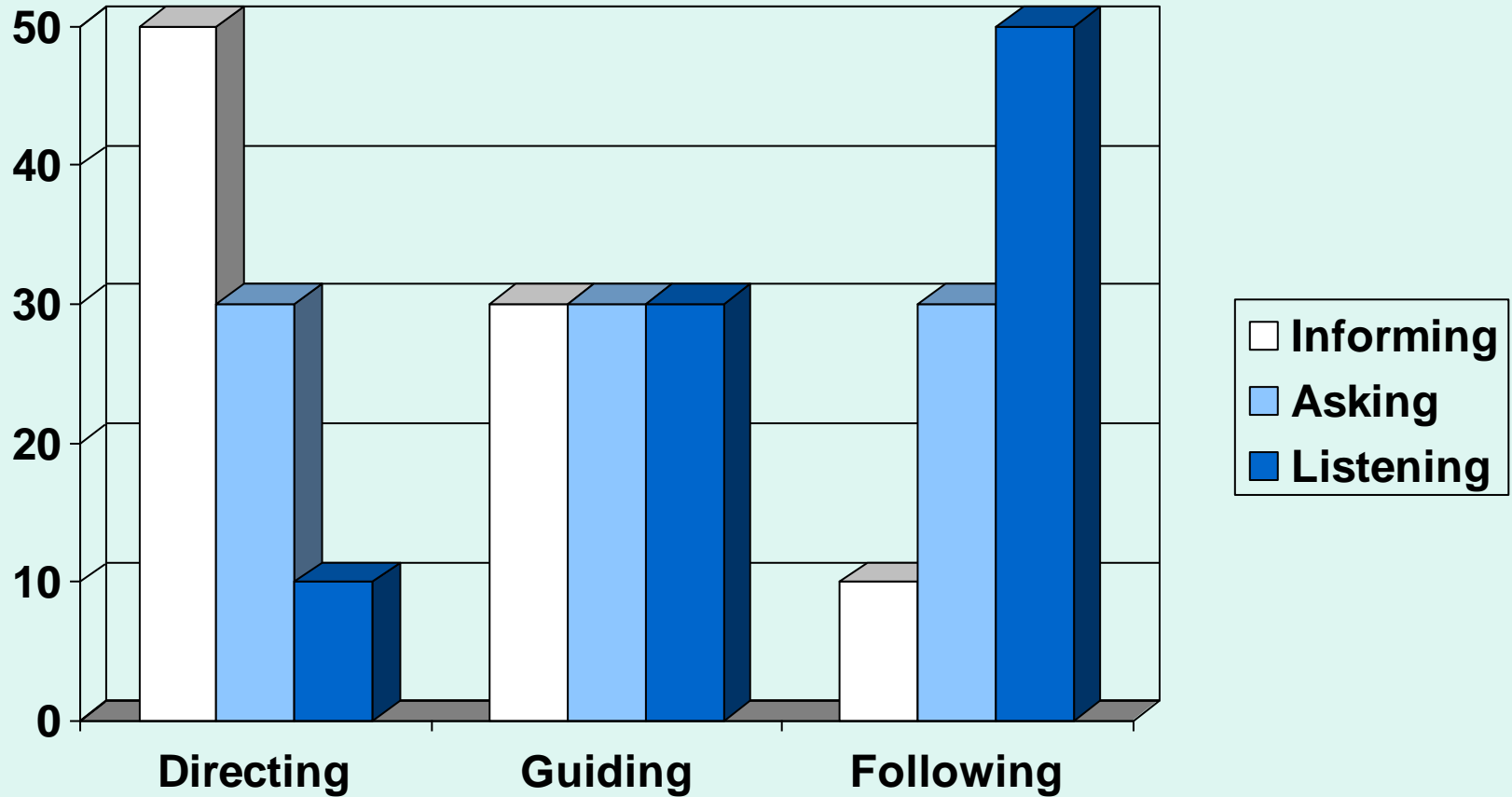
Guide



Three Communication Styles (Rollnick, Miller, & Butler, 2008)

Styles and Skills

(Rollnick, Miller, & Butler, 2008)



Three Styles

- **Following (WHY CHANGE/WHY NOT CHANGE?)**
Build Rapport
Obtain the Basic Story
Set a Shared Agenda
- **Guiding (IF I CHANGE...)**
Elicit Change Talk
 - Importance/Confidence
 - Values ClarificationSeek Commitment to Change
- **Directing (HOW DO I CHANGE?)**
Build a Menu With Options
Set Goals
Discuss Next Steps and Monitoring Plan
Action Reflections

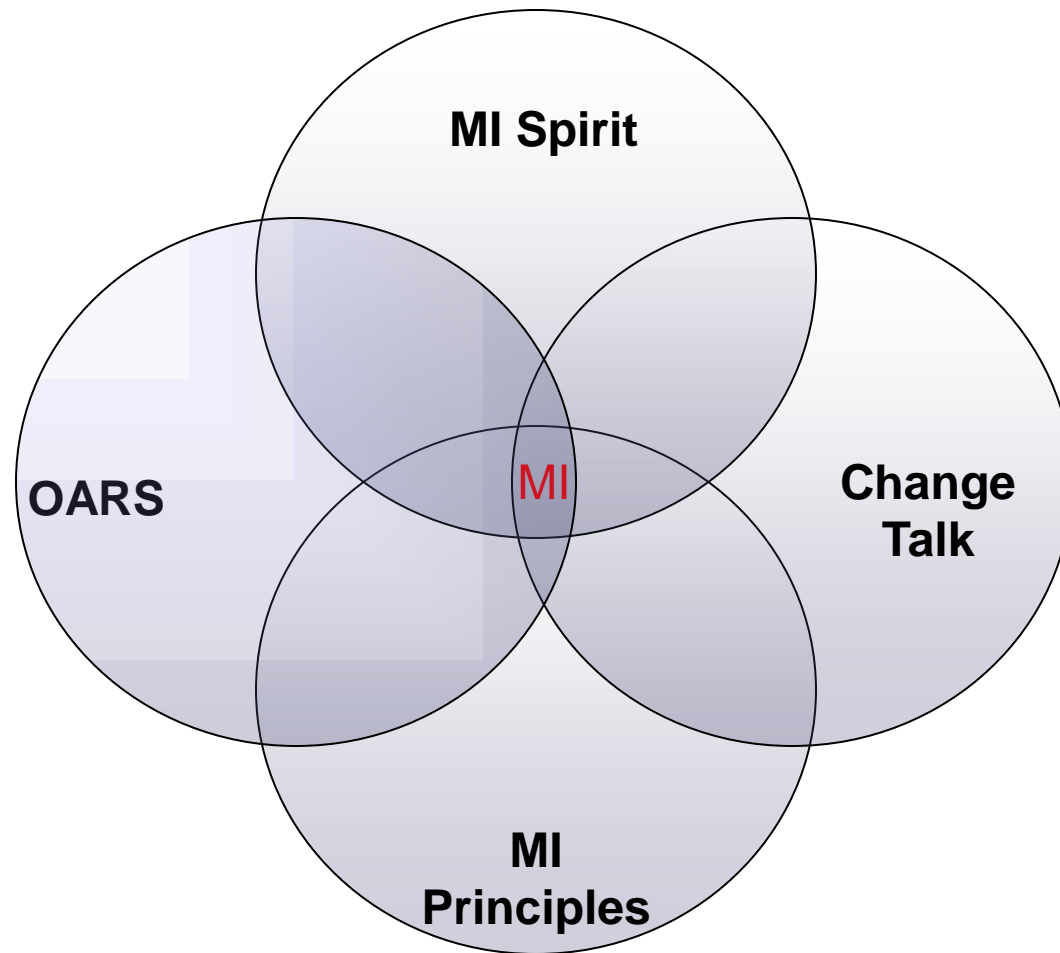
Guiding Skills (aka MI)

- Open-ended questions
- Affirmations
- Reflective Listening
 - Develop discrepancy
 - Highlight ambivalence
- Summaries
- Eliciting change talk
- Reinforcing change talk

Providing Information

- Use of permission
- Offer choices
- Chunk—Check—Chunk
- Elicit—Provide—Elicit (MI sandwich)

Motivational Interviewing (MI) Elements (Rosengren, 2009)



The Spirit of MI

If you treat an individual as she is, she will stay as she is, but if you treat her as if she were what she ought to be and could be, she will become what she ought to be and could be.

-Goethe

Compassion is the wish to see others free from suffering.

-The Dalai Lama

The Spirit of MI, continued...

(Miller & Rollnick, 2012)

- Partnership
- Acceptance
 - Absolute Worth
 - Accurate Empathy
 - Autonomy Support
 - Affirmation
- Compassion
- Evocation

Motivational Interviewing: Spirit vs. Technique

- Internal monitoring for urge to:
 - Persuade
 - Confront
 - Warn
- Coercion vs. ***Collaboration***
- Education vs. ***Evocation***
- Authority vs. ***Autonomy***





MI: Four Basic Principles

- Express Empathy
- Develop Discrepancy
- Roll with Resistance
- Support Self-Efficacy
- Also ***RULE*** (Rosengren, 2009)



On Empathy...

<http://www.youtube.com/watch?v=HExUgU1putc>



Four Processes in MI

(Miller & Rollnick, 2012)

- Engaging
- Focusing
- Evoking
- Planning



Four Basic Strategies: OARS

- Open-Ended Questions
- Affirm
- Reflective Listening
- Summarize

Assessing Readiness - Importance

1 2 3 4 5 6 7 8 9 10

On a scale of 1- 10 how *Important* is it to you to make this change?

Questions to evoke '*change talk*'

Why are you a “5” and not a “3”?

What needs to happen for you to get to a “7” ?

Assessing Readiness - Confidence



On a scale of 1- 10 how *confident* are you that you can succeed in making this change?

Questions to evoke '*change talk*'

Why are you a “5” and not a “3”?

What needs to happen for you to get to a “7” ?

Decisional Balance Worksheet

	Good things	Less good things
Current Behavior	1. 2. 3. 4.	1. 2. 3. 4.
Change	1. 2. 3. 4.	1. 2. 3. 4.

Decisional Balance Worksheet

	Good things		Not so good things	
Current Behavior	Short Term	Long Term	Short Term	Long Term
Change	Short Term	Long Term	Short Term	Long Term

Thinking About Drinking

Here is an example of someone exploring their ambivalence about alcohol use. Everyone's decisional balance will look a little different.

Good things about my drinking:

More relaxed

Will not have to think about my problems for a while

More comfortable with drinking friends

Less good things about my drinking:

Disapproval from family and friends

Increased chance of legal and job trouble

Costs too much money

Good things about changing my drinking:

More control over my life

Support from family and friends

Less legal trouble & better health

Less good things about changing my drinking:

More stress or anxiety

Feel more depressed

Increased boredom



Key Points

- The reasons for not changing **are seldom to do with lack of knowledge.**
- People find **their own reasons for changing.**
- The **approach** of the worker is a **critical factor** toward the outcome for the person with whom we are working.
- Giving advice and information when the person is not ready may **increase resistance.**
- A **respectful, empathic, collaborative, eliciting** approach is **more likely** to lead to change – Motivational Interviewing is such an approach.



A Few Additional Resources

- Rollnick, S., Miller, W. R., & Butler, C. C. (2008). *Motivational interviewing in healthcare: Helping patients change behavior*. New York, NY: Guilford.
- Rosengren, D. B. (2009). *Building motivational interviewing skills: A practitioner workbook*. New York, NY: Guilford.
- HCH Clinicians' Network *Healing Hands:*
Eliciting Behavioral Change: Tools for HCH Clinicians:
http://www.nhchc.org/wp-content/uploads/2012/02/hh.06_00.pdf
A Comprehensive Approach to Substance Abuse and Homelessness:
<http://www.nhchc.org/wp-content/uploads/2012/02/hh-1003.pdf>
- MI Home Page: www.motivationalinterview.org
- For additional training: <http://www.center4si.com/>



Motivational Interviewing Self-Check: My Clients Would Say That I...

- Believe that they know what is best for themselves
- Help them to recognize their own strengths
- Am interested in helping them solve their problems in their own way
- Am curious about their thoughts and feelings
- Help guide them to make good decisions for themselves
- Help them to look at all sides of their situations or concerns
- Help them feel empowered by my interactions with them

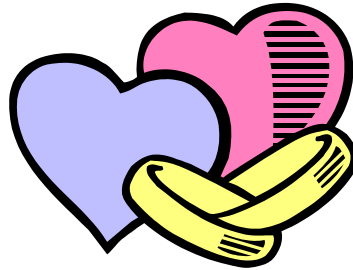
Adapted from K. Kraybill (2011)



On Hope...

- Often people who have suffered many losses relinquish hope as a means of survival.
- People who believe they are likely to change **do so**. People whose counselors believe that they are likely to change **do so**. Those who are told that they are not expected to improve indeed **do not** (Miller & Rollnick, 2002).

Thank You!



A Speed Date with Motivational Interviewing!

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Member of the International Motivational Interviewing Network of Trainers (MINT)

**with special thanks to
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