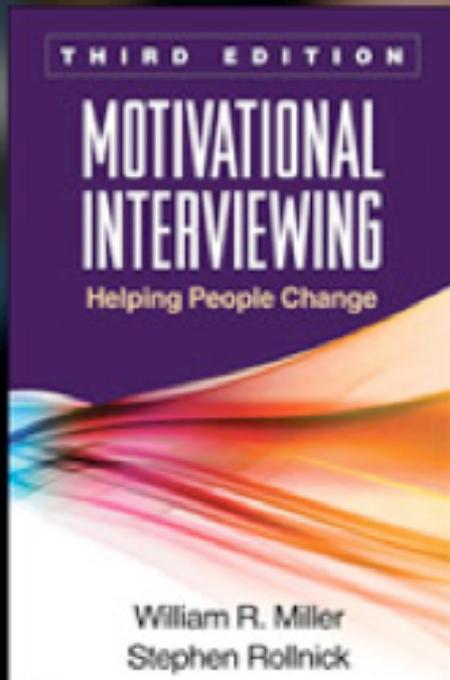


Increasing access through **MOTIVATIONAL CONVERSATION**

*National HCH Pre-Conference Institute
June 21, 2017
Washington, DC*

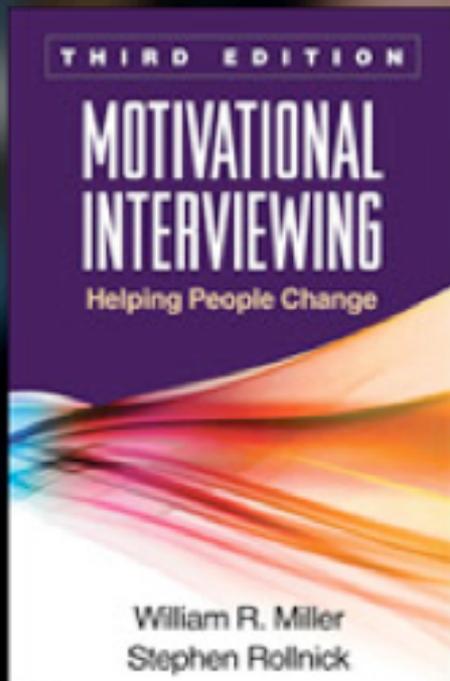
t³
think • teach • transform

ali hall & ken kraybill



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

Lay definition

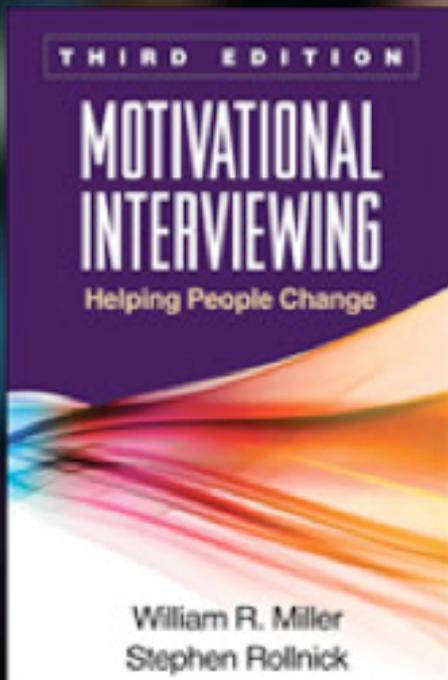


A person-centered counseling style for addressing the common problem of *ambivalence* about change.

Practitioner's definition

**WHEN YOU KINDA
WANNA JUST DO IT
BUT NOT REALLY**





A collaborative goal-oriented style of communication with particular attention to the language of change. It is 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.

Technical definition

Or...

**A way of helping
people talk
themselves into
changing**

“Talking oneself into changing”

Explore concerns, ambivalence, values, hopes, goals, strengths



Preparatory change talk



Commitment talk



Taking steps

A blurred background image showing two people, likely a woman and a man, engaged in conversation. The woman is on the left, and the man is on the right. The image is out of focus, emphasizing the text overlaid on it.

“You don’t need to be clever
and complex, just interested
and curious. An uncluttered
mind helps.”

Miller & Rollnick, 2013, p. 61

**What would you
say next...?**

“Sometimes I’d rather be back living outdoors in my tent. It’s nice here and everything, but there’s others who deserve housing more than me.”

Respond by saying something that would *not* be particularly helpful.

Possible responses

Are you serious!!

Why would you give up everything you have?

Don't you remember what living outside was like?

I worked so hard to find this place for you.

You don't seem to appreciate what you have.

You deserve housing as much as anyone else does.

I'll be so sad if you move out. Please don't do it.

It's your life. Do what you have to do!

“Sometimes I’d rather be back living outdoors in my tent. It’s nice here and everything, but there’s others who deserve housing more than me.”

Respond with a statement that shows you are listening.

Possible statements

You miss some things about living in your tent.

Living indoors has its challenges.

You're having mixed feelings about being here.

This has been a big change.

You can see positives in both situations.

You're feeling uncomfortable living indoors when others are still out on the streets.

You care a lot about others who are still out there.

You wish everyone could have their own place.

“Sometimes I’d rather be back living outdoors in my tent. It’s nice here and everything, but there’s others who deserve housing more than me.”

Respond with a helpful question.

Possible questions

Tell me a bit about your life before coming here?

What did you like about living outdoors? And what didn't you like so much?

What are the good things about living here?

How might living here help your overall health?

I wonder why you feel that others are more deserving of living here?

What would help you feel more deserving?

You have just explained to a 50 year old woman why it is recommended that she be screened for colon cancer.

She replies...

“I take good care of my health and don’t have a family history, so I don’t see why I need to be screened.”

Respond with a *statement* that shows you are listening.

Respond with a helpful question.

“I have way too many other issues in my life right now to worry about one more thing.”

Respond with a *statement* that shows you are listening.

Respond with a helpful question.

“What if it came back positive? I don’t think I could handle that!”

Respond with a *statement* that shows you are listening.

Respond with a helpful question.

“No way! I have no interest in that.
Period. End of conversation.”

Respond with a *statement* that shows you
are listening.

Respond with a helpful question.

“Hmm. Part of me wants to and part of me doesn’t.”

Respond with a *statement* that shows you are listening.

Respond with a helpful question.

“What difference does it make? We all have to die of something.”

Respond with a *statement* that shows you are listening.

Respond with a helpful question.

“I’ve heard this stool test isn’t as effective as a colonoscopy.”

Respond with a *statement* that shows you are listening.

Respond with a helpful question.

“What would you do if you were in my shoes?”

Respond with a *statement* that shows you are listening.

Respond with a helpful question.

“I’d like to get a part-time job to have some extra money in my pocket, but who’s gonna hire somebody like me?”

~~“I’d like to get a part-time job to have some extra money in my pocket, but who’s gonna hire somebody like me?”~~

Respond with a *statement* that shows you are listening.

Respond with a helpful question.

“I’d like to get a part-time job to have some extra money in my pocket, ~~but who’s gonna hire somebody like me?~~”

Respond with a *statement* that shows you are listening.

Respond with a helpful question.

all in



**Have you
ever
changed
anyone?**

**Yes, yourself...
but no one else**

“They say you can lead a horse to water, but you can’t make him drink. But I say, you can salt the oats.”

Madeline Hunter, author

Can you make a difference?

Relevance for your work

- Evidence-based practice
- Kindness with skill
- Effective across populations and cultures
- Applicable to range of professional disciplines
- Effective in briefer encounters

Relevance for your work

- Actively involves people in own care
- Improves adherence and retention in care
- Promotes healthy “helping” role for providers
- Instills hope and fosters lasting change

A few things MI is not

MI is not...

- Just being nice to people
- A way of tricking people into what you want them to do
- A technique
- A solution to all clinical problems
- The same as stages of change (TTM)
- Easy to learn

4 Processes of MI



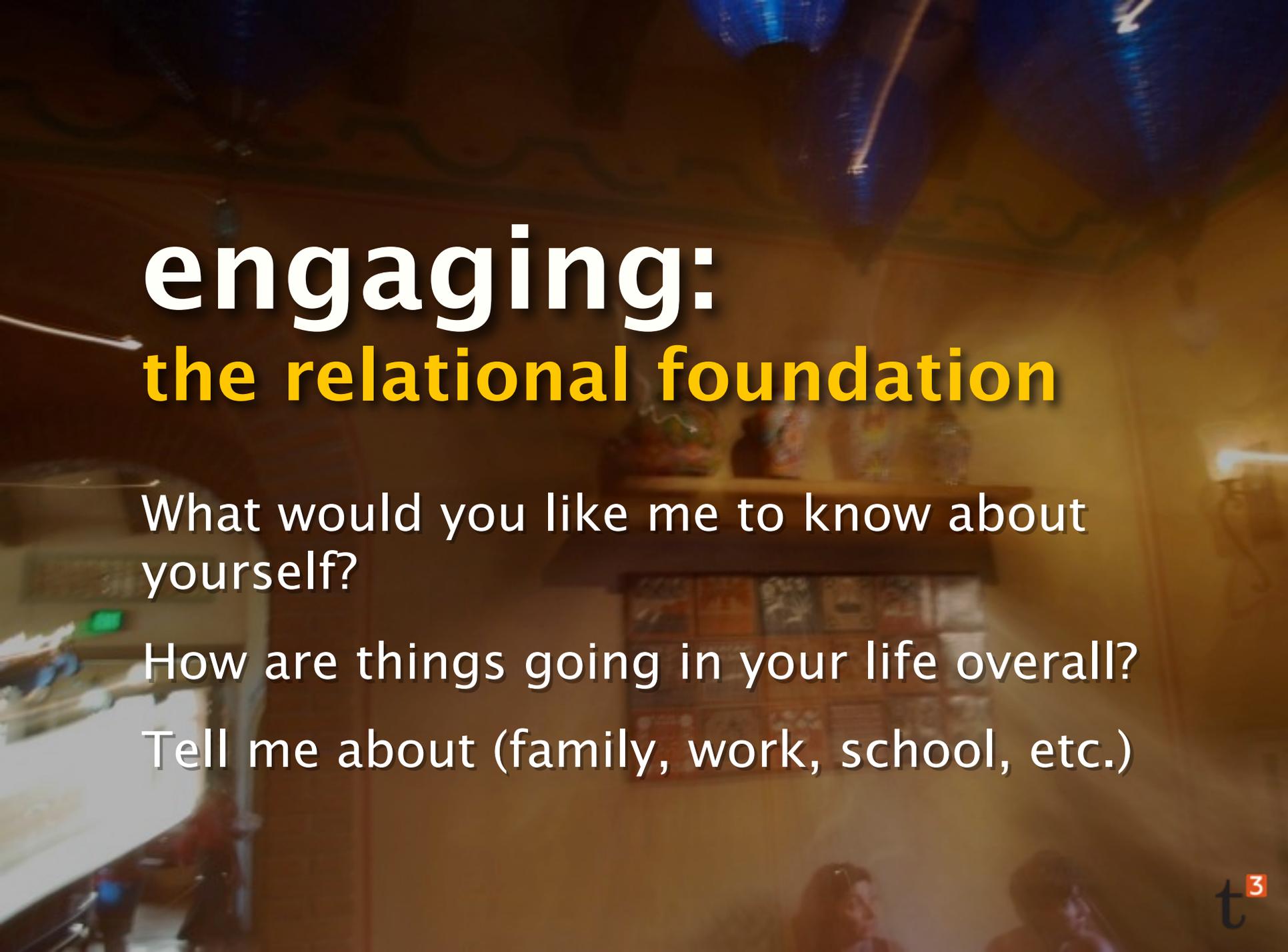


engaging:
the relational foundation

The background is a blurred photograph of an indoor space. At the top, there are several large, shiny blue balloons. Below them, a wooden shelf holds various items, including what appears to be a small figurine and some containers. On the wall below the shelf is a bulletin board with several papers or photos pinned to it. The overall lighting is warm and slightly dim, suggesting an indoor setting like a community center or a meeting room. The text is overlaid on the left side of the image.

engaging: the relational foundation

Provide safe space and warm welcome;
show genuine interest in the person as
a person



engaging: the relational foundation

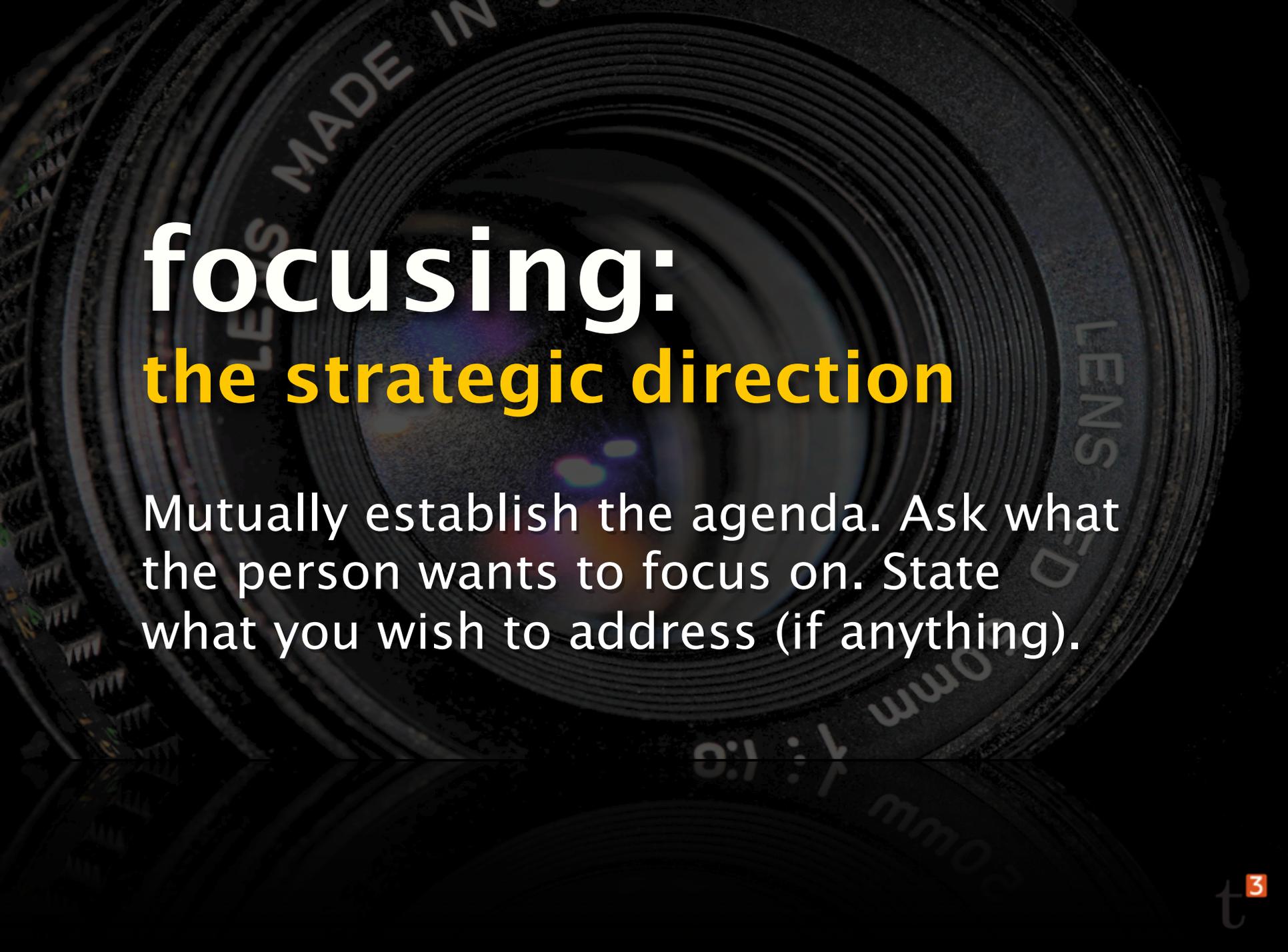
What would you like me to know about yourself?

How are things going in your life overall?

Tell me about (family, work, school, etc.)

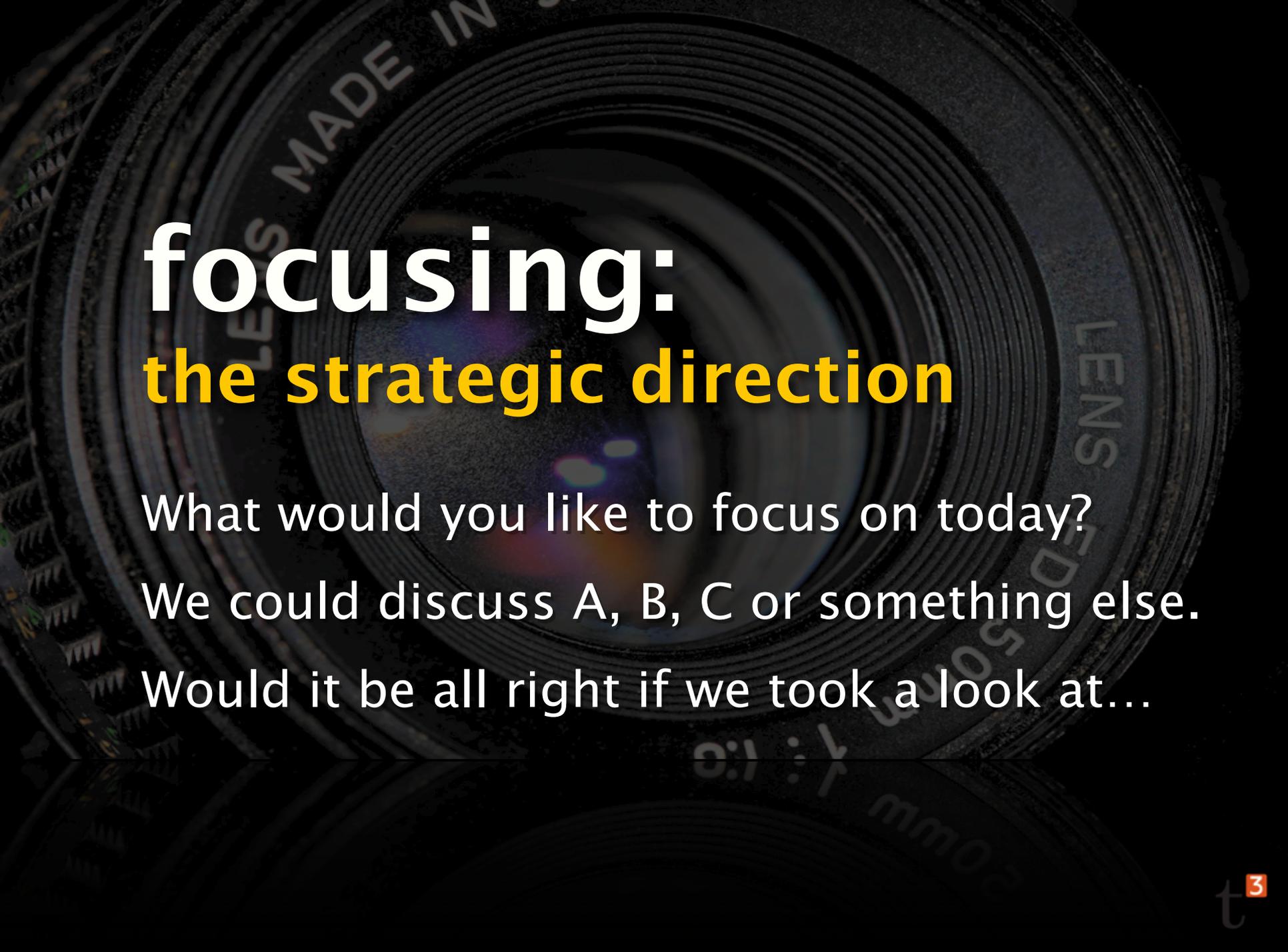


focusing:
the strategic direction



focusing: **the strategic direction**

Mutually establish the agenda. Ask what the person wants to focus on. State what you wish to address (if anything).



focusing: **the strategic direction**

What would you like to focus on today?

We could discuss A, B, C or something else.

Would it be all right if we took a look at...



evoking: preparation for change

evoking: preparation for change

Tell me about...?

What are the good things about...?

What are the not so good things about...?

evoking: preparation for change

If you were to make this change...

What would be your reasons to do so?

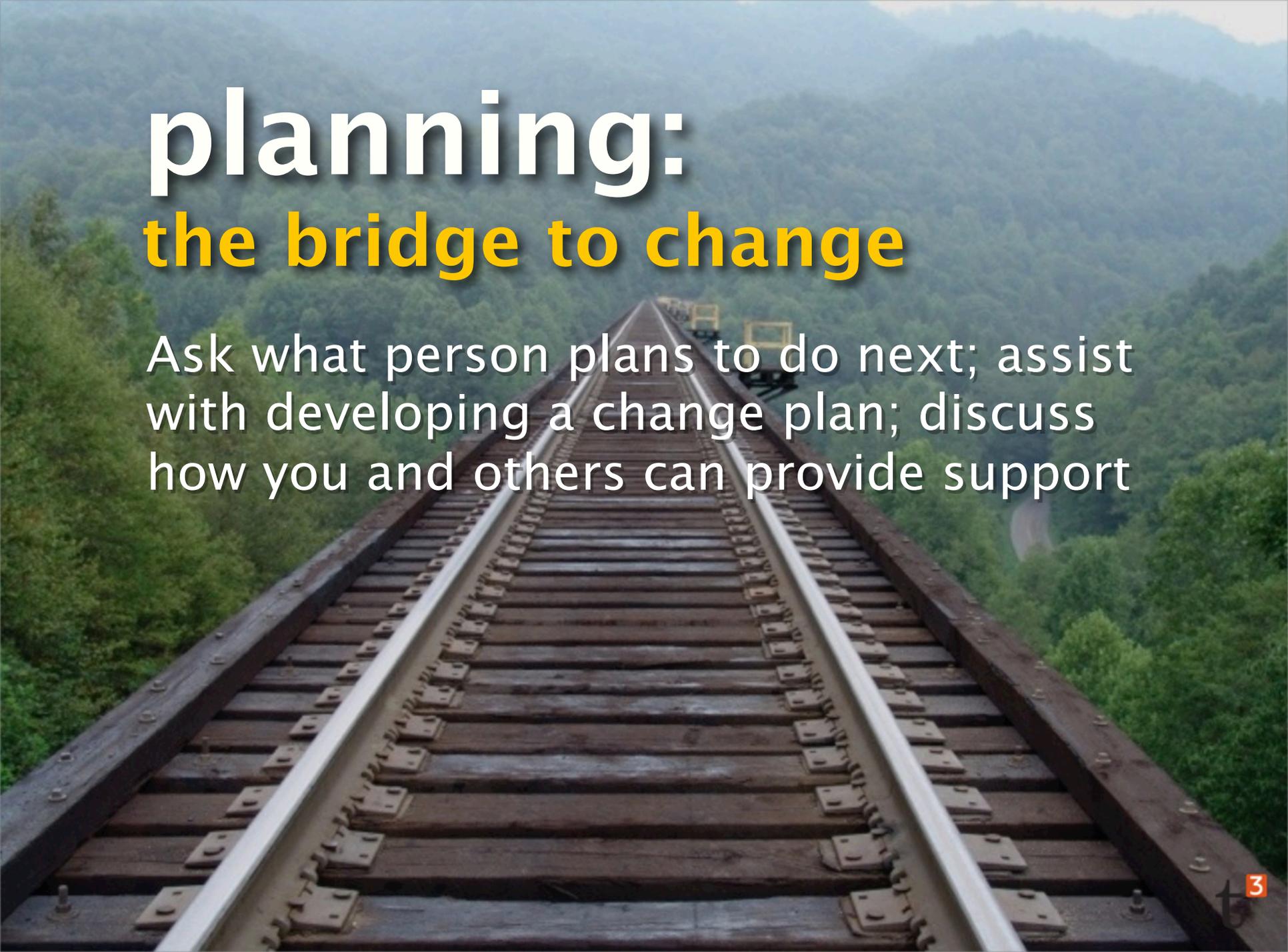
What would be your *best* reason?

How might you go about it in order to succeed?

evoking: preparation for change

How important is it to you to make this change?

How confident are you that you could make this change?



planning: the bridge to change

Ask what person plans to do next; assist with developing a change plan; discuss how you and others can provide support



planning: the bridge to change

What remaining concerns do you have?

What do you think you'll do next?

How might I help you with that?

Common responses to being listened to

Safe

Feel understood

Want to talk more

Like the counselor

Accepted

Respected

Engaged

Empowered

Hopeful

Comfortable

Collaborative

Interested

Open to change

Want to come back

Key ideas

The therapeutic relationship takes the form of a partnership, not an expert–recipient stance

Acceptance and compassion are at the heart of the conversation

Motivation to change is elicited from individuals, not imposed on them from without

Key ideas

Direct persuasion is not effective to resolve ambivalence or promote change

The worker uses primarily a guiding style

It is the task of the client to resolve his or her ambivalence and come up with the reasons for change