

Motivational Interviewing Webcast 3—Strategies and Change Talk

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Strategies to reduce ambivalence
Identifying skills for identifying and
resolving ambivalence.

Recognizing Change Talk
Listening and amplifying

Strategies to Resolve Ambivalence

Elicit-Provide-Elicit

Decisional Balance

Menu of Options

Rulers

Elicit/Provide/Elicit

-  Elicit readiness/interest
 -  “What would you most like to know about ...?”
 -  “How much do you know about ...?”
-  Provide feedback neutrally
 -  Keep to information, away from personal interpretation. Talk about other patients.
 -  Avoid “you” language.
-  Elicit patients interpretation
 -  “What do you make of that...?”
 -  “What does this mean for your future...?”

Decisional Balance Scale

Left Side

Good things about
Status Quo

Not so Good things
about Change

Right Side

Not so Good
things about
Status Quo

Good things
about Change

Menu of Options



Transitioning from Phase I to Phase II

- ♟ Introduction
- ♟ Summary Reflections (Recapitulation)
- ♟ Key Questions
- ♟ Negotiating a Plan for Change
- ♟ Giving Information and Advice
- ♟ Expressing Concern with Permission

Negotiating a Change Plan

-  Setting Goals
-  Considering Change Options
-  Arriving at a Plan
-  Eliciting Commitment

Eliciting Change Talk

- The simplest way: *Ask for it* - in open questions to elicit desire, ability, reasons, need
 - ✓ *In what ways* would it be good for you to . . . ?
 - ✓ If you did decide to . . . , how would you do it?
 - ✓ What would be the good things about . . . ?
 - ✓ Why would you want to . . . ?
 - ✓ The balance: What are the good things about . . .
And what are the not so good things?

Strategies for Increasing Adherence

-  Affirming the recognition of problems and the need for help.
-  Exploring the person's reasons for not using services.
-  Exploring person's role in improving.
-  Discussing options.

Change Plan Worksheet

The changes I want to make are:

The reasons I want to make these changes are:

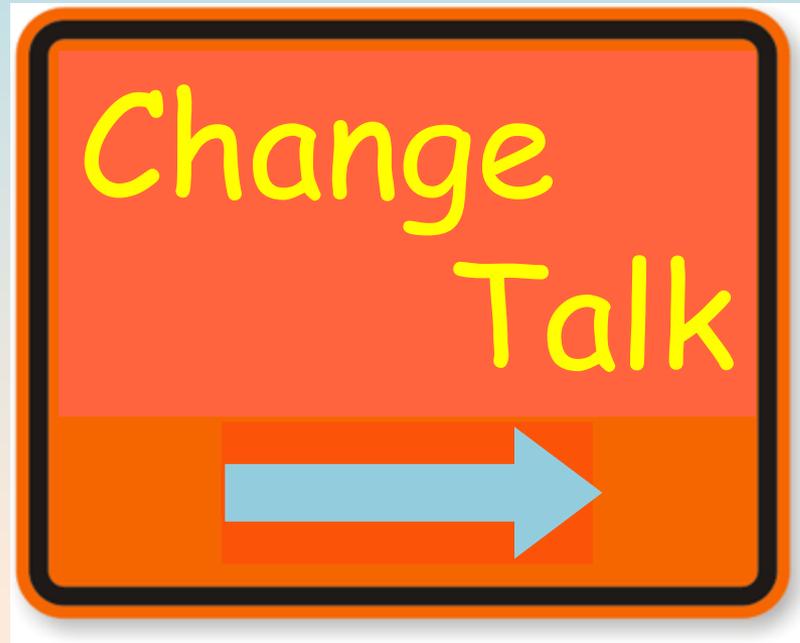
The steps I plan to take in changing are:

The ways other people can help me are:

Person	Possible ways to help
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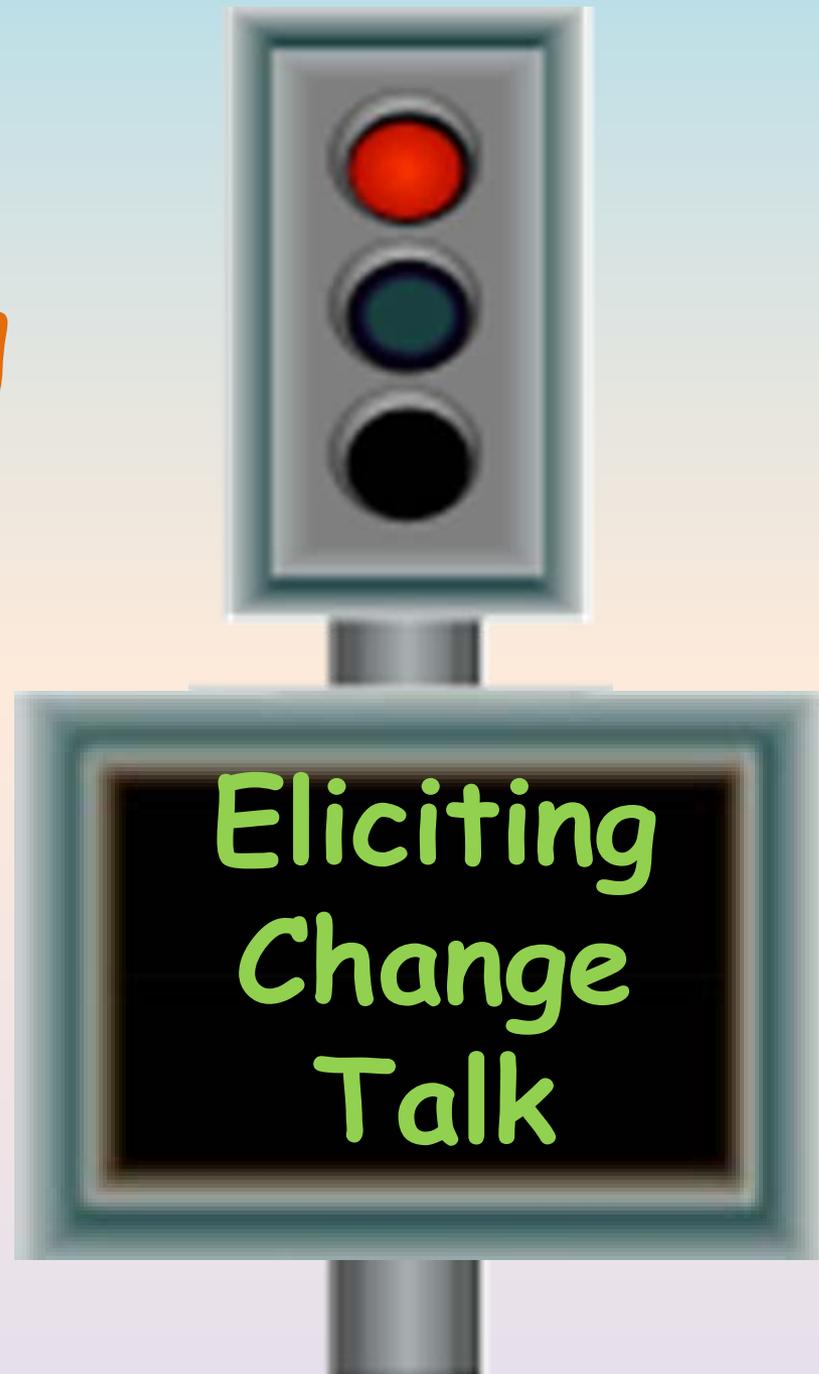
Some things that could interfere with my plan are:

I will know that my plan is working if:



Remember that you want the person rather than yourself to be making the arguments for confidence/change.

Ready
Willing
Able



Recognizing Readiness

Diminished resistance

Decreased discussion about the problem

Resolve

Change talk

Questions about change

Envisioning

Experimenting

Traps to Avoid

-  Underestimating Ambivalence
-  Simple Solution Trap
-  Overprescription
-  Insufficient Direction
-  Confidence Traps
-  I'll take over now
-  There, there--you'll be fine.
-  Gloom á deux

DARN CATS

Desire

Ability

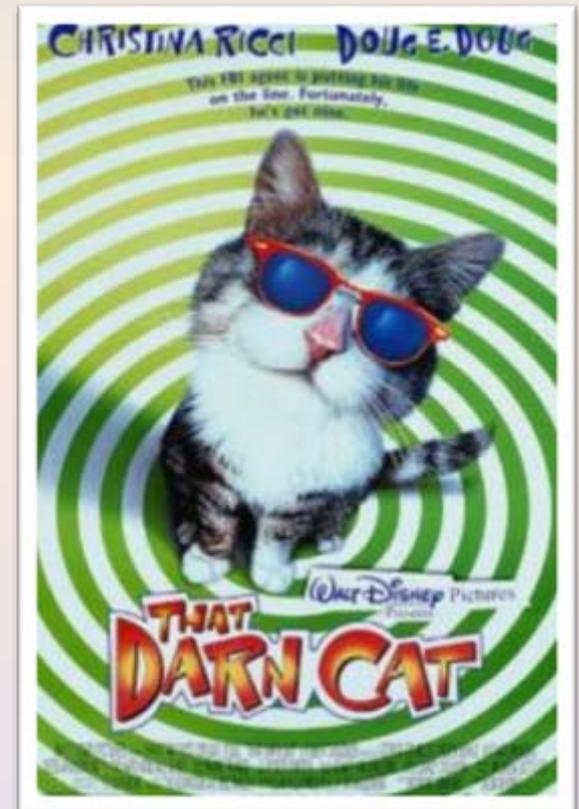
Reasons

Need

Commitment

Ambivalence

Taking Steps





Strategies



Ask Evocative Questions



Explore Decisional Balance



Ask for Elaboration



Ask for Examples



Look Back



Look Forward



Query Extremes



Use Change Rulers



Explore Goals and Values



Come Alongside



Ask Evocative Questions



How has this been a problem for you?



What is the downside?



What are your concerns?



How might you go about making this change?



What obstacles do you foresee and how might you deal with them?



What gives you some confidence that you can do this?
What would be a good first step?



Explore Decisional Balance



Ask first for the good things about status quo; then ask for the not-so-good things.



Ask for Elaboration

Asking for Elaboration

- This causes the person to tell more information about the situation in their own words.



Ask for Examples

When a change talk theme emerges, ask for specific examples. When was the last time that happened? Give me an example. What else?



Look Back

Ask about a time before the current concern emerged. How were things better, different?



Look Forward

Ask what may happen if things continue as they are (status quo). Try the miracle question:

- If you were 100% successful in making the changes you want, what would be different? How would you like your life to be six months from now?



Query Extremes

When they identify a personal strength ask for examples and follow with reflective listening.

What is there about you, what strong points do you have that could help you succeed I making this change?

Explore sources of social support

Are there others on whom they could call on for support...in what ways...

Who else could help with change?



Use Change Rulers

How confident are you that you could.....?

1.....2.....3.....4.....5.....6.....7.....8.....9.....10

Not at all

Extremely

Why are you at _____ and not a one?

What would it take for you to go from _____ to [a higher number]?

(The answer to these questions is confidence talk)



Explore Goals and Values

Ask what the person's guiding values are. What is the most important life value? Using a values card sort can be helpful here.

If there is a "problem" behavior, ask how that behavior fits in with the person's goals or values. Does it help realize a goal or value, interfere with it, or is it irrelevant?



Come Alongside

Explicitly side with the negative (status quo) side of ambivalence. Perhaps ____ is so important to you that you won't give it up, no matter what the cost.

Strategies

Brainstorming

Giving Info and Advice

Reframing

Hypothetical Change

Responding to Confidence Talk