

## Motivational Interviewing: Basic Foundation



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## Biography

*Stephen R. Andrew, LCSW, LADC, CCS, CGP*

*"storyteller", trainer, author, group worker, therapist, community organizer...*

Chief Energizing Officer of Health Education & Training Institute (HETI) and member of MINT (Motivational Interviewing Network of Trainers) since 2003. MIA-STEP trainer for ATTC New England since 2007. Trained MI internationally in 18 countries. He has been a substance abuse counselor in a public school system, and the Executive Director of an adolescent prevention/treatment agency. He is the co-founder of *Agape Inc.* which supports the Men's Resource Center of Southern Maine whose mission is to support boys, men and fathers and oppose violence and Dignity for Opiate users, a radical movement to change the conditions that promote the opiate epidemic in our communities. Stephen maintains a compassionate based private practice in Portland, Maine and facilitates men's, co-ed, and caregivers groups. He is the co-author of the book *"Game Plan: A Man's Guide for Achieving Emotional Fitness"* with two dear friends, Alan Lyme & David Powell. Stephen lives with his sweet wife, Hilary, and is the proud father of twenty-one year-old Sebastian, in Portland, Maine USA...

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***"If there is one thing you  
would like to learn using  
Motivational Interviewing  
today and tomorrow  
which would be helpful  
in your service to the  
people you serve,  
what would it be?"***

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**\* Guidelines for the Training**

Ask lots of questions.. make this **relevant** to your difficult work.. Thank you for what you do..

Watch Me... I will make every effort to use Motivational Interviewing (MI) in the training...

I am sorry I do not know your race, cultures, help me...

20 minute sit time..  
**Attitudes:**

**"What the Heck !!"**  
Jump into the experience, I'll be coaching you..

**Make Mistakes, "OOPS!"**

**Confidentiality, make the training your experience.**  
**Real play instead of Role play**

**Please try to resist the "fixing" impulse...**  
*"Compassionate righting reflex"*

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**Introductions**

- » Your name, listener repeat name
- » A sentence about your work/life...
- » One thing **most** people don't know about you...
- » Try to meet **everyone** in the room...
- » 10 minutes...

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**\* Working Definition of  
Motivational Interviewing**

**Motivational Interviewing** is 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.

Stephen Rollnick and William R. Miller, Sheffield, UK Oct 2011

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### Motivational Interviewing Intentions...

- No longer engage in power struggles with the client... **To the “right” position is to let go of the working alliance...**
- Give no **unsolicited** advice, direction and feedback...
- *“The individual is like a garden to be tended, not a machine to be repaired” ....*

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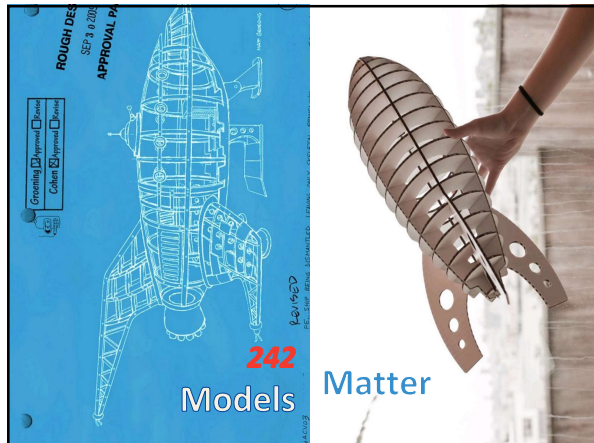
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### Meet and Greet .... (6 mins.)

- What are the **challenges** your work, working with your clients, patients, consumer, people we serve?
- What are some **WOW** moments in your work?
- What are some of your **secrets** that work in difficult situations?
- Listener:** OQ, R...R...

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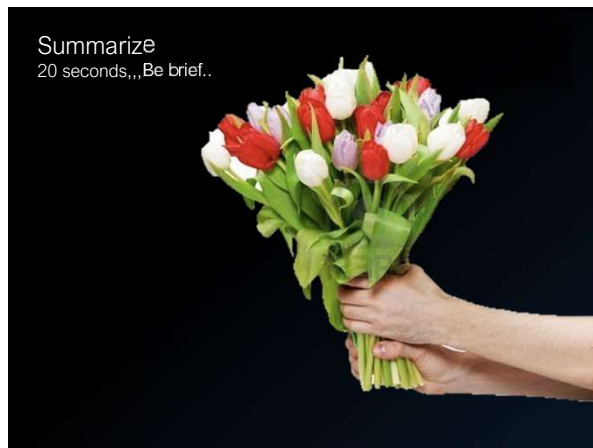
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### Tell what you think?

“People are more willing to change when they know they are completely free not to change”

*“the person is like a garden to be tended, rather than a machine to be repaired.”*

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### **\*The nature of the conversation is critical**

**What** we say - **how** we say it-  
*and watch **how** it lands..*

largely determines what the individual says and what happens next...

***What we say matters!***

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### \* Definition of Listening

Presence, Interest & Curiosity

***“Our job is to inspire not to inform”***

- Focusing all of one’s purpose, attention, and energy on understanding what the person’s message **means** to the them..
- Focus: What is the person is saying? (**simple reflection**)
- Focus: what does the person **MEAN** ?(**complex reflection**)

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### Chinese character for Listen

listen with **soft eyes**, **warm ears**, and an **open heart**...




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**Presence ...LISTEN deeply... 3 min.**

- ★ Undivided Attention...
  - ★ Listen with **“soft”** eyes, **“warm”** ears & **“open”** heart..
  - ★ Radical Acceptance...
  - ★ **Silence...**
- “We do not meet people where they are at ...we meet people where they dream ”***

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Deep *Interest* in...(4 min.)

- ★ Friendly & congruent body language
- ★ *Heard & Believed...*

*Empathic Reflection...*

It is a process of:

- Hearing what the speaker said
- Making a guess at what s/he meant
- Stating it back to them....**"YOU ..."**

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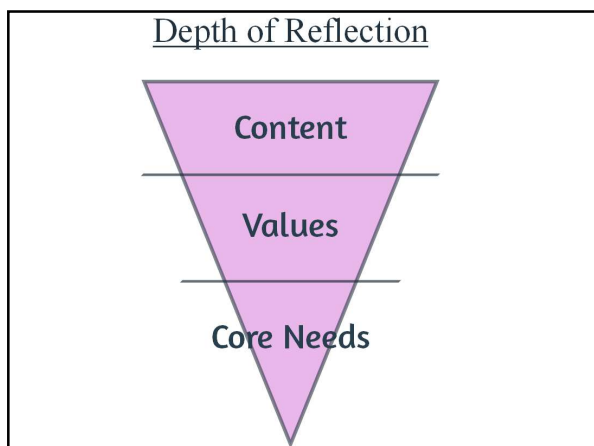
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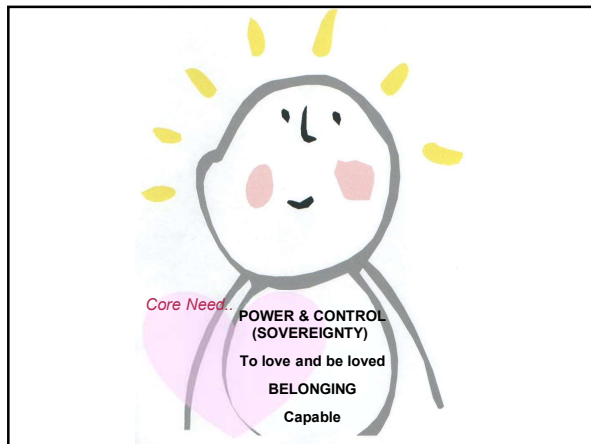
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Summarizing: collection of utterances

- Special form of reflection & compassion.
- Use at transitions in conversation.
- **You choose what to include & emphasize.**
- Include person's; **concern about change, problem recognition, optimism about change, change talk (dreams) and ambivalence about change.**
- Lets person know you are deeply listening.
- Accentuate **"change theory/talk"...**

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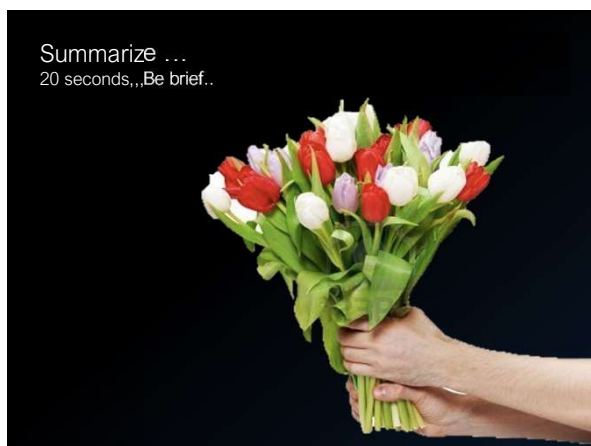
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### Dash of Curiosity ??? (4min.)

- ★ Empowerment...
- ★ Choice and *Autonomy*...
- ★ *Wisdom lies within..*
- ★ Imagination..
- ★ Ask one Open Question....
- ★ “TELL ME MORE ABOUT ...?”

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Summarize ..  
20 seconds, „Be brief..



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\* ask offer ask :



**May I give you some feedback?**

- *Tell them what did they do well*
- *Ask them what do they **think** about the feedback?*

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### Ask-Offer-Ask...

Ask

**Ask permission, what do they already know, or to give information?**

Offer

**Offer a menu of options or the information or advice, be concise...**

Ask

**Ask what they think of that information/advice?**

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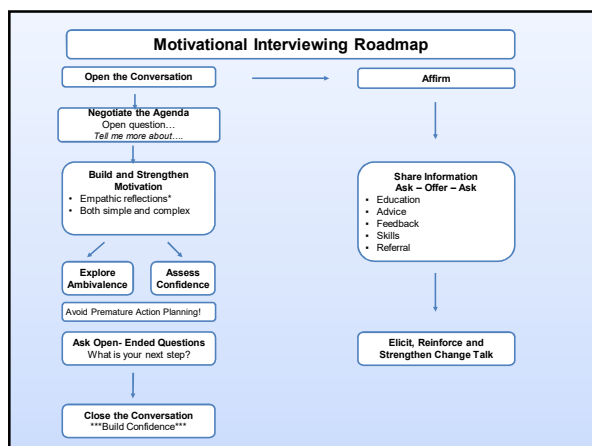
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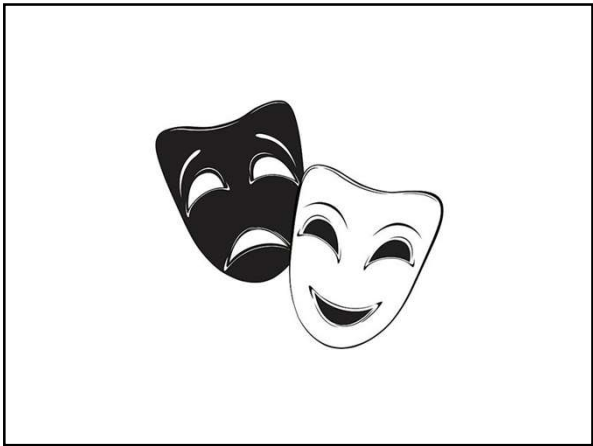
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(Not MI) Let's see how it works...(7 min)

- Ask lots of questions...
- Give a solution.  
*an idea on how they can improve their life...*
- Give the person ideas on how to change...  
*Try hard with kindness to **persuade** them!*
- Gently Warn them! Point out the risk they are taking by not changing...  
*Emphasize how important it is for them to make change!*
- Create an action plan...
- Get a commitment...  
*Let them know they can do it..*

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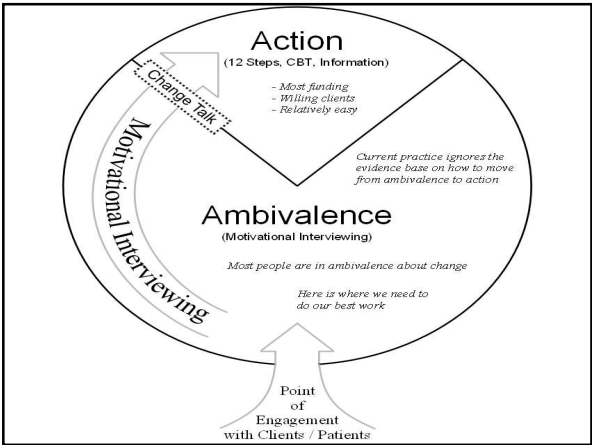
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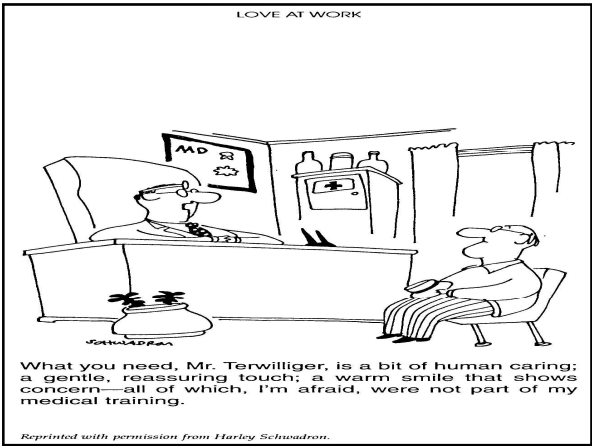
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**An exercise**



- Stand up..create pairs..
- Place both hands up against your partner's hands.
- The person with the longest hair, push against your partner's hands and as *hard* as you possibly can. please do not jerk... just PUSH...for 30 seconds.. *What happened?*

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**\*What does motivate people?**

Who has been a **Change Agent** in your life?

(relative, supervisor, teacher, coach, counselor, clergy person, friend, child etc)

**major positive influence**

- What were their characteristics/core needs/values?
- What did they do?
- List their behaviors.....

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**Summarize ...**  
30 seconds,,Be brief..




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## Engaging

- How **comfortable** is the person talking with me?
- Do I understand the person's own perspective & concerns?
- How **comfortable do I feel** in this conversation?
- Does this feel like a **collaborative** partnership?

Engaging

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## Motivational Interviewing Beginning Conversation

- » **Speaker:** Find a card that represents where you are **right now** in your life.
- » **Listener:** Invite the speaker to tell you about the card. Use all your Motivational Interviewing skills (OARS) to develop and understanding of what they are saying. Look for & reflect the **ambivalence** in their story.
- » *Listener: Avoid closed questions, limit open questions, avoid sharing your own experience or point of view. Do not try to solve the problem for them! Avoid the unsolicited advice "righting reflex".*

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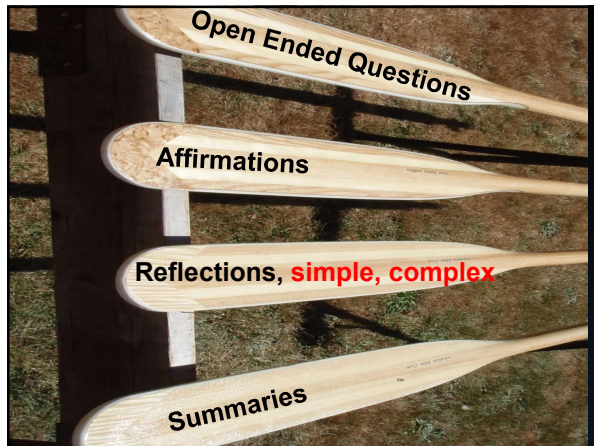
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*\* ask permission:*

**May I give you some feedback ?**

- Tell them what did they did well..*
- ASK... OFFER...ASK...**
- What do they think about that ?*

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One of the hardest things we must do sometimes is to be present to another person's pain without trying to fix it, to simply stand respectfully at the edge of that persons mystery and misery. Standing there we feel useless and powerless, which is exactly how the person feels – and our own unconscious need is to reassure ourselves that we are not like the soul before us.

PARKER PALMER

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**\* Open or Closed (QUIZ)**

- ♥“Tell me more about \_\_\_\_?”
- ♥“Describe what happens when you \_\_\_\_?”
- ♥“How would you like things to be different or stay the same?”
- ♥“What are the advantages to stay the same and what are the advantages of change *(if you were to change)*?”
- ♥“What step are you willing to take to \_\_\_\_?”
- ♥“What have you tried?”
- ♥“What do you want to do as your next small step to resolve your ambivalence?”

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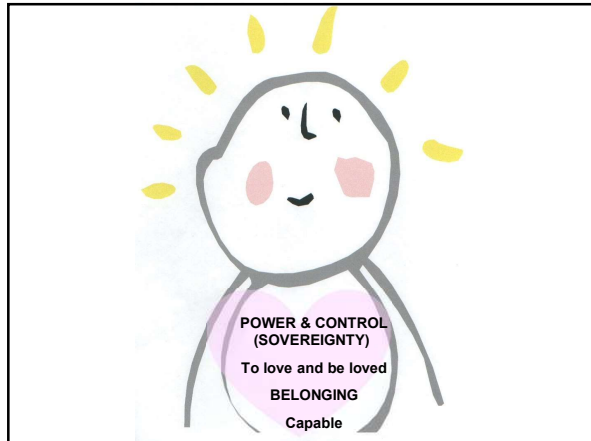
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### HOW DO WE HAVE A CONVERSATION WITH THE SHY SOUL?

- Piece of paper: FOLD IT in the middle ...
- **right side:** write a dream; to love, to be loved.. to be capable, to have power ...to make a contribution to humanity...
- **left side:** things that get in the way from manifesting your dreams (messages that we give ourselves away - self protection patterns)
- It's the *self-protected pattern* = lays dormant until triggered.. angry, silence, negative self talk, passive aggressive, compulsions....
- Tear the paper **slowly** in middle. Winkle up the dreams part and throw away.
- Ask: what do notice? what is your felt sense? What does that feel like? What are your thoughts?

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### Focusing

- What intentions for change does this person have?
- Does it feel like we're moving in the same direction?
- Do I have a clear sense of where we're going?
- Does this feel more like dancing or wrestling?
- Use complex reflections & open questions...

Focusing; **target** problem(s)?

Engaging; emotional bank account, compassion

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### What's going on here?

Tara MacGregor PACFA Reg Clinical & APD  
 Practice Pavestones 2018

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## Why Focus?

### In Summary:

- Get clear together
- Be more efficient (& realistic!)
- Manage overwhelm
- Identify a 'Change Target' (for Evoking)
- Begin to understand the client's readiness for change

Tara MacGregor PACFA Reg Clinical & APD  
Practice Pavestones 2018

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- \* One of the most **important** skills...
- \* Respond with **concise, clear, assertive statement**--acknowledging the person...
- \* Choose a strength and/or value if possible.

**It is a process of:**  
**Hearing what the speaker said.**  
**Making a guess at what s/he meant...**  
**Stating it back to them.. *YOU..***

**\*Use Accurate Empathic Reflection**

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## What are your thoughts?

*"Empathy is more than the act of helping. It awakens..."*

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**\*Complex Empathic Reflections..**

• List resistance and/or sustain talk of 10 statements you hear from the offender, patients, people we serve..

**amplify,  
double-sided,  
affective...**

*Groups of 4.. 20 minutes*

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**Levels of Reflections...**

**Simple** ( when someone is aggressive)  
Repeating, rephrasing; staying close to the content...

**Amplified:**Intensity of concept/idea...

**Double-sided reflection** present behavior, testing the meaning/what's not being said, the opposing idea...(Values/Dreams)...

**Feelings( Affective)** emotional aspect of communication; deepest reflection...

*mad, sad, glad, lonely, scared, ashamed...*

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**Examples:**

- **Consumer says:**
- "I could do this on my own if everyone would just leave me alone."
- "What do you know? You've never been in the streets."
- "This is ridiculous."
- **Worker says:**
- "You resent everyone interfering in your life."
- "You really don't think I get it and you like someone to understand you."
- "This irritates you and its not been helpful."

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**\* Rules of a 'competent' conversation**

- **Your most common response to what the person says should be a reflection...** *(reflect two times for each question you ask).*
- **When you reflect, use complex reflections more often...** *(stating that which has not been said – tap into their dreams, they feel understood).*
- **When you do ask questions, ask open questions.** *(3 out of 4)*
- **Avoid *unsolicited* advise, direction, & feedback...**
- **Dance...**




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**show me the money**

**Listener's:** Ask broad questions about their cards, reflect what you hear, without an agenda... find the ambivalence...

**\* Speaker:** "Choose 3 cards about topics you are willing to talk about...."

**\* Observer:** Tally **O A R S** (*10 pennies give for reflections, 3 quarters for open questions*) , and note *best* empathic reflective statements made by the listener...

**\* You will have 10 minutes for each round...**

**\* Beginning practice....**

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**\* Time to practice Skills/Strategies OARS**

**O: open-ended questions...**

**A: affirm**, notice their strength/courage... listen for values/dreams...

**R: reflection**, empathic, **simple** & **complex**, 2/3x more reflections than questions...

**S: summarize transitions & end of session)**




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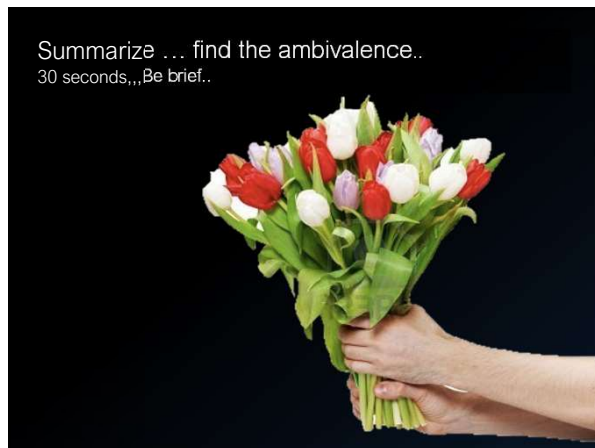
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COACHING/CODING (GROUP OF 3)

ASK: **May I give you some feedback?**

- What did the your listener/ partner do **well**?
- Invite the speaker to say what went well?
- ASK the LISTENER: What could they do to **improve** using Motivational Interviewing?
- **Coder:** Give feedback on the money and best empathic reflections..

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### Evoking/Amplify Ambivalence

- What are this person's own reasons for change?
- What Change Talk am I hearing, if any?
- Am I steering too far or too fast in a particular direction?
- Is my Righting Reflex making me the one arguing for change?




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### \* Ambivalence Exercise

#### Groups of Three

- Speaker in the middle. Think of something you would like to change .. have not done....
- Advocate for **status quo** - the right (1 min)
- Advocate for **change** - the left (1 min.)
- *Speaker explains to each advocate their thoughts in support of that advocates position*
- Advocates try to **convince/argue** speaker to their point of view (2 min..)
- Speaker silent.. Listen ... Notice..

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### \* Change Talk:

**DARN**

**desire, ability,  
reason, need...**

**ACT**

**Action, Commitment,  
Taking Steps...**

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**Elaboration/open question**

- “Tell me more...?”
- “How do you see you doing that?”
- “What are some ideas on what you do next?”



**Affirm/strength**

- “You want to be a good example to your daughter.”
- “You know you have the strength to make those changes.”
- “You are committed to making these changes.”



**Reflect... complex**

- “You are ready to stop using heroin.”
- “You’re going to try jogging again.”
- “The recent heart attack really opened your eyes.”

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*Change Talk & Ambivalence*

- **Change talk and sustain talk are often intertwined and represent the speaker’s ambivalence.**
- **In order to evoke the person’s own motivation, we need to recognize & strengthen the *change talk/theory*.**
- Listen to Amy Winehouse’s Rehab Song and find the change talk.

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**Drumming for Change Talk**

I think I'm doing about as well as I can at this point.  
 Yes, I'm going to take my medication every day.  
 It's really hard to stay on task and get my work done.  
 I love smoking dope!  
 I used to exercise regularly.  
 I am willing to take my medication, but I don't want to take what the Doc asked me to do  
 I wish I could have less stress in my life..  
 I certainly don't want to end up losing my marriage...  
 I started keeping track of what need to do for my illness...  
 I don't mind studying but I am not going to classes..  
 I want to be a better parent...

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### Readiness Rulers

- Importance: How important is it for you right now to doing something ...? On a scale of 1-10, what number would you give yourself?

1-----10

- How come are you a \_\_\_ and not a \_\_\_? What would it take for you to go from \_\_\_ to \_\_\_?

- Confidence: If you did decide to make this change, how confident are you that you could succeed? On a scale of 1-10, what number would you give yourself?

1-----10

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### Planning

- What would be a reasonable next step?
- Am I evoking rather than prescribing a plan?
- Am I asking permission to give information or advice?
- Does this feel like a collaborative partnership?
- Am I maintaining a sense of quiet curiosity about what kind of support will work best for this person?

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**“Tell me, what is it you  
plan to do  
with your one wild and  
precious life?”**  
**Mary Oliver**

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**Coaching (4 min)**

**May I give you some feedback?**

- ☆ **Tell them what they did well**
- ☆ **Strengths.. (offer)** Motivational Interviewing (MI) spirit, skills, reflection to question ratio, complex to simple, soften sustain talk, amplifying ambivalence,  
MI adherent / non MI adherent... Ask.. what do you think?
- ☆ **Ask the worker.. how they could improve?**
- ☆ **Skills to Develop..** complex reflections, open-ended questions, recognizing change talk, pacing,  
elicit commitment language, resist right reflex...  
ask ...  
what's next in your practice of Motivational Interviewing?
- ☆ **Plan..** How is the worker going to learn the skills? reading, watching DVDs, tape review, direct observation...
- ☆ **ASK?...OFFER...ASK?...**

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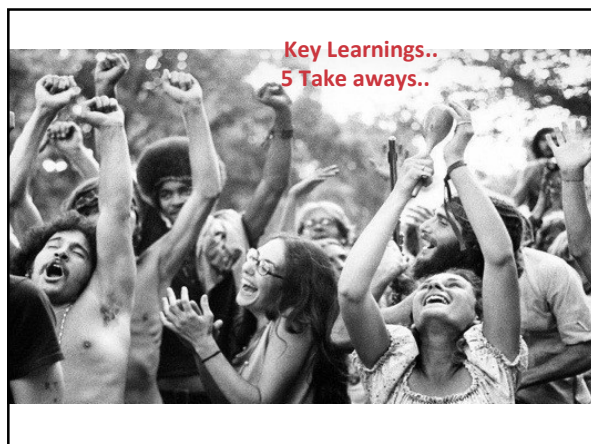
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## Thank You!

*One thing you liked...*  
*One thing you relearned...*  
*One thing you learned...*

**What's next ?**

**Stephen R. Andrew LCSW LADC CCS CGP**  
[www.hetimaine.org](http://www.hetimaine.org)

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**SONG:**

*How could anyone* ever tell you.. you are any thing less than beautiful...

How could anyone ever tell you ...you are less than whole...

How could anyone fail to notice ...that you're loving is a miracle...

and how deeply you are connected to my soul....

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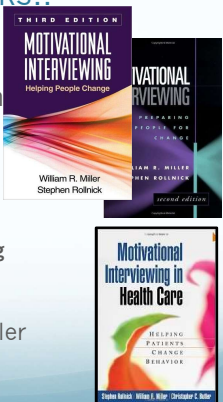
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### Books..

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**Websites**

[www.motivationalinterviewing.org](http://www.motivationalinterviewing.org)

[www.hetimaine.org](http://www.hetimaine.org)

Website of Health Education and Training Institute (HETI) HETI is located in beautiful Portland, Maine USA and is run by Stephen Andrew, (me) some times thought of as an incredibly effective & enjoyable "story teller" & runs a sweet 5 person MITI coding/coaching and Simulation Lab..

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