

# Motivational Interviewing

Exploring and Enhancing Motivation for Change:  
Part 1  
From Contemplation to Preparation

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## Objectives

- ✗ Introduction
- ✗ Old Assumptions
- ✗ New Assumptions /
- ✗ A Culture of Recovery



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## Objectives

- ✗ Why Motivational Interviewing?
  - + Definition of Motivational Interviewing (MI)
- ✗ Confrontational Approaches
  - + Roadblocks
- ✗ Stages of Change / Processes of Change
  - + Ambivalence: a discussion

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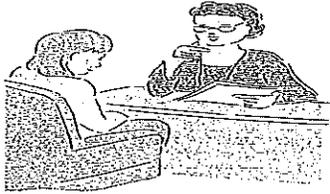
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## Old Assumptions



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## Old Assumptions

- ✗ Clinicians know best
- ✗ Individuals with a severe mental illness, a developmental disability, substances abuse history or other challenges need professionals to make their choices
- ✗ Agencies only provide standardized, inflexible care (the same old...)

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## Old Assumptions

*Consider these documented staff comments:*

- ✗ "she's never going to change"
- ✗ "he's chronic"
- ✗ "she's doing well for a schizophrenic"
- ✗ "you won't be able to get a job until you stop your symptoms"

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## Old Assumptions

Consider these documented staff comments:

- ✘ "it's important for you to remember that you'll have to stay on medication for the rest of your life"
- ✘ "he is always manipulating people"
- ✘ "all she cares about is the Metrocard"

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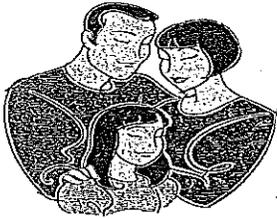
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## A Culture of Recovery

Recovery:  
Overview and Discussion



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## Recovery

- ✘ "...a process of restoring a meaningful sense of belonging to one's community and positive sense of identity apart from one's condition while rebuilding a life despite or within the limitations imposed by that condition"

State of Connecticut  
Dept. of Mental Health  
and Addiction Services  
(web site)

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## Recovery: New Assumptions

People with mental illness can:

- live meaningful, productive lives
- choose activities and supports that promote wellness
- focus and work on their skills and valued outcomes
- play many life roles (worker, student, parent, spouse, friend)
- manage their own mental health care and recovery

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## Recovery changes the environment for staff....

- ✗ Staff have less control over consumer choices and behavior
- ✗ Staff roles require different skills
- ✗ Staff values are sometimes challenged
- ✗ Staff need to support each other with the change

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## Recovery changes the environment for staff....

- ✗ Through out the recovery process, the case manager / clinician provides services that promote

- + Hope
- + Empathy
- + Motivation
- + Self-confidence
- + Meaning
- + Independence
- + Compassion
- + Transparency
- + Spirituality
- + Perspective

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### Definition of Motivational Interviewing (MI)

✘ *Motivational interviewing is a directive, client-centered counseling style for eliciting behavior change by helping clients to explore and resolve ambivalence.*

Miller and Rollnick (1991)

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### Why Motivational Interviewing?

- ✘ Focuses on Person's Choice (client-centered)
- ✘ Promotes Communication
- ✘ Encourages Empathy
- ✘ Relies on Constant Reflection
- ✘ Impacts Change

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## Why Motivational Interviewing?

✗ Research has shown that MI

- ◆ MI increases treatment attendance
- ◆ MI increases treatment retention
- ◆ MI increases treatment adherence
  - ◆ These factors impact and influence substance abuse practices
- ◆ MI increases staff-perceived motivation and confidence

Heltman, Steele & Miller (2005)  
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## Why Motivational Interviewing?

- + You don't learn MI in the classroom. You work with concepts in the classroom.
- + You learn MI by consistently assessing when and how to use these concepts.
- + You learn MI by engaging your consumers and implementing these concepts.

- *Your skills increase with each contact.* -

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## ONE STOP: ROADBLOCKS

Thomas Gordon



✗ Gordon (1970) outline 12 communication roadblocks

- |             |                 |
|-------------|-----------------|
| + Ordering  | Name Calling    |
| + Warning   | Diagnosing      |
| + Preaching | Praising        |
| + Advising  | Sympathizing    |
| + Lecturing | Cross Examining |
| + Blaming   | Sarcasm         |

+ Roadblock/Barrier

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## Confrontational Approaches

### Confrontation: Six Examples

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## Confrontational Approaches

### Confrontational Approaches

- ✗ argue that the person has problems and must change
- ✗ prescribe immediate / automatic solutions to the problem without the person's permission or without actively encouraging the person to make his or her own choices

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## Confrontational Approaches

### Confrontational Approaches

- ✗ use an authoritative/expert stance leaving the client in a passive role
- ✗ create an environment in which practitioners do most of the talking - and functions as a unidirectional information delivery system

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## Confrontational Approaches

### Confrontational Approaches

- ✗ impose parenting style
- ✗ behave in a punitive or coercive manner

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## Stages of Change: Prochaska / DiClemente



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## Stages of Change

- ✗ Pre-contemplation
- ✗ Contemplation
- ✗ Preparation / Determination
- ✗ Action
- ✗ Maintenance
- ✗ Termination
- ✗ Recurrence

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## Stages of Change

- ✗ Pre-contemplation = person is not engaged / there is no connection
- ✗ Contemplation = person is engaged / exploring ambivalence

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## Stages of Change

- ✗ Preparation = person is discussing a plan of action / choice(s) are being reviewed / person talking about change / person is planning
- ✗ Action = person executes / person engages in activity

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## Stages of Change

- ✗ Maintenance = person is actively and positively involved in the decision
- ✗ Termination = graduation / person's required time is completed

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## Stages of Change

recurrence = person's motivation is re-directed /  
change in focus / engagement is necessary / a  
review of the stages is necessary / person  
repeats one or more previously practiced  
behaviors

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## Processes of Change

Prochaska / DiClemente argued that,

as people engage in the path of change, they  
move through processes of thought and  
action that encourage a different

- + course of thinking
- + course of talking
- + course of behavior

>>> people gain awareness!!!!!!

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## Processes of Change

We elicit and explore these  
processes together!!!

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**Processes of Change**

- ✗ Consciousness Raising
- ✗ Dramatic Relief
- ✗ Self Re-evaluation
- ✗ Environmental Re-Evaluation
- ✗ Social Liberation

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**Processes of Change**

- ✗ Consciousness Raising
  - + Becoming aware of yourself.
  - + Gaining deeper understanding of your behaviors.
- ✗ Dramatic Relief
  - + Gaining understanding of emotional stressors.
  - + Correlating emotional stressors with your behaviors.
  - + Gaining awareness of alternative behaviors.

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**Processes of Change**

- ✗ Self Re-evaluation
  - + Gaining understanding on how your behaviors affect your personal short / long term goals and re-examining values.
- ✗ Environmental Re-evaluation
  - + Gaining knowledge about how your behaviors affect you and your surroundings, i.e. family.
- ✗ Social Liberation
  - + Gaining knowledge about how different social supports and activities encourage different behaviors (change).

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## Stages / Processes of Change

### "Resistance" Traditional Definitions

- Non-Compliance
- Lazy
- Doesn't Care
- Incapable of Changing

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## Stages / Processes of Change

### Pre-Contemplation

- Person's lack of engagement typically is a behavior evoked by environmental conditions.
- The person/counselor relationship should be collaborative and friendly.
- MI practitioner focuses on developing discrepancy – ambivalence.

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## Stages / Processes of Change

### PRE – CONTEMPLATION

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*\*A Narrative of Daily Activities (AM / PM)*

*\*Journaling*

*\*Pro's and Con's*

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Consciousness Raising

Dramatic Relief

Environmental Re-evaluation

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## Stages / Processes of Change

### Contemplation

- MI practitioner focuses on resolving discrepancy – ambivalence.
- Counselor should try to understand person's frame of reference.
- Resistance comes from the lack of connection between counselor and individual

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## Stages / Processes of Change

- ✗ feeling two ways about something
- ✗ very natural human condition
- ✗ when avoided or ignored, it develops stagnation
- ✗ when evaluated and resolved, it develops change

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## Stages / Processes of Change

cont'd

- ✗ If ambivalence is confronted with authority and arguments, it turns into "resistance and non-compliance"
- ✗ "Resistance" directly interferes with engagement, the nucleus of treatment and services.
- ✗ If person is not engaged, there is
  - + no trust
  - + no connection

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## Stages / Processes of Change

- ❖ Ambivalence creates indecisiveness.
- ❖ Ambivalence often translates into lack of motivation. (What to do?!? What to do?!?)



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## Stages / Processes of Change

### CONTEMPLATION

V

\*Pro's / Con's

\*MATRIX

\*Rolling with Resistance

\*A ROSE

\*Change Talk / DARN

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Environmental Re-evaluation

Self Re-evaluation

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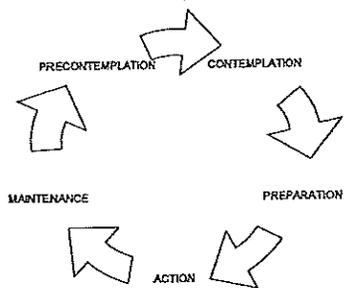
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## Stages of Change



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## Motivational Interviewing

Exploring and Enhancing Motivation for Change  
(Based on Miller and Rollnick, 1991, 2002)

Go to Part 2.....



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