

TTS Part Two Module 10: Counseling Skills

Introduction to Motivational Interviewing

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1

Our Goals Today

01

THEORY

Describe why MI can be an effective way of talking with people about change and growth

02

HEARTSET

Describe how the components of the Spirit facilitate conversations about change

03

TASKS

Identify the four tasks of MI

04

SKILLS

Demonstrate four MI skills that can be used to help strengthen motivation and commitment

05

MOVEMENT

Identify ways to recognize and evoke change talk

2

Simple Definition of MI

A particular way of talking with people about change and growth to strengthen their own motivation and commitment



3

What Does It Mean to be Helpful?

What approaches are helpful, neutral, or not helpful?

Reflective
Response

Suggesting
Solutions

Emphasizing
Autonomy

Self-
Disclosure

Normalizing

Giving
Information

Persuading

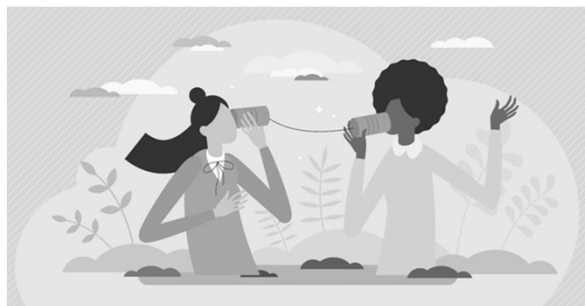
Open
Questions

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Practice Activity

Communication Exercise

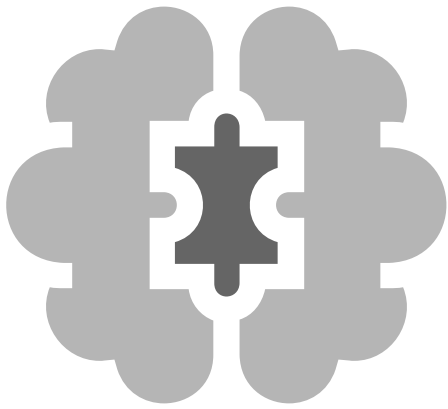
- Groups of 2
- Handout 1 – Communication Exercise
- Follow the instructions for Exercise 1 in this round – wait for instructions before you move on
- Consider key learnings to report back to the larger group



5

Debrief

6



Key Point

When people have time and feel safe to voice their own reasons for change, they are more likely to make that change

7

Practitioner Style Influences Motivation

Following

Attend
Observe
Shadow

Guiding

Elicit
Accompany
Reflect
Collaborate
Offer with Permission

Directing

Persuade
Prescribe
Fix
Decide
Tell



8

WHAT GETS IN THE WAY?

9

Resist the Fixing Reflex!



What is the Fixing Reflex?

As helpers we often have a powerful desire to fix things for others.

Why is this a Problem?

People have a tendency to resist persuasion, especially when ambivalent!



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Roadblocks that Get in the Way

1. Ordering, directing or commanding
2. Warning, threatening, admonishing
3. Moralizing, preaching, giving "shoulds" and "oughts"
4. Advising, offering solutions or suggestions
5. Teaching, lecturing, using logic, arguing
6. Judging, criticizing, directing, blaming
7. Name calling, stereotyping, labeling
8. Interpreting, analyzing, over-diagnosing
9. Praising, agreeing, giving positive judgement
10. Reassuring, sympathizing, consoling
11. Questioning, interrogating, cross-examining
12. Withdrawing, distracting, avoiding, changing the subject

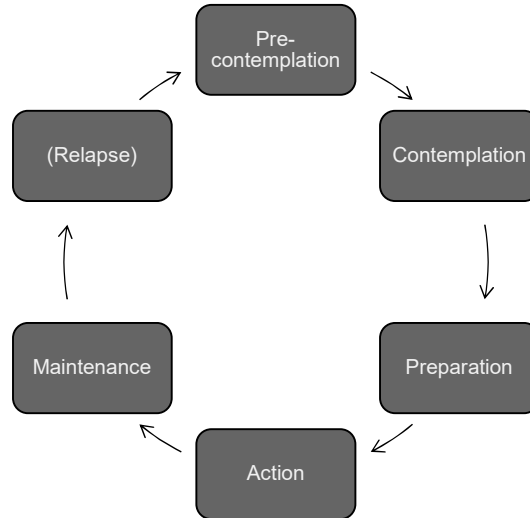
Thomas Gordon's Twelve Roadblocks to Communication

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MI Can Help Throughout the Change Process

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Stages of Change Model



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Stages of Change Model

Stage	Name	Characteristics
1	Precontemplation	Unaware, unwilling, or hopeless regarding changing a behavior
2	Contemplation	Ambivalent, willing to explore tradeoffs, not ready to commit to change
3	Preparation	Making specific plans on the verge of taking action
4	Action	Actively making changes in behavior
5	Maintenance	New behaviors are more routine, focus on relapse prevention
6	(Relapse)	Return to past behavior or an earlier stage of change – 70% for tobacco

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Practice Activity

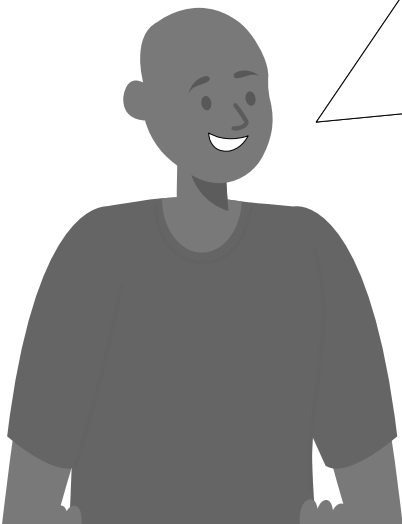
Assessing Stages of Change

- In small groups discuss scenarios in Handout 2
- Answer the questions in the Handout
- Select someone to report back to the larger group



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Debrief

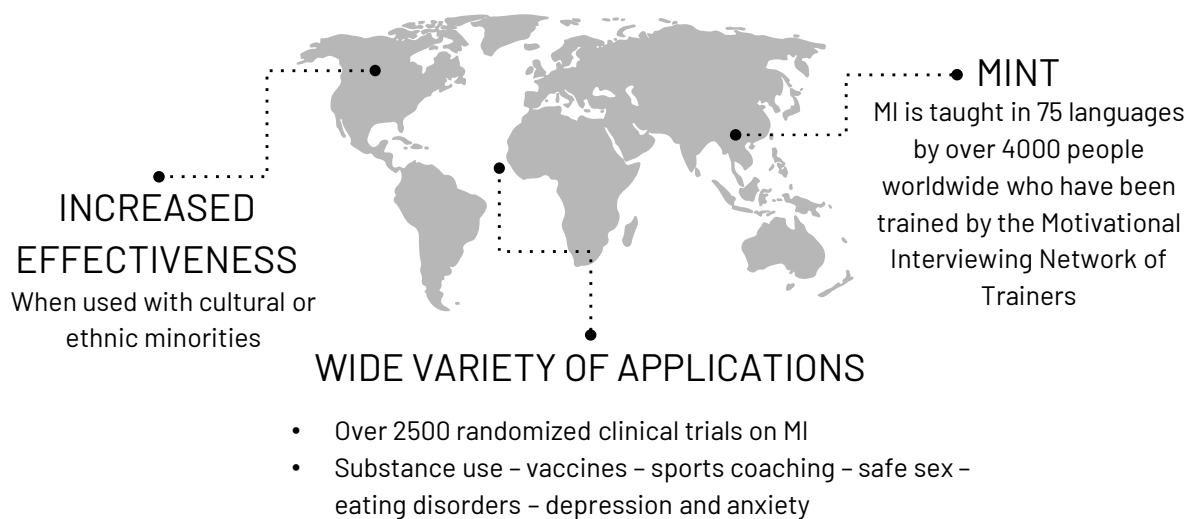


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WHAT DOES THE RESEARCH SAY?

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Research Support for MI



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MI and Tobacco Treatment

- 2020 Surgeon General's report on cessation recommends use of MI
- Reviews and meta-analyses found a small effect when MI was the only treatment method (Frost et al, 2018; Lindson et al, 2019)
 - MI may be most effective when combined with other treatment strategies (Catley et al, 2021)

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HOW CAN WE USE MI IN EARLY STAGES OF
CHANGE?

20

Ambivalence

"People often get stuck, not because they fail to appreciate the down side of their situation, but because they feel at least two ways about it."

Miller & Rollnick



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The Spirit of Motivational Interviewing

EMPOWERMENT



COMPASSION

PARTNERSHIP



ACCEPTANCE

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What do you notice?

$$1 \times 1 = 1$$

$$2 \times 2 = 4$$

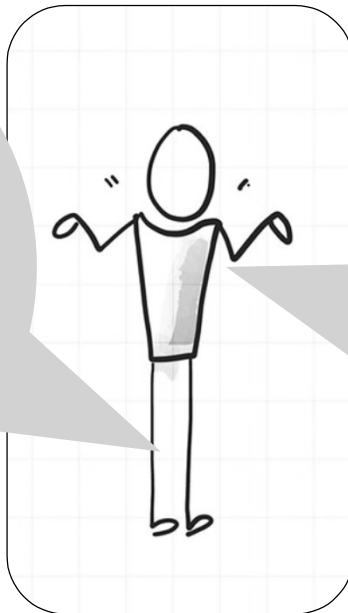
$$3 \times 3 = 9$$

$$4 \times 4 = 15$$

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Rating MI Spirit: Thumbs Up or Down?

"Eventually I know I need to go into the hospital to get my lungs checked out, I just can't right now. I have so much else going on, and I need to deal with that stuff first."



"I hear you, but I think it's probably better if you just rip the Band-Aid off and go in for evaluation. You'll feel better after you've gone in."

Adapted from Building Motivational Interviewing Skills by David Rosengren, 2018

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Rating MI Spirit: Thumbs Up or Down?

"I don't see the point in going to that group. I don't want to be surrounded by a bunch of other people with problems like mine."



"So you're not sure attending a group would be the best way to address this. Groups work well for some people; not for everyone. What might make sense for you to try instead?"

Adapted from Building Motivational Interviewing Skills by David Rosengren, 2018

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SO HOW DO WE DO MI?

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Four Tasks in MI

Planning – How will you get there?

Evoking – Why there?

Focusing – Where are we going?



Engaging – Can we walk together?

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Engaging

The Relational Foundation



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MI Skills to Help Build Engagement

How we listen matters

What's Not
Listening?

What's Listening to
Understand?

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**Listening for
values is essential
to building
engagement**

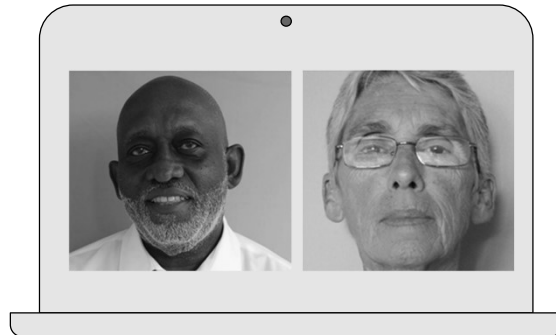


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Practice Activity

Recognizing Values

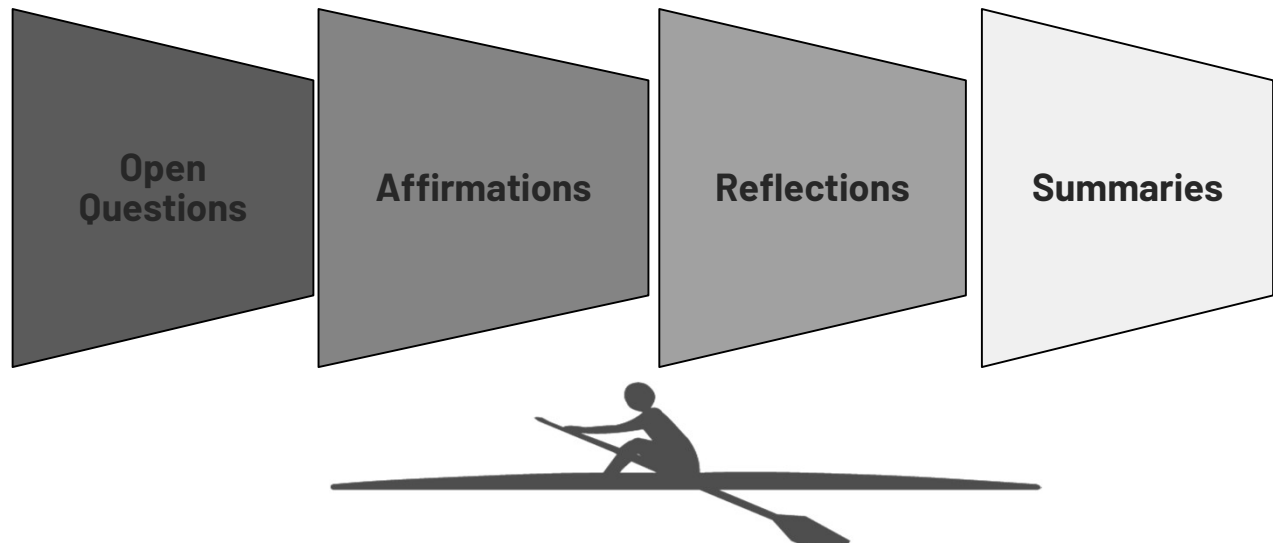
- Listen to one of the two stories linked in Handout 3
- Describe the values presented by the person in the story
- Create one follow up question that invites more exploration of the value



Adapted from Building Motivational Interviewing Skills by David Rosengren, 2018

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Core Skills of MI



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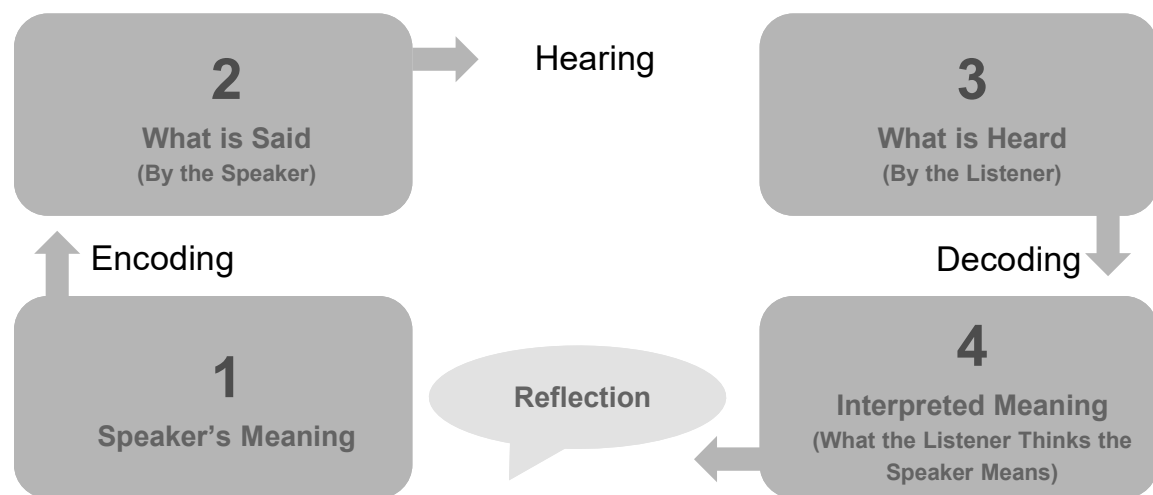
Reflections

- Statements
- Demonstrate empathy and understanding
- Encourage continued expression
- Help develop nuance

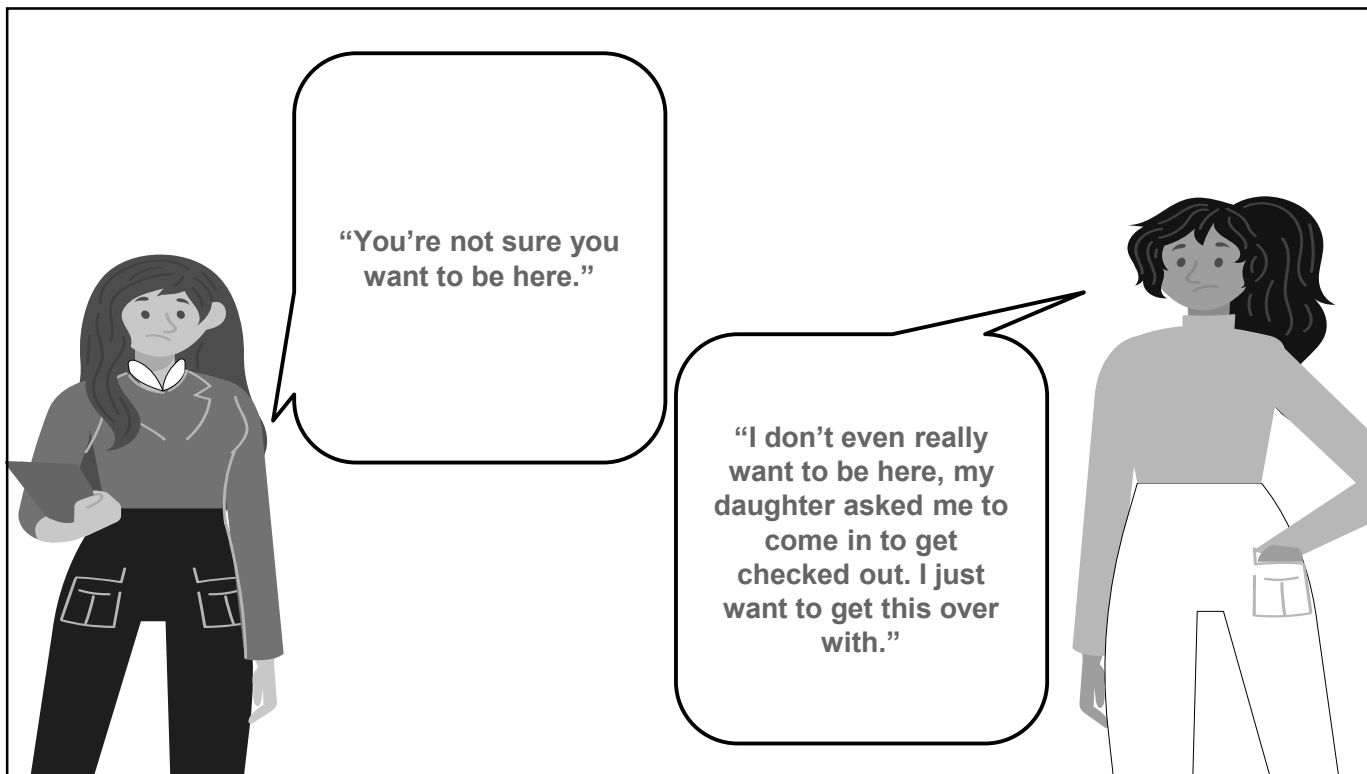


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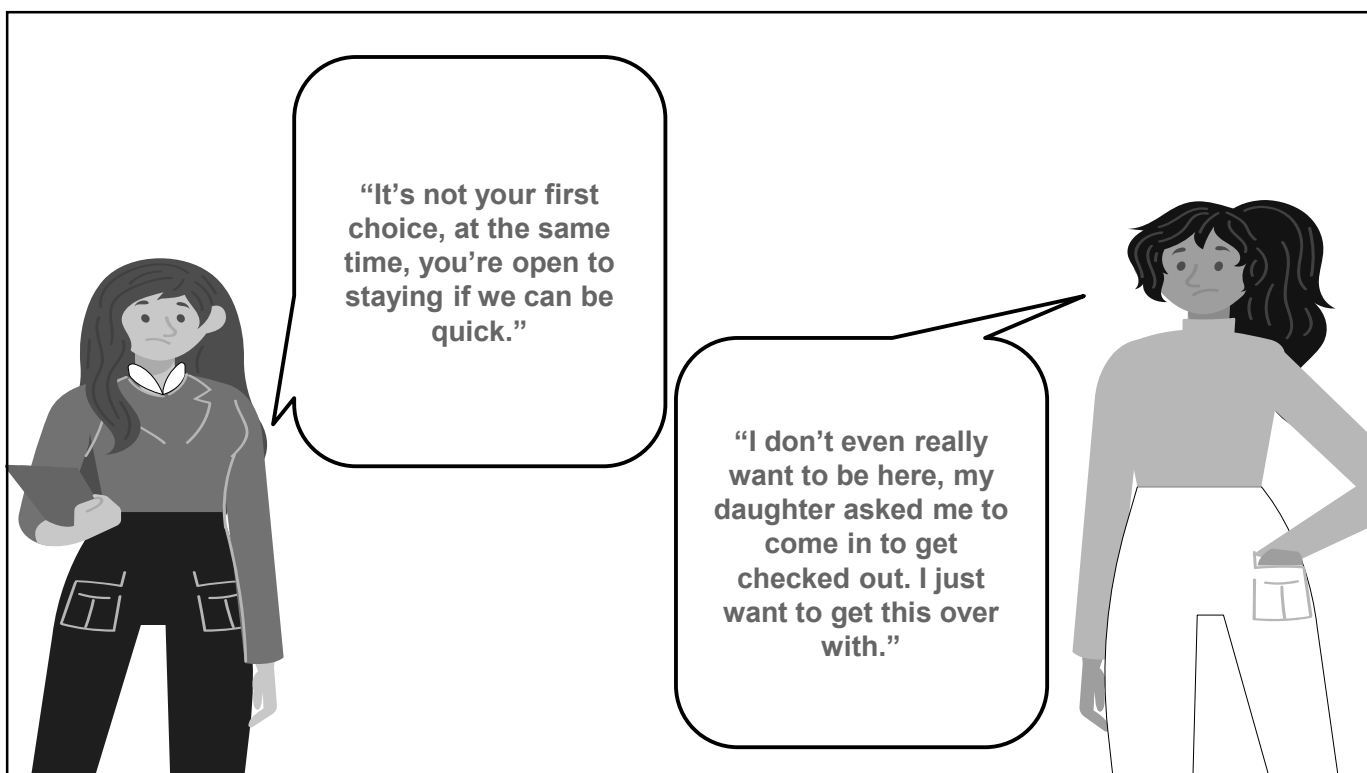
The Process of Communication



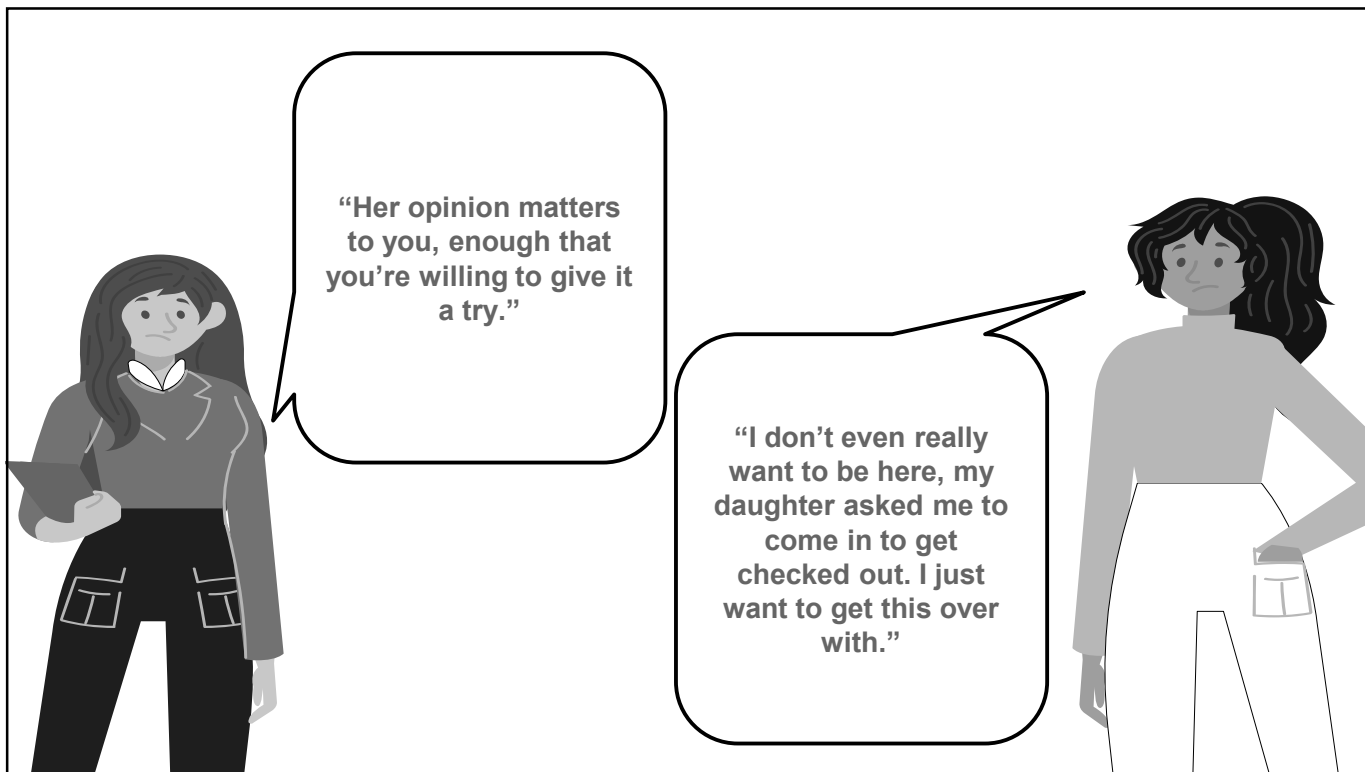
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Types of Reflections

"I don't like talking about this."

Simple

You don't want to talk about it right now.

Complex - Feeling

It makes you feel uncomfortable.

Complex – Double Sided

This isn't your favorite thing, at the same time you'll engage if the stakes get high enough.

Complex - Reframe

You'd like to focus on something else today.

Complex - Metaphor

It's not your cup of tea.

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Practice Activity

Thinking Reflectively



**"Something you should
know about me is that
I'm..."**

1

Do you mean...?

2

Feedback:
Cold / Warm / Hot

3

You...

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Debrief



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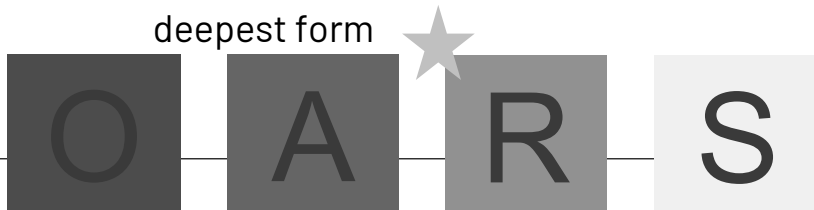
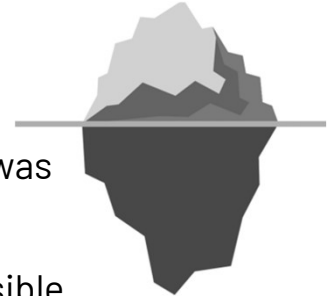
Reflections

Simple

- Restate or paraphrase what was said (all or part of it)

Complex

- Add significant meaning to what was said
- Many different meanings are possible
- Feelings or values reflections are often deepest form



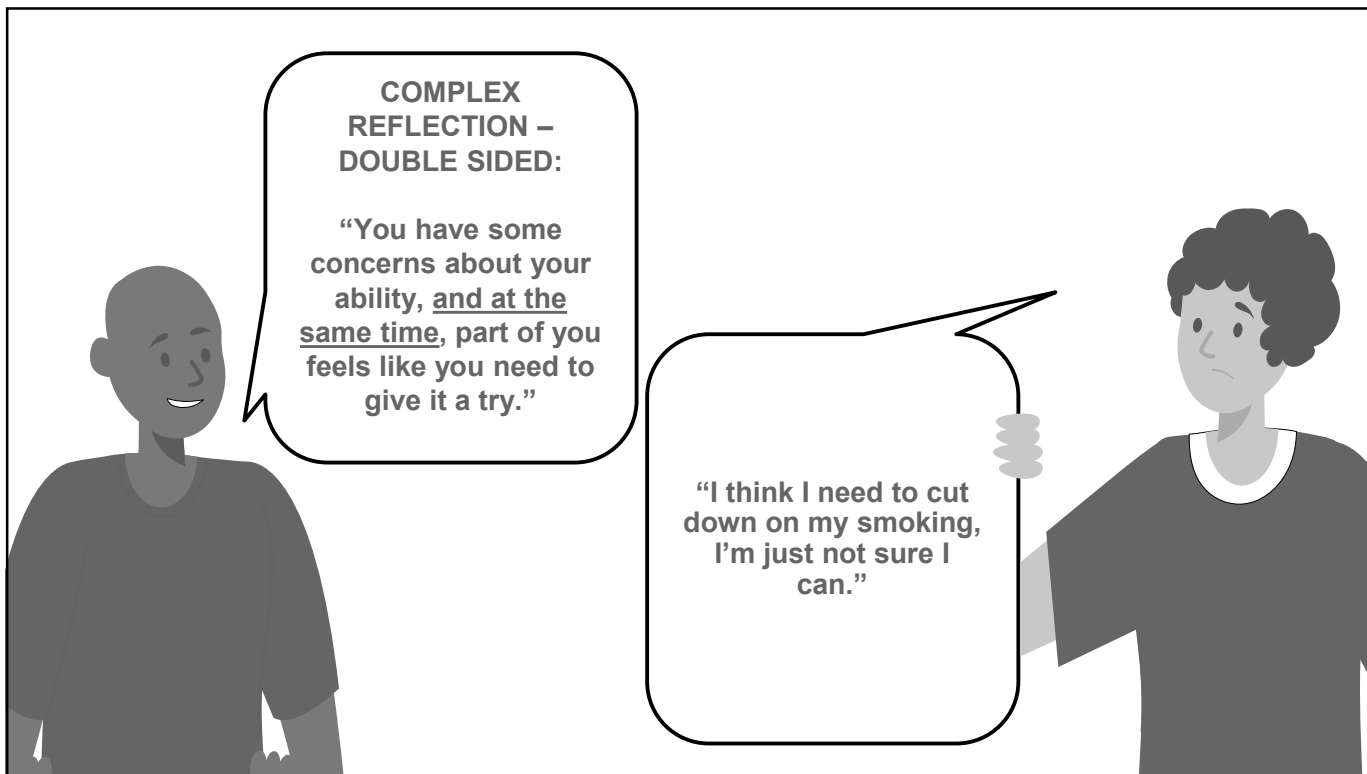
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SIMPLE REFLECTION:

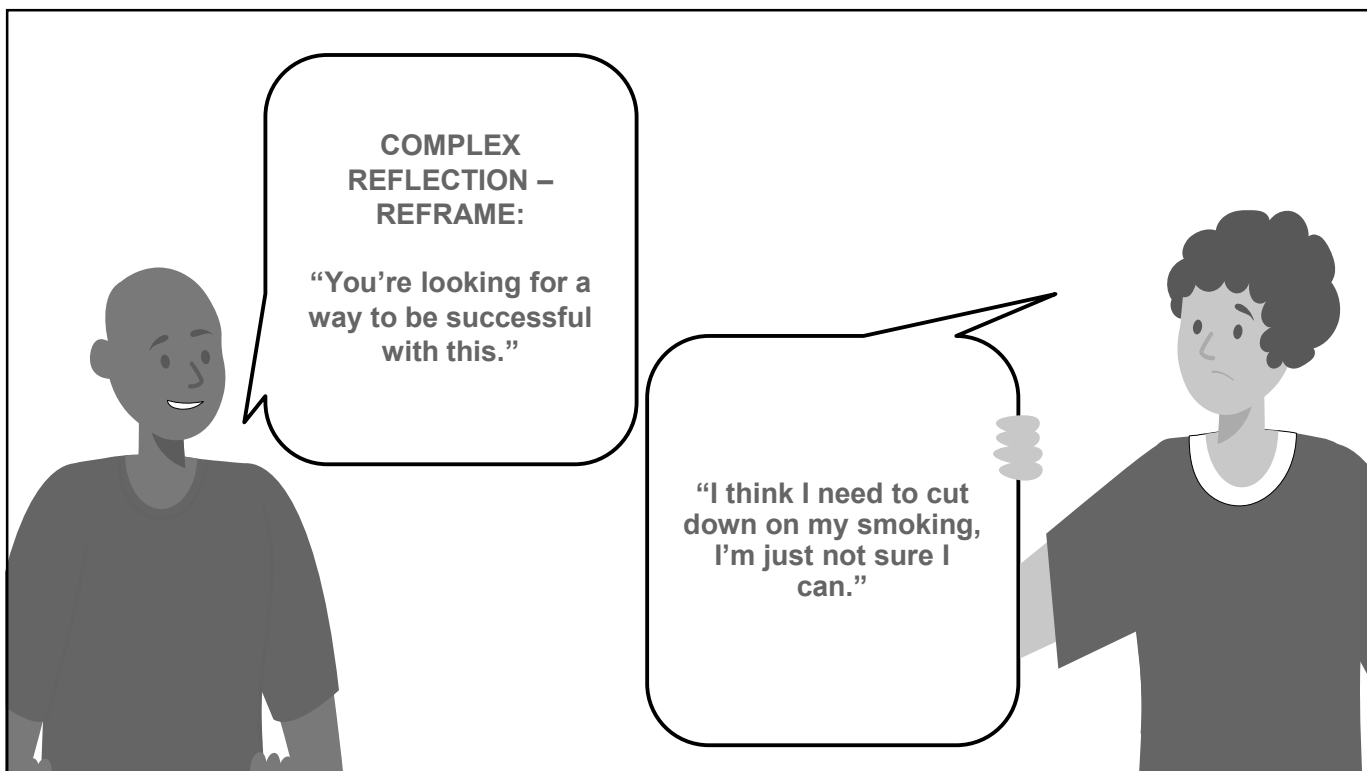
"You think you might need to cut back."

"I think I need to cut down on my smoking, I'm just not sure I can."

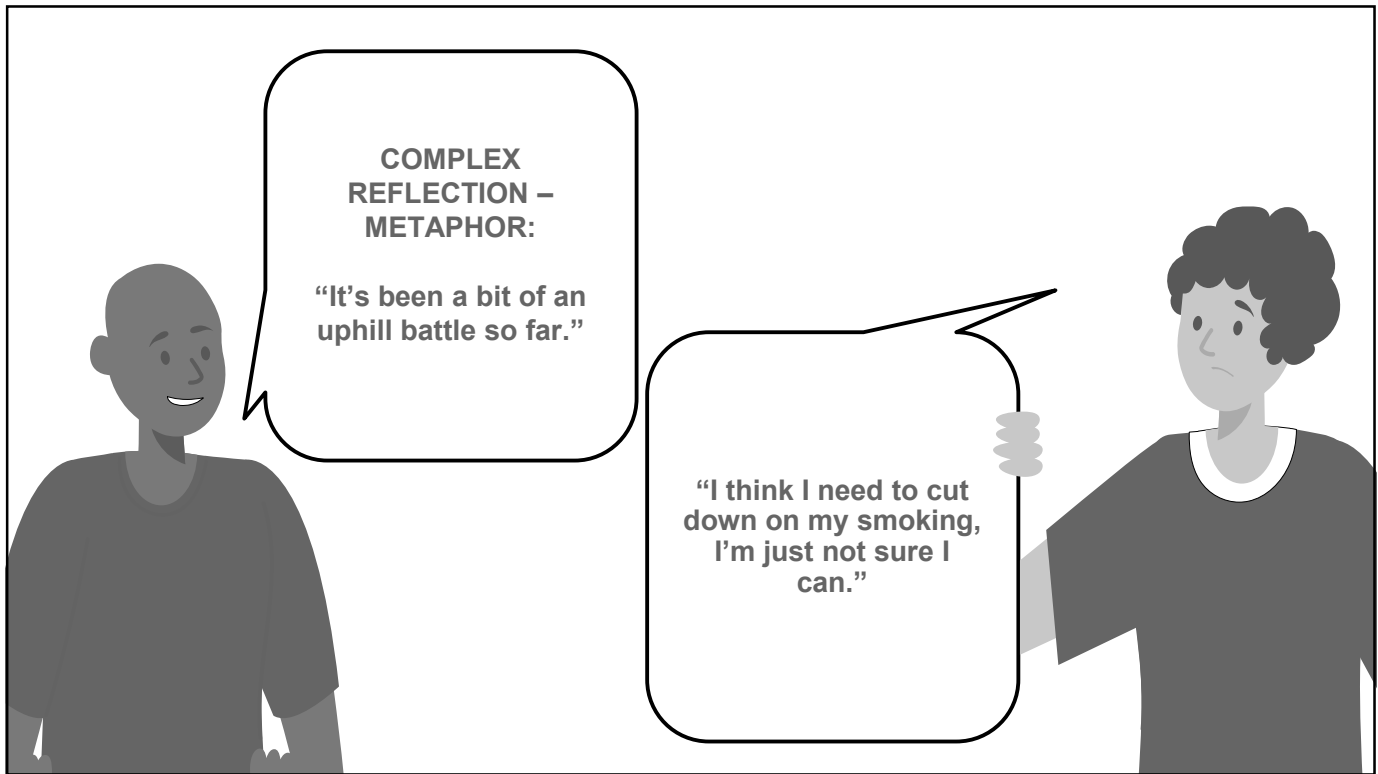
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Types of Reflections	
"I know I need to cut down on my smoking, I'm just not sure I can."	
Simple	You might want to cut back.
Complex - Feeling	You'd like to feel more confident with this.
Complex – Double Sided	You have some concerns about your ability, and at the same time it feels important that you try.
Complex - Reframe	You're looking for a way to be successful here.
Complex - Metaphor	It's been a bit of an uphill battle so far.

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Two Tips!

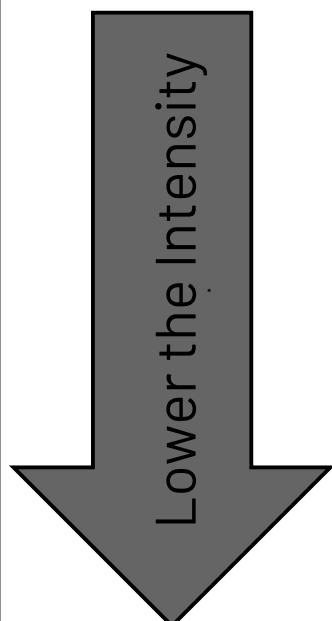


Reflections ideally sound as if could come from the person's mouth
(Change all the "you" → "I" and should sound congruent)

Beware over use of window shopping
(It sounds like... what you're saying is... what I heard was...)

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Reflecting Negative Emotions



Depressed

- Hopeless
- In Despair
- Bleak
- Upset
- Down
- Blue
- Low
- Sad
- Blah

Inadequate

- Worthless
- Helpless
- Inferior
- Defeated
- Unable
- Overwhelmed
- Lacking confidence
- Unsure

Angry

- Furious
- Enraged
- Vengeful
- Resentful
- Ticked off
- Irritable
- Irked
- Annoyed
- Bugged

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Practice Activity

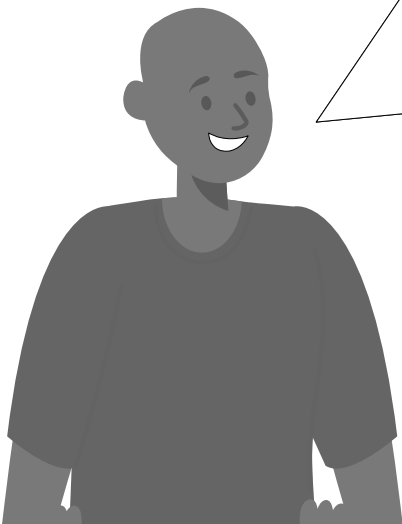
Forming Reflections

- Handout 5
- Write down two statements you might hear from individuals expressing discord, or not wanting to change
- 4-6 person groups
- Practice reflections in a round with your group!
- Try out different kinds



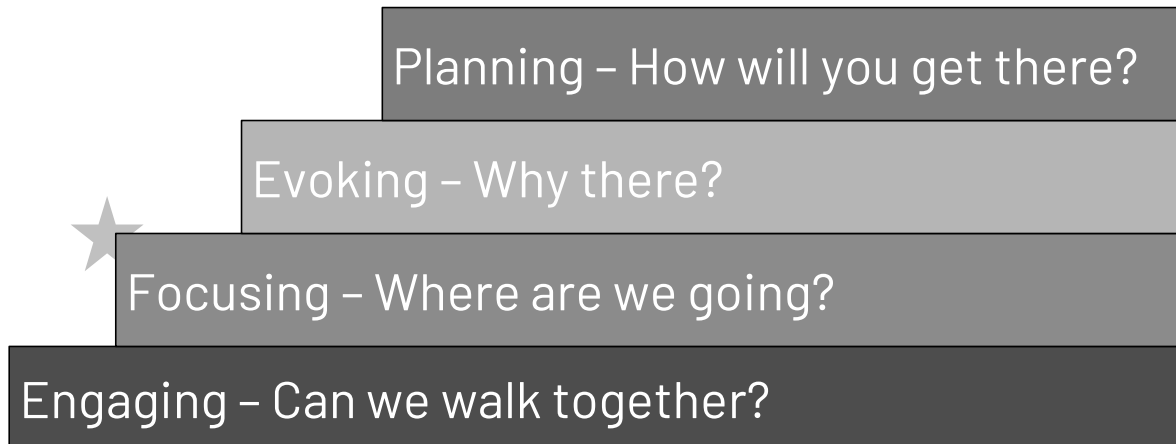
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Debrief



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Four Tasks in MI



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Focusing the Conversation

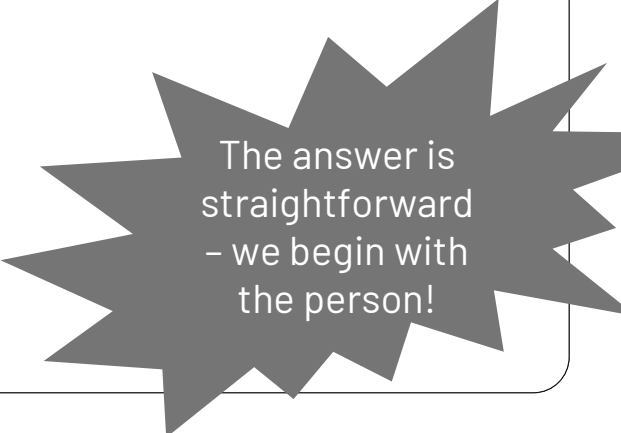
On-going
collaborative
process to ID a
target behavior



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Sources of Focus – Where to Begin??

- Person's agenda
- Our agenda
- Parameters of the setting



The answer is straightforward
– we begin with the person!

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Consider the Ethics

Have we both agreed on a target behavior or focus?

Is there a fairly clear direction of health?

Am I personally invested in their decision?

Am I willing to accept their autonomy to choose what's best for them?

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MI Skills To Help Focus

OARS

Asking
Permission

Choosing a Path

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Choosing a Path



- "What topics are on your agenda to talk about today?"
- "I also have a couple of topics. Would it be alright with you if I add them to the list as options?"
- "Given everything we have here on the list and the time we have, where would you like to start?"

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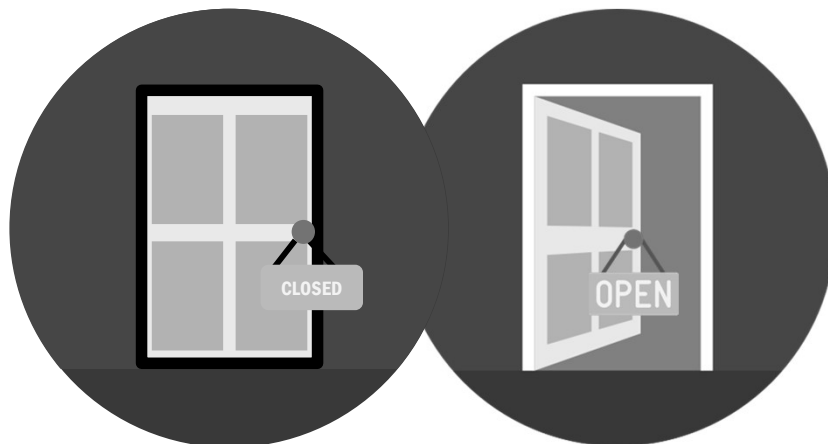
Asking Permission

- "Is it okay if we talk about your goals around quitting?"
- "Would it be alright with you if we focused on your symptoms today?"
- "Could we spend ten minutes discussing your appointments?"

**NO ACCESS
WITHOUT
PERMISSION**

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Open-ended Questions



O

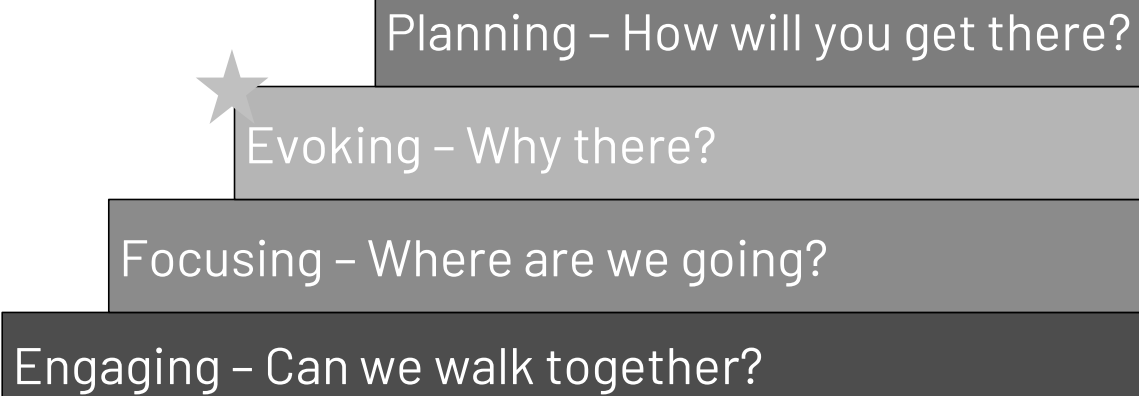
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R

S

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Four Tasks in MI



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HOW DO WE KNOW WHERE PEOPLE ARE IN THE PROCESS? HOW CAN WE HELP SORT THROUGH AMBIVALENCE AND GUIDE TOWARDS CHANGE AND GROWTH?

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Practice Activity

Tuning Our Ears



- Handout 6
- Watch the video and listen to how this person talks about her smoking
- How would you characterize her motivation to change? What matters to her?
- Write down any statement she makes favoring change

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How Do We Help People Sort Through Ambivalence?



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What is Sustain Talk and Change Talk?



Desire - Ability - Reason - Need | Commitment - Activation - Taking Steps

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Bringing Direction



Mi is a guiding process

The practitioner uses specific methods to elicit and strengthen change talk to guide towards the focus or goal

This differentiates MI from general person-centered counseling

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Audio Recordings

Sustain Talk
Reasons to Stay
the Same



Change Talk
Reasons to
Change

Desire - Ability - Reason - Need | Commitment - Activation -
Step

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Skills for Evoking



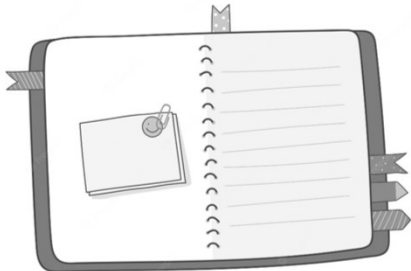
OARS
(EARS)

Rulers



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Let's Watch an Example

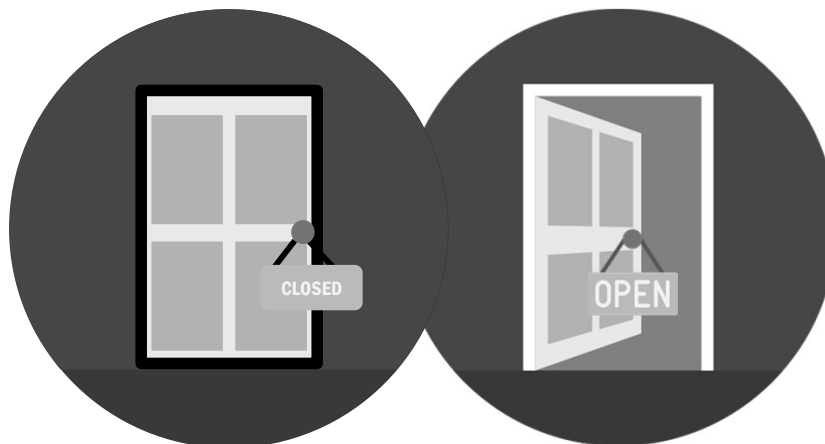


- Handout 7
- Last name A-M: Pay attention to Helper and OARS
- Last name N-Z: Pay attention to Speaker and sustain talk and change talk



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Open-ended Questions



O A R S

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Evocative Open Questions

Desire

How interested are you in quitting?

Ability

If you decided to do it, how confident are you that you'd be successful?

Reason

What are your three best reasons to quit?

Need

What happens if you decide not to do it?

Commitment

What do you think you'll do?

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Affirmations



O



A

R

S

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Affirmations

Simple

- Typically affirm a specific action or statement

Complex

- Typically affirm an enduring trait or strength
- Will sound deeper, more admiring
- May be most effective when following a simple affirmation



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Affirmations

Examples

- "It took a lot of courage to stand up for yourself. That's truly inspiring."
- "You've put in a lot of effort to manage your cravings, and it shows."
- "You care a lot about setting a positive example for your kids."
- "Your generosity really stands out—it's clear you put others first."

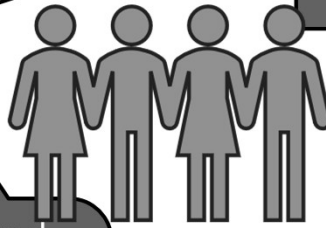


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Practice Forming an Affirmation

"I've done some research and looked into programs, I just don't know where to go next."

...Write an affirmation about YOU using a STRENGTH you bring to these conversations...

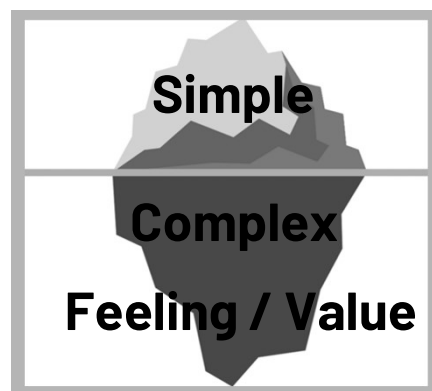


"I used to be really patient and calm with my kids, but as I've been trying to quit my temper has been getting shorter and shorter. I want to get back to where I was."

"I have a lot of anxiety, and I don't know of any other way to deal with it."

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(Reminder) Reflections



O A R S

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Double Sided Reflections

Person:

At the vape shop they said vaping is a good way to cope with anxiety and manage appetite. It's expensive, but better I do this than eat a bunch of junk!

Practitioner:

You want a way to calm your anxiety and
you've been noticing an impact on your wallet.

1:

ST

2:

CT

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Reflections Can Help Evoke Change Talk

I was doing really well for a while. Then I started smoking again after my friend passed away. I had a lot of trouble coping. In some ways it was just easier to just revert to old habits.

Simple

You were doing well for a while.

Complex - Feeling

It's been overwhelming to try to manage all this at once, tough you're hopeful you can quit again when it feels right.

Complex – Double Sided

In some ways it was easy to just start up again, and in some ways that isn't quite working for you either.

Complex - Reframe

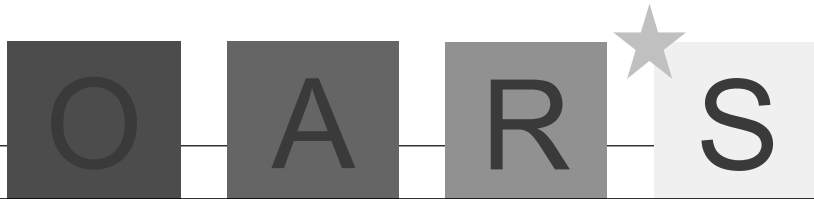
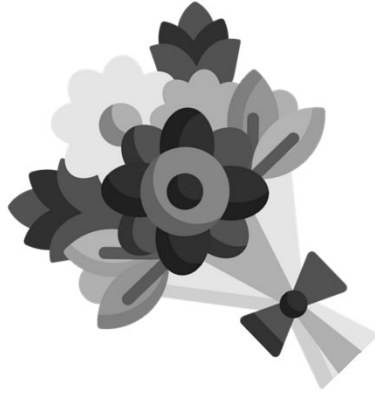
You're looking for a way to get back to where you were.

Complex - Metaphor

You're at a place where you're treading water, trying to figure out what's next.

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Summaries



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Example Summary

"Before we continue, let me see if I've got what we've talked about so far. You're feeling a bit stuck with how to navigate your cravings. You're having a hard time controlling your smoking - partly because it helps a lot when you're feeling bored in the moment. At the same time, you're wondering about alternatives because you've seen some changes to your health, and want to keep your baby as safe as you can. You value your family a lot, and you're weighing the tradeoffs of how to move forward. What else would you add here?"

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Rulers

NOT AT ALL	HOW IMPORTANT IS IT TO YOU? HOW CONFIDENT ARE YOU?								VERY
1	2	3	4	5	6	7	8	9	10

1. "On a scale of 1-10, how important is it to you to make any changes in your smoking?"
2. "Why did you choose that number and not a lower number?"

1. "On a scale of 1-10, how confident are you that you could make this change if you decided to?"
2. "Why did you choose that number and not a lower number?"

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Responding to Change Talk

"I want to quit smoking. I know its bad for my health and my teeth. I just have a lot going on right now. I'm not sure if I would be able to handle this too."

A. You just don't think you can manage another thing.

B. If you do decide to quit, you have some pretty compelling reasons.

C. You're worried you won't be successful if you try.

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Let's Practice: Vote for Your Favorite

"I'm just so tired of failing. I've been trying really hard to stay focused and resist any cravings, but I slipped up and had a few. My partner is really on my back about it. I'm worried we're going to end up breaking up."

A. Well there are definitely some things you haven't tried yet.

B. I'm so sorry, I know this is difficult, but you have to keep trying. I know you can do it.

C. It doesn't feel like you've made much progress, despite your hard work.

D. You've been working extra hard and you're really hoping that effort pays off soon.

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Responding to Change Talk

"Everyone around me is telling me it's a problem. But it's never caused an issue before."

A. You should consider listening if everyone is telling you that. Seems like you're the odd one out.

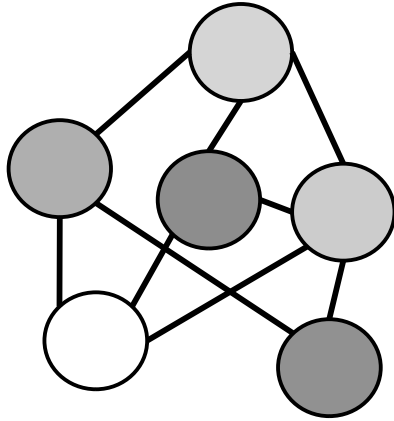
B. You're not sure it's such a big deal right now, and at the same time you want to ensure it doesn't become an issue for you.

C. You're getting pretty sick of the same lecture all the time.

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Practice Activity

Evoking Change Talk



- Handout 8
- Three (ish) person groups
- Speaker: talk about a target behavior you're thinking of changing in the next 6 months (but haven't yet...)
- Listener / Helper: work on understanding ambivalence and evoking change talk. Use OARS and try to limit yourself to just 3 questions.
- Observer: Pay attention to change talk, and offer a summary at the end of the conversation, and then ask "What comes next for you?"

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Debrief



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Feeling Stuck with Sustain Talk and Discord?

- **Sustain Talk**
 - Reasons NOT to change
 - Good things about the way things are now
 - Normal part of ambivalence
- **Discord**
 - Lack of connection between helper and client
 - Predicts lack of change
 - Highly responsive to counselor style

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Responding to Sustain Talk – Leaving the Door Open



- Reflections that reframe or soften
- Affirmations
- Emphasizing autonomy

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"I think there are some people who need to quit smoking if it's hurting them. I don't think that's me."

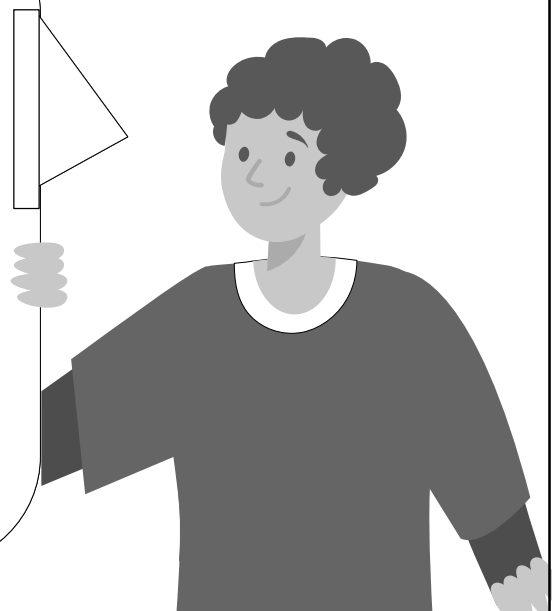
- "You don't think that's you."
- "You're not at that point now, and at the same time, you can see the value of others quitting."
- "If and when you do notice it's hurting you, you'll consider quitting yourself."

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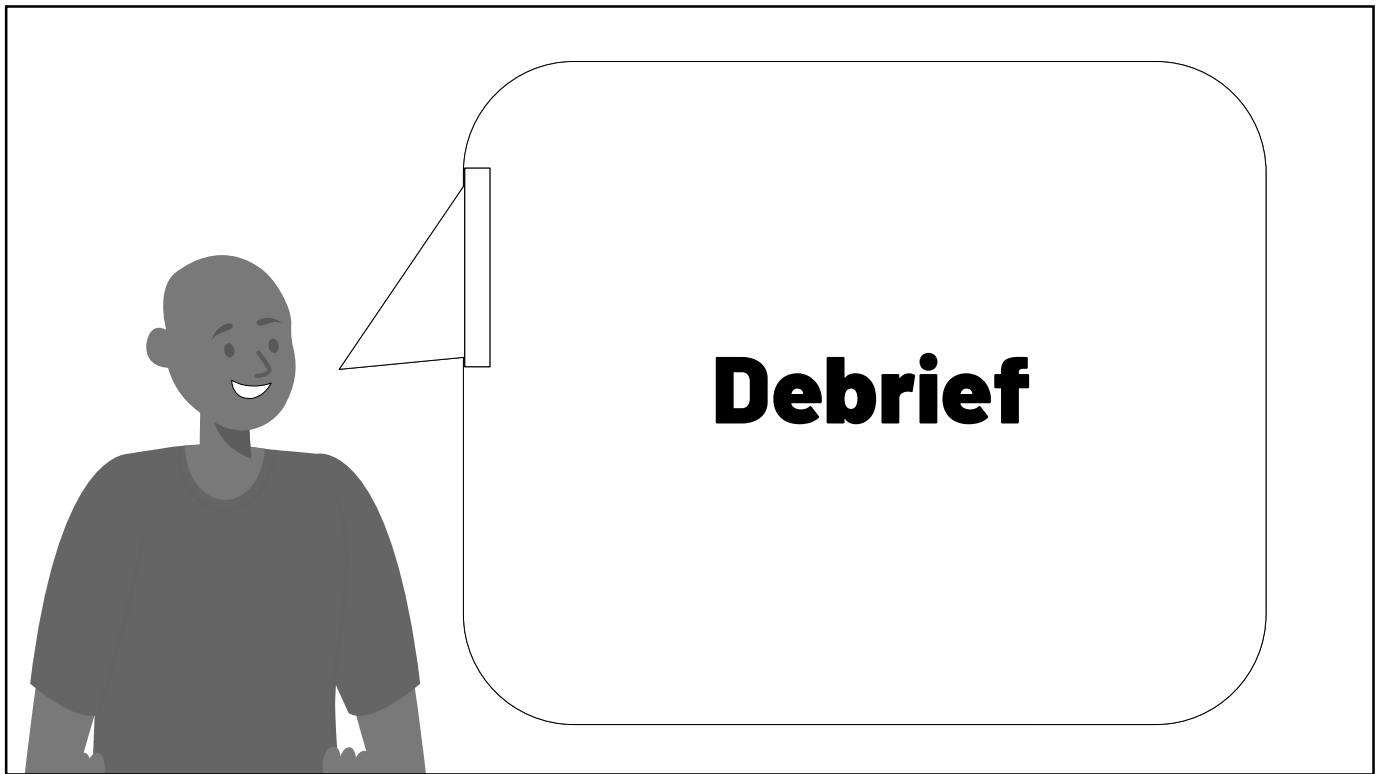
Practice Activity

Three In A Row

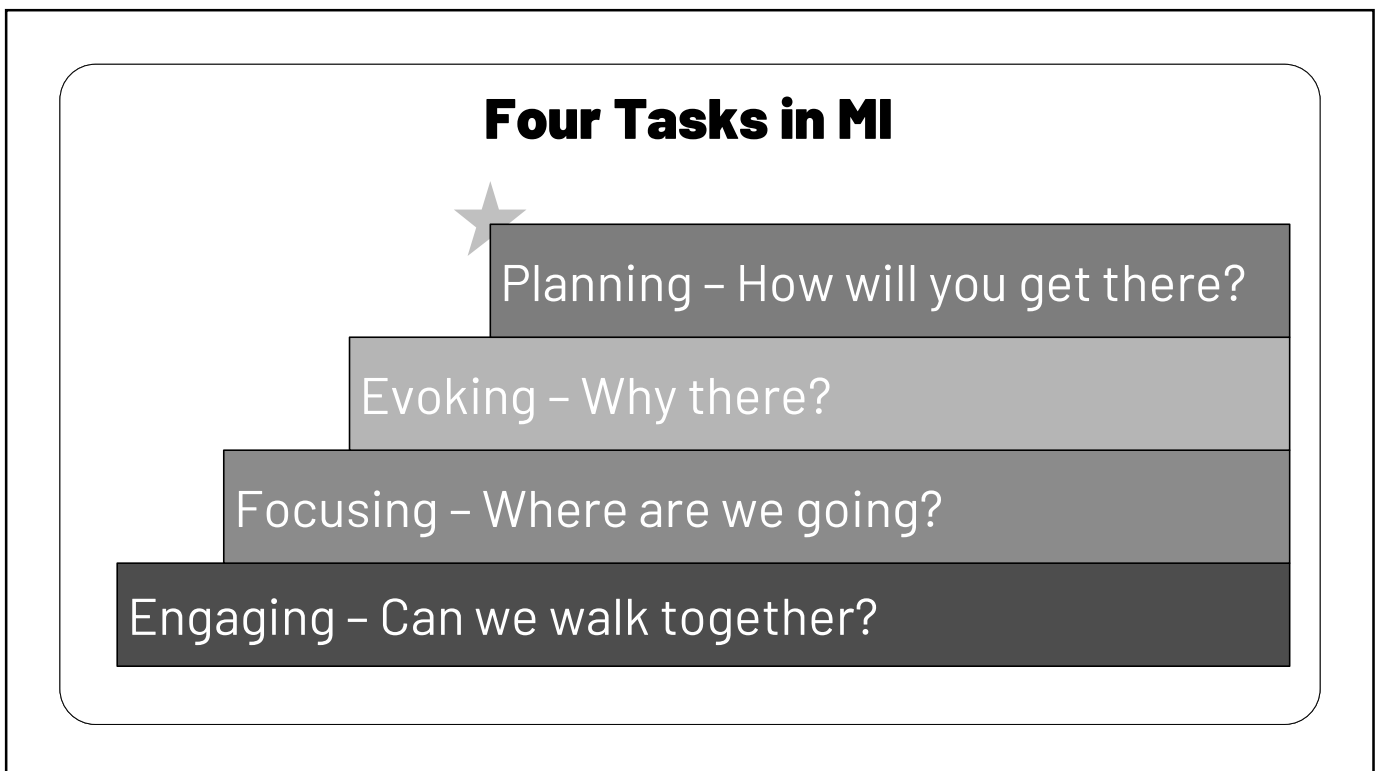
- Handout 9
- 3-4 person groups
- First Speaker chooses one of the statements to read aloud three times
- First Listener responds each time with a different reflection
 - Simple - Restate one part
 - Deeper - Complex
 - Deepest - Complex (feeling, metaphor, reframe, etc)



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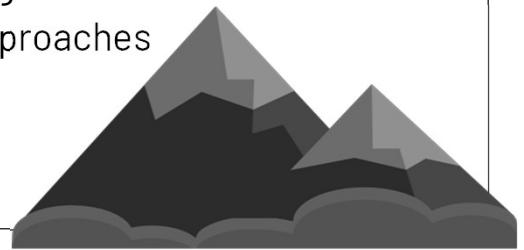
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How to Know When Someone is Starting to Shift?

- Decreased discord
- Decreased sustain talk
- Resolve; they may appear more peaceful or settled
- Self-motivational statements
- Increased questions about change
- Envisioning how life might be after a change
- Experimentation with different change approaches



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Who Would You Marry?

"I can see some reasons for us to get married."

"I guess getting hitched could work."

"It will be difficult, but at least we'd get a tax break."

"I absolutely want to marry you this June."

"We should probably just get married and get it over with."

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Then What?

1. **Summarize**
2. **Key Question**
 - "So where does all of this leave you?"
 - "So what are you thinking about (issue) at this point?"
 - "I wonder what you might decide to do?"
3. **Pregnant Pause** – Wait them out
4. **If You Hear Strong Change Talk** You Can Plan!



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Skill: Ask-Offer-Ask



Ask:

- Ask what they know or have thought of already
- Acknowledge and validate anything that's accurate

Offer:

- Ask permission to share a bit more information, detail, or other options
- Share relevant info – concise and factual

Ask:

- Ask for their thoughts or feedback
- Reflect their reply, highlighting anything concrete plans

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Offer a Menu of Options

Use Wiggle Words

- ▶ Perhaps
- ▶ Maybe
- ▶ If you don't mind
- ▶ One option is
- ▶ You might consider
- ▶ Here's a thought...What do you think?

"There's definitely not just one right way"



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Close Out the Plan

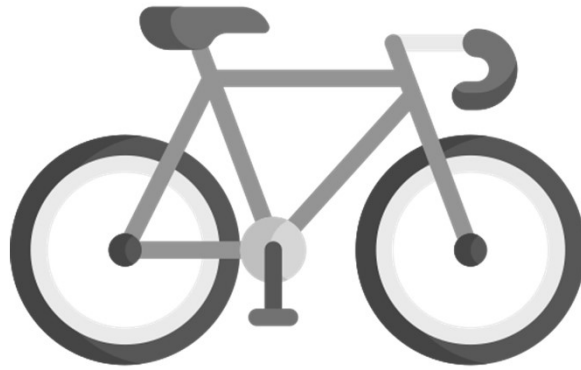


Which of these options rise to the top for you?
What feels realistic to try in the next week?

- Transition to a specific treatment mode
- Provide referral

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MI is a Practice...



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On Your Own

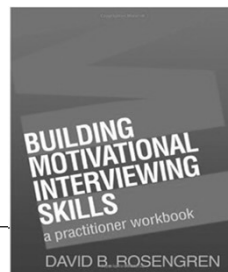
- Practice with feedback!
- Read! Listen to Podcasts!
- Consider Additional Training 😊
 - UMASS Center for Integrated Primary Care
 - HETI Maine
 - Motivational Interviewing Network of Trainers



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References

1. Miller, W. R. & Rollnick, S. (2023). Motivational Interviewing: Helping People Change and Grow. Guilford, New York.
2. Rosengren, D. B. (2018). Building motivational interviewing skills: A practitioner workbook. New York, NY: Guilford Press.



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Wrapping Up



- What was the most memorable thing you are taking away?
- What's one new thing that you want to give a try?

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Thank you!

