



MPCA

Montana Primary Care Association

Motivational Interviewing Session 2

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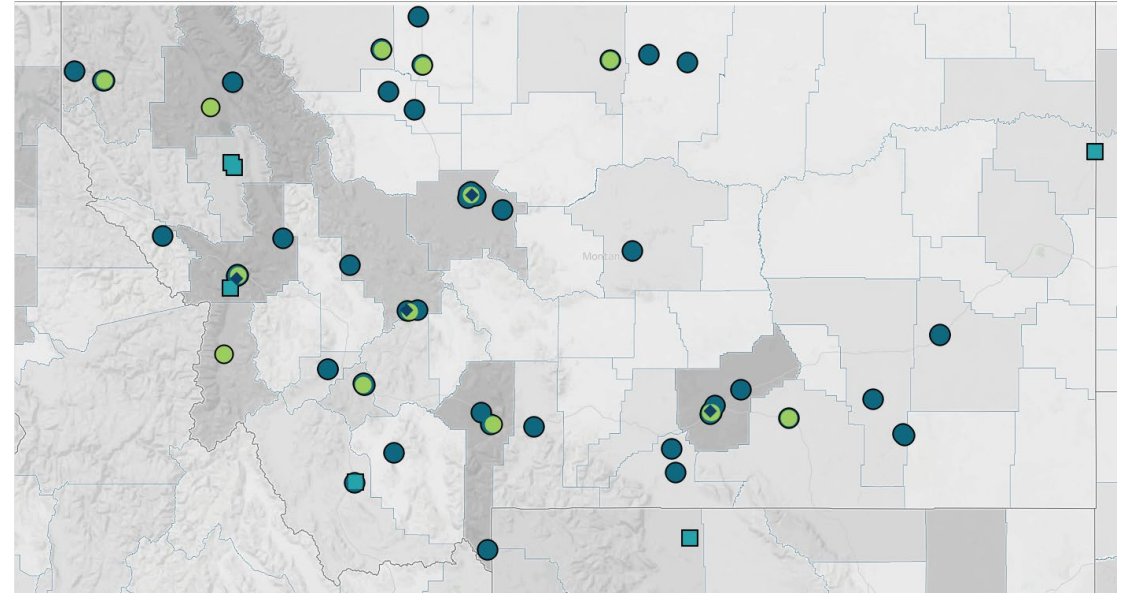
Montana Primary Care Association

The **Mission** of the Montana Primary Care Association is to promote integrated primary healthcare to achieve health and well-being for Montana's most vulnerable populations.

The **Vision** of MPCA is health equity for all Montanans.

MPCA values integrity, collaborations, and innovation.

The Montana Primary Care Association is the support organization for Montana's 14 Community Health Centers and 4 of our Urban Indian Centers. MPCA centers serve over 117,500 patients across Montana.



Agenda

- Quick Refresher
- 4 Tasks of Motivational Interviewing
 - Focusing and Begin Evoking
- Identifying Change Talk
- 3 New Skills to Try
 - Ask, Offer, Ask
 - Directional Questions
 - Scaling Questions



What is MI?

- A particular way of talking with people about *change and growth* to strengthen their own motivation and commitment.
- MI flows like a normal conversation – It's not something being done **to** a patient.
- Directional and Purposeful
- Compassionate attention to the person while watching/listening for change and growth
- MI is a way of doing what you already do.
- It is person-centered.
- It is **not** primarily seeing deficits, diagnoses or problems to be solved.
- It sees a person with strengths, hopes, and relationships who wants to be heard, valued, and viewed as competent.



Homework

- Successes and Challenges
 - Todd T.
- How did it feel to avoid the words “resistance,” “oppositional,” and “compliance”?
 - How would you feel about adding the word “Denial” to the list of words to avoid?



Spirit of Motivational Interviewing

Partnership

Acceptance

Compassion

Empowerment

Found this gem in my psychology textbook...

A father not offering unconditional
positive regard:



P. BYRNES.

"Just remember, son, it doesn't matter whether
you win or lose—unless you want Daddy's love."



Compassion Fatigue and Burnout:

Individuals who regularly experience vicarious trauma often neglect their own self-care as they struggle with images and stories that can't be forgotten.

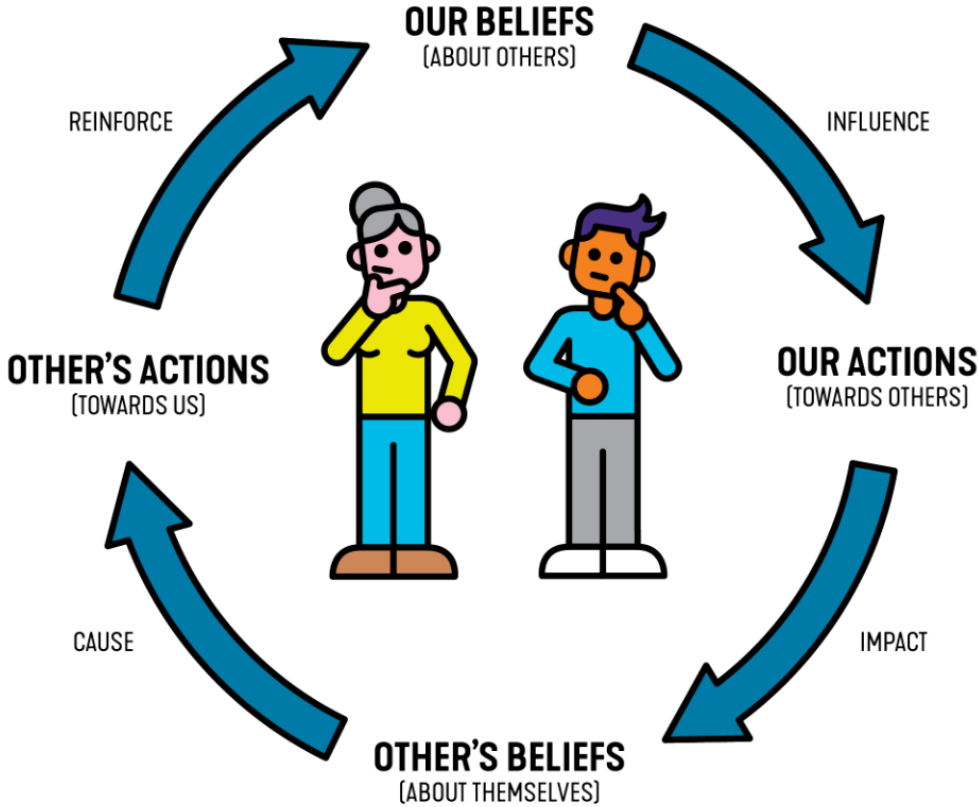
Symptoms are exhaustion, disrupted sleep, anxiety, headaches, stomach upset, irritability, numbness, decreased sense of purpose, emotional disconnection, self-contempt, and problems in personal relationships.

A secondary definition is the experience of any empathetic individual who is acutely aware of societal needs and feels helpless to solve them.

Burnout is not the same as compassion fatigue. Feeling drained from everyday stressors like work and childrearing can result in burnout. Compassion fatigue is the strain of feeling for another's pain. The symptoms are often like burnout.



THE PYGMALION EFFECT



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Four Tasks of MI:



1. Engaging
 - Can we walk together?
2. Focusing
 - Where are we going? What shall we talk about?
3. Evoking
 - Why would you go there?
4. Planning
 - How will you get there?



Focusing:

Where are we going? What shall we talk about?

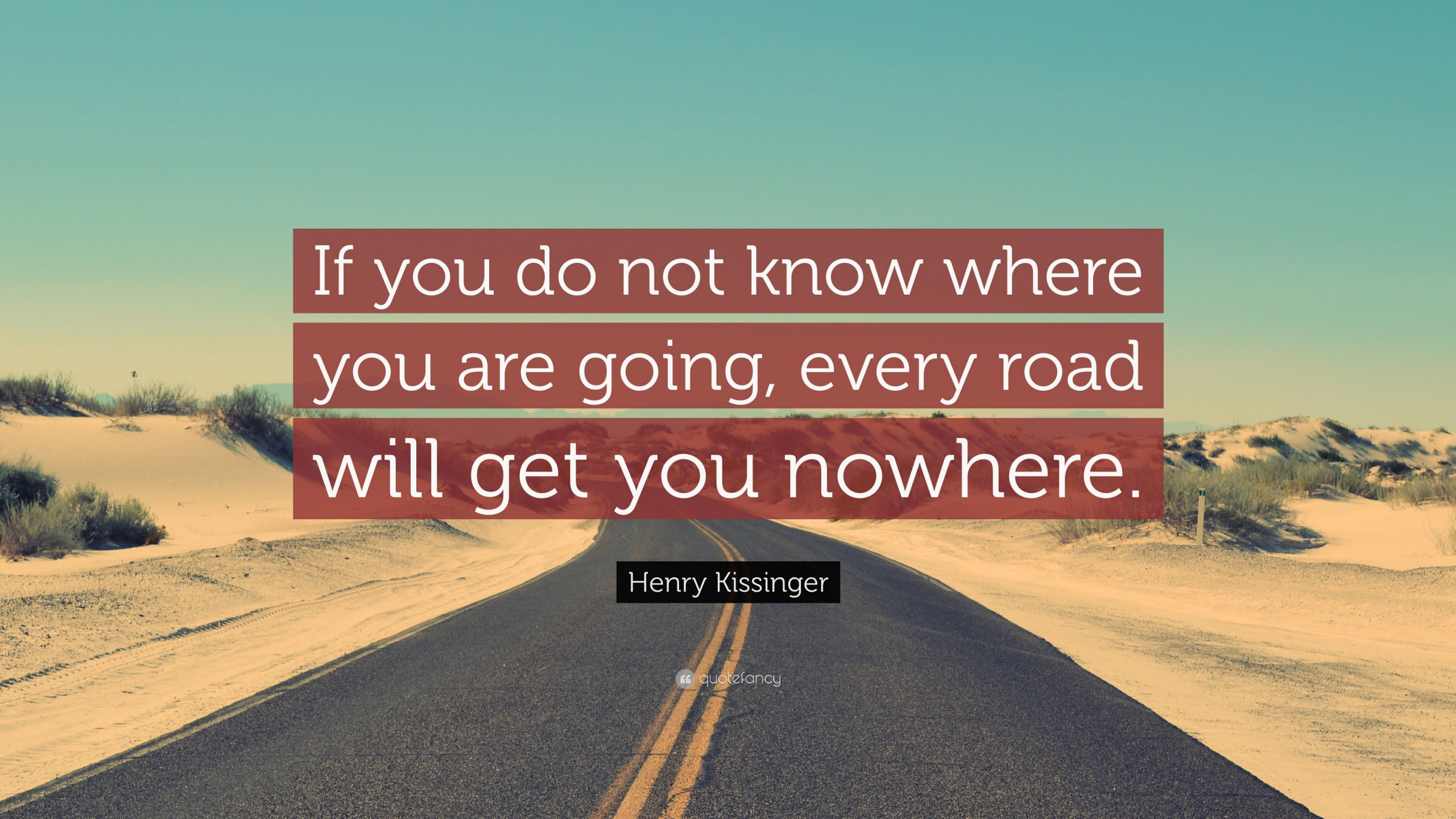
- ❖ This is often the first thing we do with a patient/client/employee
 - ❖ What brought you in today?
 - ❖ How can I help you today?
- ❖ Articulating a clear goal is fundamental to human motivation
- ❖ Need a clear goal and plan for how to achieve them – predicts therapeutic outcomes



The Wandering Trap:

- ❖ Listen well with a balance of engaging and focusing – keep your eyes on the goal
- ❖ Don't just follow wherever their attention is in the moment
- ❖ Use your skills to move the conversation



A desert landscape with a paved road leading into the distance under a clear blue sky. The road is dark asphalt with two yellow lines down the center, curving slightly to the right. The surrounding terrain is sandy with sparse, low-lying desert vegetation. The sky is a clear, bright blue.

If you do not know where
you are going, every road
will get you nowhere.

Henry Kissinger

Focusing Skills:

- ❖ With a vague goal:
 - ❖ Clarify: What changes do they want to make?
- ❖ With a clearly articulated goal:
 - ❖ Clarify: Reasonable action steps
- ❖ **Ask** - elicit what they already know. what concerns do you have?
- ❖ **Offer** - ask permission - then share advice or feedback - get consent then offer
- ❖ **Ask** - what do you think? what would you want to do with that? etc

OARS

Core Skills in Motivational Interviewing

Open Questions

O open-ended questions to encourage patients to confront their behaviors.

Affirmations

A statements about who the individual is as opposed to praising behavior.

Reflections

R Praise, recognition, and understanding to help move the client forward in discussing a problem.

Summarizing

S reflect back to the patient to highlight change talk, clarify motivation, and focus session.

CHES
HEALTH SOLUTIONS

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Examples: What brought you in today?

- ❖ “I don’t know what to do about my relationship.”
- ❖ “I just want my anxiety/sadness/trauma to go away.”
- ❖ “I’m scared I’m going to lose my job.”
- ❖ “I want to lose weight.”
- ❖ “My life is a mess.”
 - ❖ “Everything.”

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Evoking

Why would you go there?

- ❖ “Calling forth what is already present”
- ❖ We are not installing motivation; we are inviting people to give their own reasons and resources a voice.
- ❖ EMPOWERMENT
- ❖ Why and How will we get there...



Evoking Skills:



- ❖ Why do you want to do this?
- ❖ How much does it matter to you?
- ❖ What reasons are there for you to do this?
- ❖ How important is this?
- ❖ ***The change must be important, and they must have confidence.***



Listening Activity:

- ❖ “I’d enjoy helping you move.”
- ❖ “I *could* help you.”
- ❖ “I can help you.”
- ❖ “You really *need* my help.”
- ❖ “I wish I could help.”
- ❖ “I helped you move twice before.”
- ❖ “Maybe, but don’t count on me.”
- ❖ “I’ll be there Friday morning.”



Change Talk

- ❖ Shows their motivation and intention
- ❖ Anything a person says that moves them towards or away from taking a particular action

THAT DARN CAT



Preparatory Change Talk:

- Desire – “I want...”
 - Want, wish, like, and love
- Ability – How confident they are that they could make the change
 - Can, could, able, and possible
- Reasons – “if, then...” Advantages and disadvantages
 - Changing my diet would help me manage my diabetes.
- Need – Emphasizes urgency to change; it is important, but doesn't specify *why* it is
 - “Have to, need to, must, etc.”



Mobilizing Change Talk:

- Commitment Language
 - Assurance it will happen
 - "I will." "I promise." "I guarantee."
- Activation Language
 - Leaning towards action but haven't quite decided
 - "I'm willing to." "I'm considering it." "I'll think about it."
- Taking Steps Language
 - The person indicates they're already taking steps.
 - "I filled my prescription." "I called 3 places about possible jobs today." etc. "I bought a ring."



Ambivalence

CHANGE TALK



SUSTAIN TALK

1. I want to quit smoking.
2. I think it's possible for me to quit.
3. My kids are begging me to quit.
4. I have to quit smoking.
5. I'm willing to try to quit smoking.
6. I'm going to quit.
7. I bought nicotine gum today.

1. I enjoy smoking.
2. I don't think I can stand the withdrawal.
3. Smoking is how I relax.
4. I need to smoke.
5. I plan to continue smoking.
6. I've decided to keep smoking.
7. I bought cigarettes today.



Directional Questions

- ✓ Elicit Change Talk
 - ✓ How would you like things to be different...(D)
 - ✓ How might you...(A)
 - ✓ What are your reasons...(R)
 - ✓ How important is it... (N)

 - ✓ When ready for Planning:
 - ✓ What will you do...(C)
 - ✓ What are you considering...(A)
 - ✓ What have you already done...(T)
- ✓ Reflect it back
- ✓ Pull for more
- ✓ Attend, Invite, Strengthen!



Importance and Confidence

- ❑ Why a 4 and not a 1?
 - ❑ Notice you get change talk
- ❑ Why a 4 and not a 7?
 - ❑ Notice you get sustain talk.
- ❑ On the confidence scale, we want the patient to rate themselves 7 or higher.

Importance & Confidence Ruler

IMPORTANCE SCALE:

How important is it for you right now to...? On a scale from 0- 10... what number would you give yourself?

0 _____ 10

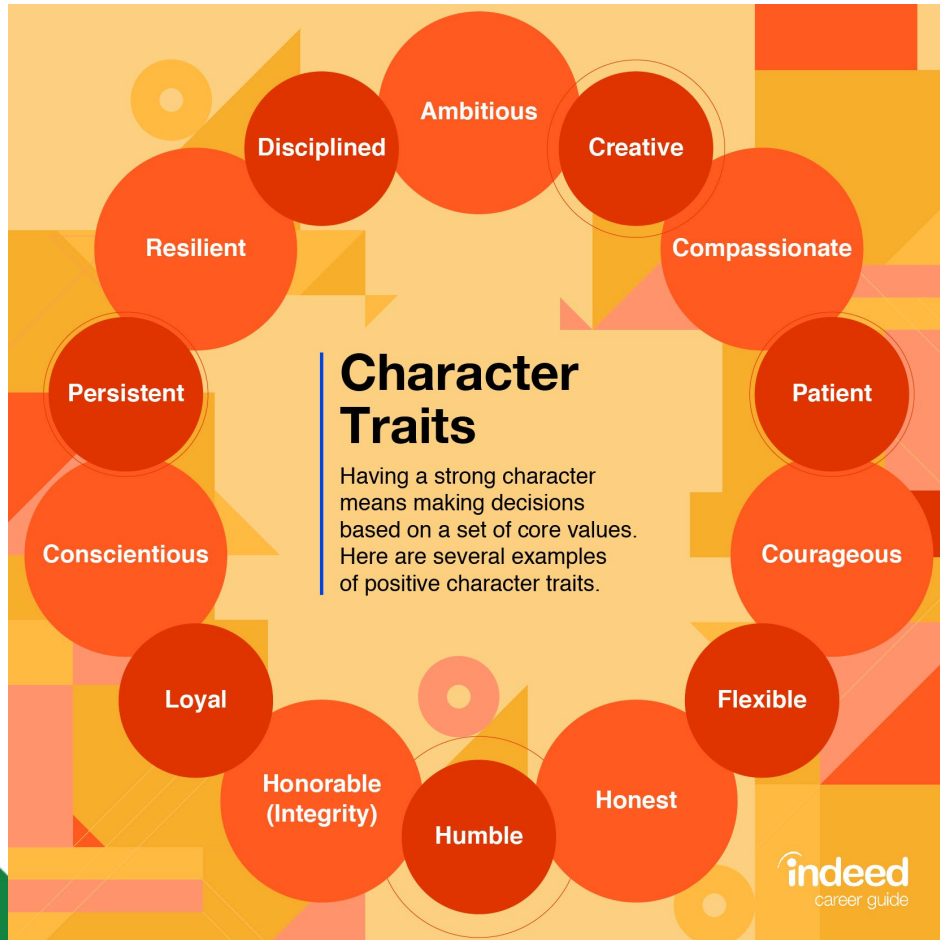
CONFIDENCE SCALE:

If you did decide to change, how confident are you that you would succeed? On a scale from 0 -10... what number would you give yourself?

0 _____ 10



Affirmations:



- Elicits change talk and confidence (need confidence and importance to change)
- Affirm character traits, not just behaviors
- Use the word “you” instead of “I”
- Using “I” takes focus off the patients, and implicitly can say that when they do as expected, they are “good”



WE DON'T MAKE MISTAKES



WE JUST HAVE HAPPY ACCIDENTS.




Happy Accidents to Avoid

- The Wandering Trap
- The Fixing Reflex
- Moving to planning before the patient is ready
- Affirming/reflecting sustain talk
- Questions that could lead to sustain talk
 - “Why haven’t you changed?”
 - “What keeps you from changing?”
 - “What do you like about how things are now?”
 - “Why can’t you just do it?”



When in Doubt...



Row Upstream With O.A.R.S.

O *Open-ended* questions that allow patients to give more information including their feelings, attitudes and understanding.

A *Affirmations* to help overcome self-sabotaging or negative thoughts.

R *Reflections* as a way to express ambivalence.

S *Summarize* to let your patient know that they are being heard.

- ❖ Be curious (and genuine)
- ❖ Reflect or Summarize
- ❖ Remember: You don't have to have the answers!
 - ❖ Elicit change talk
 - ❖ Ask, Offer, Ask
- ❖ Ask permission before you offer advice.
- ❖ Look for character traits that support the change and affirm that (using "you")





For Example!

An individual wanting to become more physically active...what that could look like. Put your own spin on things!

Test it Out!

- Choose 1 Skill from today.
 - Ask Permission – Ask, Offer, Ask
 - Directional Question
 - Scaling Question
 - Affirm a Character Trait that supports Change
- Take a moment and write it down either now or at your desk.
- Commit to trying that 1 Skill at least once between now and next session.



Stay Tuned...

Next Session is February 29th. We will finish Evoking and move to Planning and add more skills to our toolbox.

The final session is March 14th. We will wrap up and discuss ethical issues in Motivational Interviewing and FAQ's.

Check out the Calendar for Upcoming Trainings

- [Events Calendar - Montana Primary Care Association \(mtpca.org\)](https://mtpca.org)

Reach out with Questions/Comments/Concerns.

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