Accreditation

• The content of this telehealth presentation, in its enduring state, will expire on 11/05/2016
  – After this date CNEs will not be awarded

• Measures have been taken by the Utah Department of Health, Bureau of Health Promotion, to ensure there is no conflict of interest in this activity.
MOTIVATIONAL INTERVIEWING: An Introduction

Asthma Program
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Brad Lundahl, PhD

University of Utah
College of Social Work
Brad.Lundahl@socwk.utah.edu

Compass Counseling & Consulting
Licensed Psychologist
www.cccslc.com (801) 635 – 4141
Why M.I.?

• Evidence supports its effectiveness
  – Effect sizes range from small to moderate range; research suggests about a 10 – 15 % advantage from incorporating M.I.
    • (see end slides for supporting evidence)

• Rather easy to incorporate into practice
Growth of MI Research
PsycINFO (9.5.13) “Motivational Interviewing”

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MI and Brad

• Member of “MINT”
  – M.I. Network of Trainers
  – Published several articles on MI
  – Good fortune of presenting results with Bill Miller and Steve Rollnick
  – Use it in my clinical practice
Patients and Behavior Change

- What behaviors do you hope your patients will change?

- Why do you hope they will change such behaviors?
What are the “ingredients” involved in behavioral change?

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Ingredients to Behavioral Change

• True or False?

Knowledge = Change
Ingredients to Behavioral Change

- Getting closer to reality

Knowledge $\times$ Motivation = Change
Ingredients to Behavioral Change

Knowledge x Motivation
_________________________  =  Change
Resistance

*Inverse relationship between Resistance & Change

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Ingredients to Change

Knowledge x Motivation

____________________          =   Change

Resistance

M.I.

M.I.
Many Ingredients to Change

Support Change

• Knowledge
• Skill
• Confidence
• Motivation
• Vision, plan
• Resources
• Ownership
• Etc

Resist Change

• Fear, insecurity
• Ignorance
• “Stubborn”
• Denial of problem
• Comfort with status quo
• Lack of resources
• Low motivation
• Etc
Essence of M.I.

WHY over HOW

M.I.

Strategies and plans
Readiness to change

Importance

Confidence

Readiness
Two desired outcomes from conversations about change

• Clients’ become more motivated to change

• Clients’ resistance is prevented, neutralized, or at least not increased
Increasing Client Motivation
Nature of Motivation

• Motivation varies across
  – People
  – Situations
  – Time

• Because motivation is dynamic, we can influence it!
Research shows we can positively influence patients’ motivation

How?
Change Talk

• **What it is:**
  - Client speech that favors making a change: forward momentum language.

• **How it works:**
  - Promotes internalization of belief
  - When I hear myself talk, I realize I am the author of the message and believe it (D. Bem)
3 Things We Do with Change Talk

1. Recognize it - See it

2. Evoke it - Mine it

3. Reinforce it - Get greedy

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Example: Patient Statement

Patient says:

I want to slow down on my smoking, but smoking is what I do with my friends and it relaxes me.

You say:
I want to slow down on my smoking,

but smoking is what I do with my friends and it relaxes me.
Patient says:

I’ve stuck with an eating and exercise plan before – almost for a full year and I did feel better. Now, I just can’t seem to get with the program. I want to, but it’s really hard – especially with my busy schedule.

You say:

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Patient says:

I’ve stuck with an eating and exercise plan before – almost for a full year and I did feel better. Now, I just can’t seem to get with the program. I want to, but its really hard – especially with my busy schedule.

You say:
Patient says:

Smoking gets me through the day. I know its bad for me, but I really like to smoke. Sure, I’ll probably quit when my kids get older, but not right now.

You say:
Smoking gets me through the day.
I know its bad for me,
but I really like to smoke.
Sure, I’ll probably quit when my kids get older, but not right now.
Patient says:

I really should take the medications as prescribed; I trust my doctor’s advice. But, I just get so busy and distracted.

You say:
I really should take the medications as prescribed; I trust my doctor’s advice.

But, I just get so busy and distracted.
Change talk: Types

- DESIRE
- ABILITY
- REASON
- NEED
- COMMITTED
- TAKING STEPS
- PROBLEM RECOGNITION
• DESIRE  (emotion words)
  – I want to feel better
  – I hope to see my kids get older

• ABILITY
  – If I put my mind to it, I can do it
  – If lost weight before

• REASON  (if-then)
  – I need to take my meds because it will prevent problems
• **NEED** (time imperative)
  – If I don’t manage my blood sugars, I’ll lose my eyesight

• **COMMITTED**
  – I will walk a mile this week

• **TAKING STEPS** (past tense verb)
  – I cut back on my smoking ... I’m down to 5 a day

• **PROBLEM RECOGNITION**
  – I have a problem with not being consistent
Respond to Change Talk: GET GREEDY

- Encourage clients to expand on change talk
  - Justify it
  - Provide examples or proof
  - Understand the implications

- Why? The more clients hear themselves say something, they internalize it – or believe it.

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Strategies for MINING Change Talk:

- Open-ended, evocative questions
- Importance Ruler
- Exploring the Decisional Balance
- Querying Extremes
- Exploring Goals and Values
Mining Change Talk: Evocative Open-Ended Questions

➤ Disadvantages of status quo

- What problems arise from not being consistent with your medications?
- For you, what problems come from smoking?
- How has ___ behavior affected you and your family?

➤ Advantages of change

- If you were to change, what would be better?
- How would your kids be better if you drank less?
- What do you hope will be different by changing?
Mining Change Talk: Evocative Open-Ended Questions

- **Optimism that you can change**
  - Tell me about a time you were successful in changing.
  - What are your strengths that can help you change?

- **Intention to change (next step)**
  - What is next for you?
  - What plans do you have for making a change?
  - If you were to change, what is the first thing you would do?
Importance Ruler: Steps

1. Focus on specific behavior to change
2. Ask scaling question (w/ numbers)
3. Get a number
4. Say sat. like – “Hmm, interesting. Why not lower than ___ (the number given).”
5. Listen carefully for Change Talk
6. Explore change talk – GET GREEDY
7. Summarize change talk
8. Investigate if client wants to explore “HOW” to change

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Mining Change Talk: Decisional Balance

<table>
<thead>
<tr>
<th>Advantages of Change</th>
<th>Advantages of Status Quo</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disadvantages of Change</td>
<td>Disadvantages Status Quo</td>
</tr>
</tbody>
</table>
Mining Change Talk: Exploring Extremes

EXTREMES

- What was the best thing about ....

- What was the worst thing about ......

Fill in the blanks:

- sober, compliance, jail, probation, clean UA
Mining Change Talk: Highlighting Goals & Values

➤ Ask client about their goals, values, and priorities
  ✔ What goals are you working on?
  ✔ What do you want for yourself in 6 months?
  ✔ What matters most to you?
  ✔ What is most important to you?
  ✔ What do you value most in life?
  ✔ What do you value about your family?
Ingredients to Change

Knowledge x Motivation

___________________________ = Change

Resistance

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MI’s Response to Resistance

• Avoid arguing

• Resistance is not directly opposed

• Resistance is a signal to respond differently
Resistance

• What it looks like

LOUD
  • Argue, Interrupt, Challenge, Deny, Discount, Blame, Disagree, Minimize, Rationalize, Excuse, Yell

QUIET
  • Ignore, Passively Agree, Vote with Feet
WHY LAND

to

HOW LAND
Transition to Change Plan

• What:
  – Concrete, explicit bid to discuss change plan

• When:
  – After you have heard and reinforced considerable change talk .... The “WHY” or “IF” question is settled

• How:
  – Permission Questions
  – Menu of options
Giving Advice

• If advice giving worked (our moms tried!) we would not need:

  – Legal system: judges, attorneys
  – Fines
  – Most mental health workers’ jobs
  – This training
Advice on Advice Giving

➢ More likely to work
  • Welcomed by client or permission obtained
  • Client is ready
  • Client is told that he/she has freedom to choose
  • Advice giver is seen as an ally or partner in change

➢ Less likely to work
  • Forced upon client
  • Few options given
  • Client is not ready
When, in MI, do you give information and advice?

*With permission*
Giving Advice: The MI Way

ELICIT

- What do you already know about _____ (court system, anger management classes, etc)?

PROVIDE with Permission

- Can I discuss how you might be successful in making this change?
- Can I provide you with some information on this issue?

ELICIT

- What do you think about the information I gave you?
- What questions do you have?
Best strategy for lowering resistance???

PREVENT IT!
Prevent resistance through Partnering

• Use lots of “we” language
  – Can we discuss a few ideas about why it is important to change ________
  – Let’s review your goals for our meeting today.
  – Can we partner on some ideas on how to make this plan work for you?
Prevent resistance through Partnering

• Treat all patients with deep respect and dignity.
  – View them as partners
  – View them as individuals
  – Cultivate compassion
Prevent resistance through Partnering

• Ask lots of permission questions
  – Can I give you a few ideas?
  – May I provide an alternative idea?
  – Can we switch directions or a moment?
Prevent resistance through Partnering

• Emphasize personal choice and DO NOT own responsibility for clients’ change
  – It really is up to you
  – You get to decide if you are going to change
  – This is your call
  – I hope you decide to make this change; what are your intentions?
Prevent resistance through Partnering

Develop a menu to guide consultation

How about we discuss our goals for our meeting. I would like to focus on:

1. Your response to the medication ...
2. How you did with taking the medication
3. And what is important to you.

Which would you like to discuss first?
7 Strategies in Responding to Resistance

Specific Strategies

- ✓ Simple Reflection
- ✓ Complex Reflection
- ✓ Amplified Reflection
- ✓ Double Sided Reflection
- ✓ Shift Focus
- ✓ Ask permission to provide alternative view
- ✓ Emphasize personal choice and freedom
Resistance Response: Simple Reflection

• What:
  – A direct, nonjudgmental rephrasing of client’s “resistance” that does not add meaning to client’s message

• Why:
  – Stops client from defending status quo
  – Client feels understood

• Example:
  – You’re doing all you can.
  – This is just not your top concern.
Resistance Response: Complex Reflection

• **What:**
  – A comment which reflects the basic message, PLUS adds meaning or expands the client’s awareness in some way

• **Why:**
  – Stops client from defending status quo
  – Client feels understood and gains self-awareness

• **Example:**
  – You are frustrated, *and* you are scared about what might really happen this time
  – This does not seem fair, and you are tired of it.
Resistance Response: Amplified Reflection

• What:
  – Rephrase client’s resistance, with a slight exaggeration

• Why:
  – Client may argue the other side of ambivalence

• Examples:
  – You are just too busy to attend this class.
  – This ____ is not even a problem for you.
  – You’ve been to a lot of programs, and _____ would not help at all.
Resistance Response: Double Sided

• What:
  – Reflection that honors both sides of ambivalence:
    • Change Talk
    • Resistance Talk

• Why:
  – Client feels understood
  – Generate more information, change talk targets

• Examples:
  – On the one hand you want to stop smoking, AND on the other it sure is a lot of work and hassle.
  – You would like to stop drinking, AND you know it will be tough.
Resistance Response: Shift Focus

• What:
  – Acknowledge resistance and suggest discussing another point.

• Why:
  – Stops client from defending status quo

• Example:
  – I hear you that you do not believe you have a problem with ___X__; help me understand what you want from our work today.

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Emphasize Personal Choice

• **What:**
  – Clear statement that client is responsible and has choice

• **Why:**
  – Discourages debate

• **Example:**
  – It really is up to you.
  – You get to choose if you want to ____.
Examples of Personal Choice

– It’s up to you.
– No one can decide but you.
– If you want my opinion, I can certainly give it to you, but you’re the one who has to decide.
– I’ll be glad to tell you my views, but in the end it is your choice.
– I’m concerned that if I give you my opinion, then it will look like I’m the one who is deciding instead of you. Are you sure you want me to give you my views?
Resistance Response:
Permission to Provide Alternate View

• What:
  – Ask permission to provide insight or different perspective

• Why:
  – Respectful bid to see another perspective

• Example:
  – You might disagree here, but could I give you my opinion?
  – Are you interested in hearing what others have done to be successful?
Resistance Response: Permission to Provide Alternate View

— You might disagree here, but could I give you my opinion?

— Are you interested in hearing what others have done to be successful?

— Can I give you a different way of looking at this?
Confidence Ruler

• How confident are you in changing ____ at this time in your life?

  – Answer on a scale of 0 to 10, where 0 = not important and 10 equals very important

• Explore rationale for the given answer
Web Sites

- www.motivationalinterview.org
- http://casaa.unm.edu
Recommended Readings

• Books:

• Articles:
• **Articles: Continued**


Meta-Analyses Examining M.I.


Plenary: Bill and Steve on MI
