



Mid-America (HHS Region 7)

MHTTC

Mental Health Technology Transfer Center Network

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Motivational Interviewing for Assertive Community Treatment Teams May 2022

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At the time of this publication, Miriam Delphin-Rittmon served as Assistant Secretary for Mental Health and Substance Use and Administrator of SAMHSA. The opinions expressed herein are the views of the speakers and do not reflect the official position of the Department of Health and Human Services (DHHS), or SAMHSA. No official support or endorsement of DHHS, SAMHSA, for the opinions described in this presentation is intended or should be inferred.

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The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED
AND HOPEFUL

INCLUSIVE AND
ACCEPTING OF
DIVERSE CULTURES,
GENDERS,
PERSPECTIVES,
AND EXPERIENCES

HEALING-CENTERED/
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS
PARTICIPATING IN THEIR
OWN JOURNEYS

PERSON-FIRST AND
FREE OF LABELS

NON-JUDGMENTAL AND
AVOIDING ASSUMPTIONS

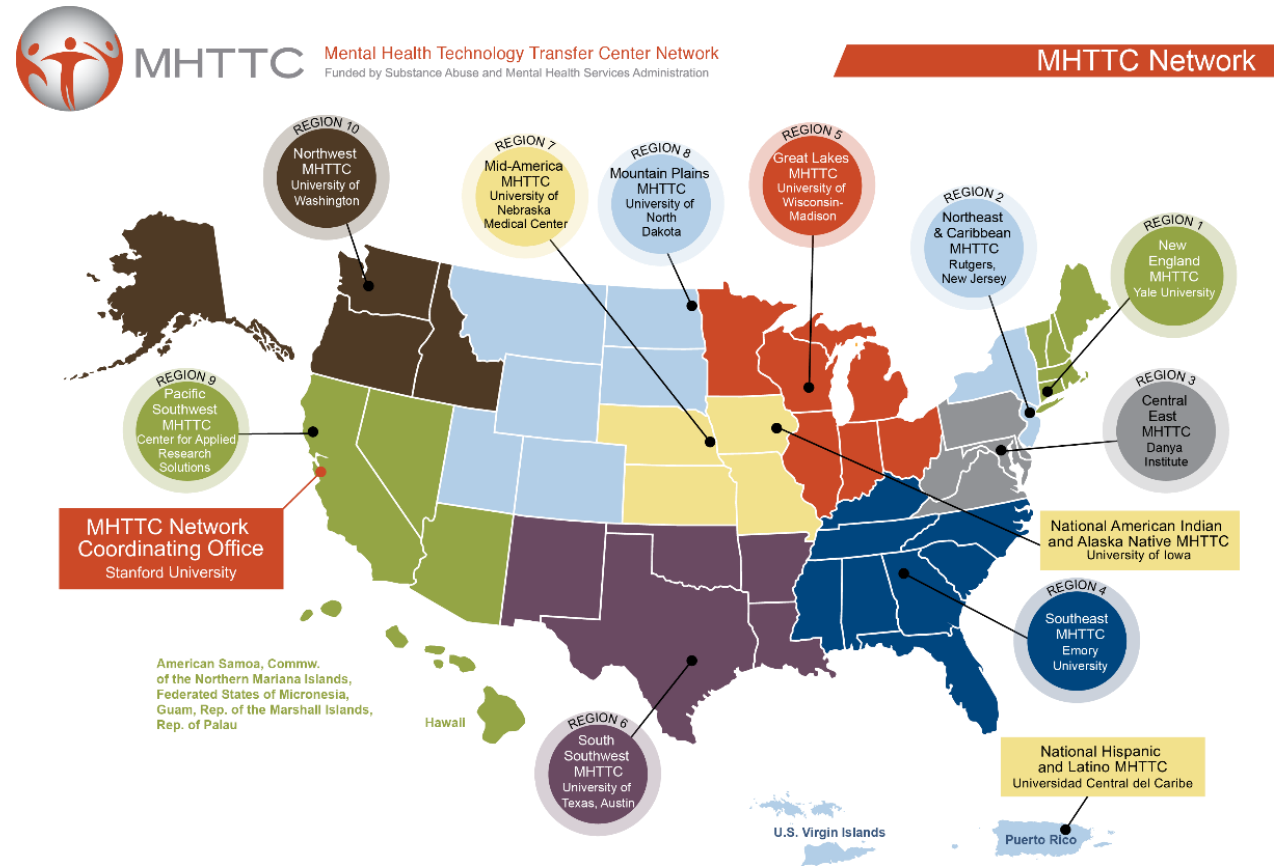
RESPECTFUL, CLEAR
AND UNDERSTANDABLE

CONSISTENT WITH
OUR ACTIONS,
POLICIES, AND PRODUCTS

Mid-America Mental Health Technology Transfer Center

Established to increase utilization of evidence-based mental health practices.

- Missouri, Iowa, Nebraska, and Kansas.
- Free training and technical assistance.
- SAMHSA grant awarded to the Behavioral Health Education Center of Nebraska at University of Nebraska Medical Center.
(5 years, \$3.7 million, grant number: H79SM081769)



Objectives

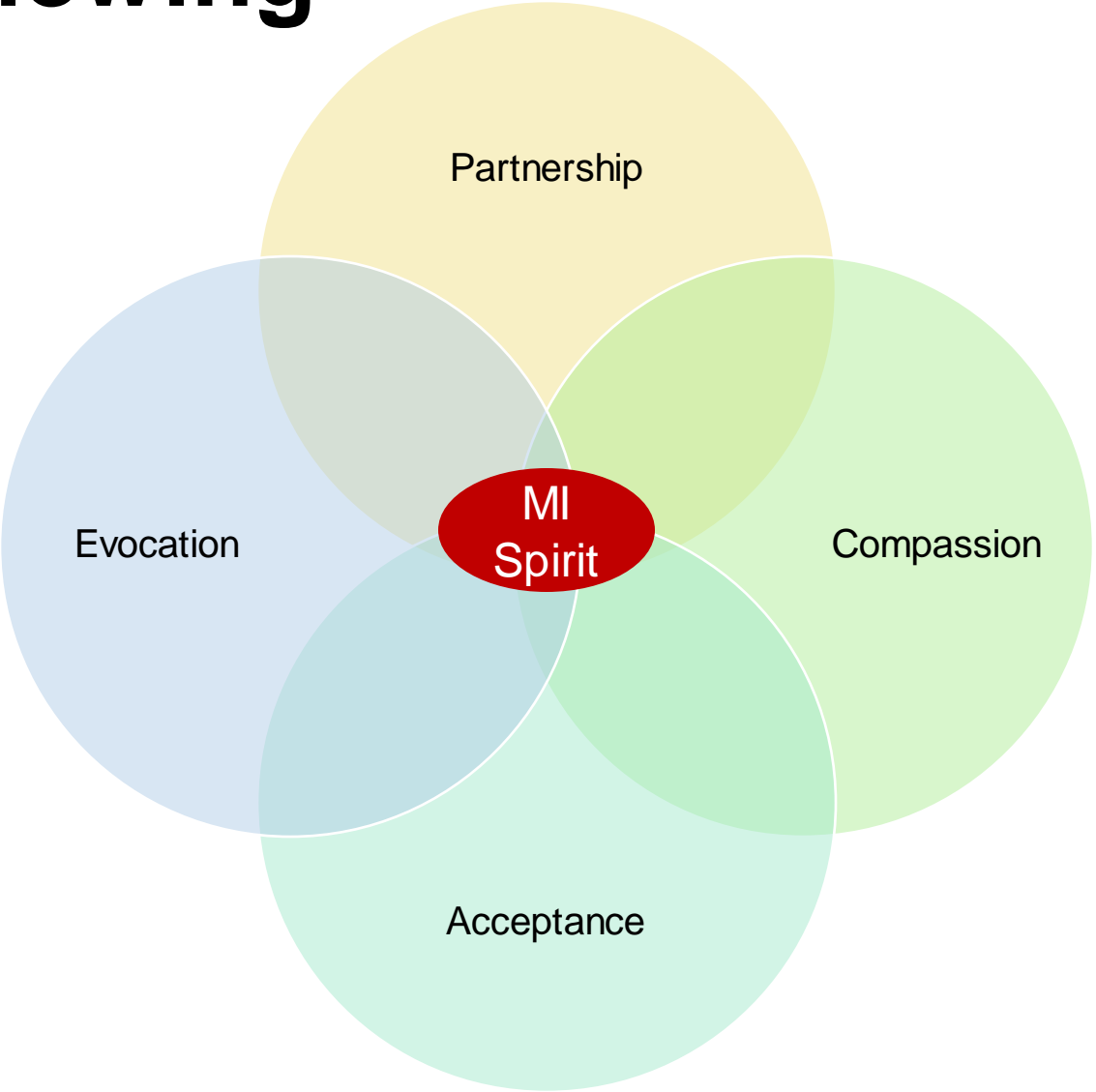
- From this presentation, we will gain the following:
- Knowledge:
 - Understand when and how to use motivational interviewing to assess client's readiness to change
 - Assess client's barriers to implementing recommendations by using Motivational Interviewing skills
 - Change your language to empower your clients and build collaboration to develop an actionable plan
- Skill:
 - Responding to Change Talk
 - Motivational Interviewing skill sets
 - Reflective Listening
 - Elicit – Provide – Elicit
 - Readiness Rulers
 - Cost-Benefit Analysis (Simple decisional balance)
 - Payoff Matrix (Complex decisional balance)



Spirit of Motivational Interviewing

- Collaboration between staff and client
 - Evoking client's ideas about change
 - Emphasizing the autonomy of the client
 - Expressing compassion
- Miller and Rollnick

Spirit of Motivational Interviewing





General Principles of Motivational Interviewing

Express Empathy

Develop Discrepancy

Roll with Resistance

Support Self-Efficacy (empowerment, self-determination, shared decision making)

Stages of change

- Pre-contemplation
- Contemplation
- Preparation
- Action
- Maintenance
- Relapse



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- Prochaska and Velicer

Precontemplation



*I'm perfect just
the way I am!*

- People do not see their behavior as problematic and do not intend to take action in the foreseeable future

Contemplation

Recognize that their behavior may be problematic and willing to consider pros and cons

Ambivalence



Preparation

So, ok.

What do I do now?

Preparation

- Planning to take action and are making final adjustments before doing so
- Have not yet solved their ambivalence and still need convincing

Action



- Behavior is overtly modified
- Make the move for which they've been preparing
- Changing the behavior

Maintenance

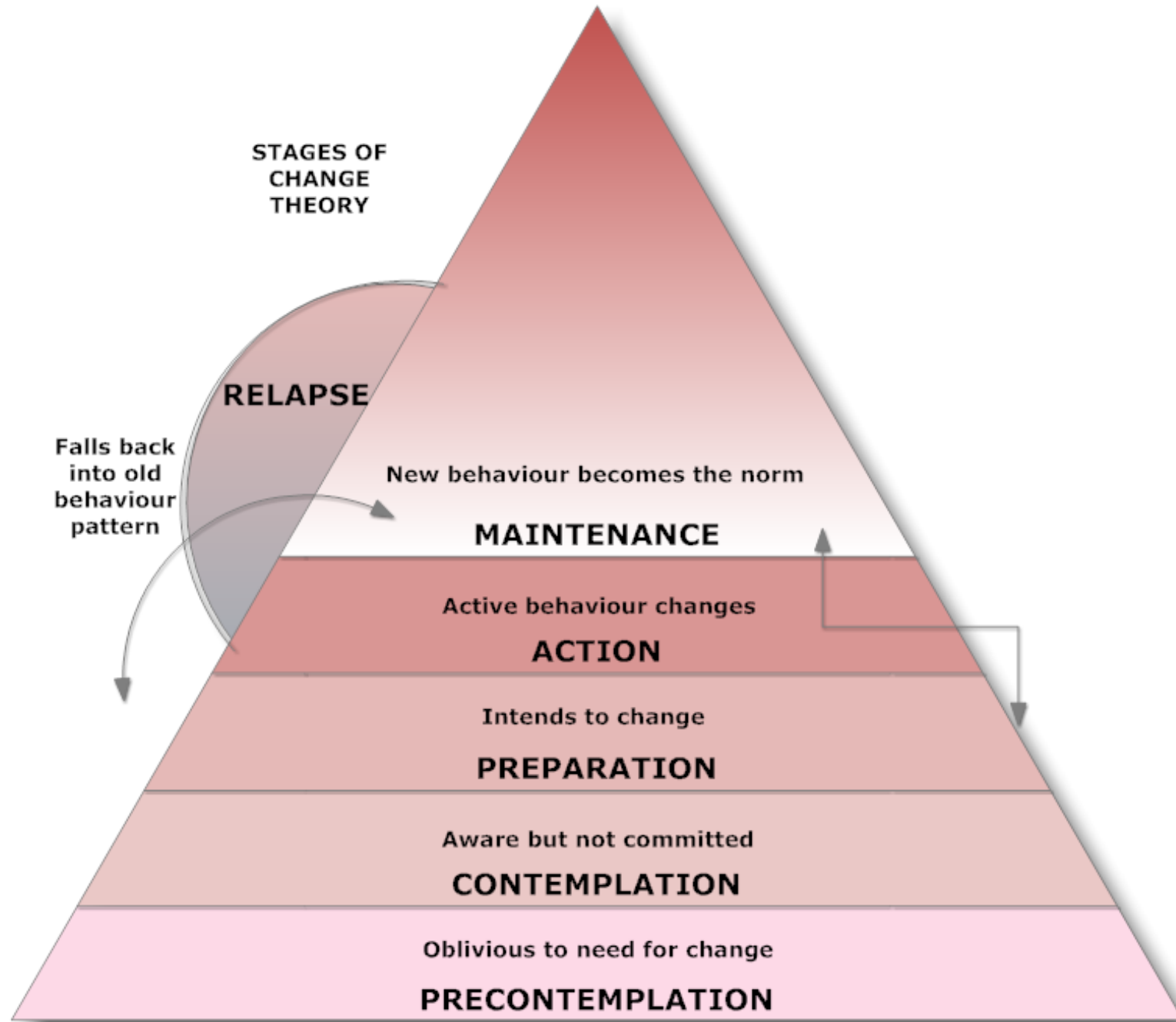
- Made the overt modifications in their lifestyles
- Changes lasting longer than 6 months



Relapse



Returning to old behaviors and abandoning the new changes



Is the client ambivalent?

Stage of Change	
Pre-Contemplation	No cost from current behavior
Contemplation	More benefit than cost from current behavior
Preparation	More cost than benefit from current behavior
Action	Sustained behavior change, less than 6 months
Maintenance	Sustained behavior change, more than 6 months

Skills and strategies

- Open ended questions
- Affirmations
- Reflective listening
- Summaries
 - Miller and Rollnick

Open ended questions

- Designed to encourage a full, meaningful answer using the subject's own knowledge and/or feelings.
- Closed ended questions encourages a short single word answer



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Affirmation

- Statements that recognize client's strengths and helping client see themselves in a more positive light
- Must be genuine and congruent
- Involves reframing behaviors or concerns as evidence of positive client qualities

Reflective listening

Principle of expressing empathy
client feels staff understand
issues from their perspective

Helps guide the client towards
change

Helps clients verbalize and make
their meanings more explicit



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Types of reflective listening

- Simple reflection- restating the client's words
- Reflecting feelings- reflect what the client might be feeling
- Reflecting behavior- state observation about client's behavior

Types of reflective listening

- Double-sided reflection-client's words & note ambivalence and point out discrepancy
- Rolling with resistance- accept the client's perception
- Reframing- invite client to examine their perception in a new way

Reflections to direct a conversation

Attending

- Use appropriate non-verbal body language
- Make appropriate eye contact
- Lean toward the client
- Find a non-distracting environment

Following

- Use door-openers – An invitation to talk. “You look like you have something on your mind”
- Minimal encouragement – Short phrases. “Tell me more”, “Go on”, “I see” or “Really?”
- Infrequent questions – Use open-ended questions.
- Attentive listening – Use of silence gives the client time to think

Reflecting

- Paraphrasing – Restate what the client just said
- Reflecting feelings – Restate feeling words that the client just said. Connect feelings to what the client is talking about
- Reflecting meaning – “You feel _____ because _____”. Pair feeling to message content
- Summarizing – Occasionally summarize the main contents of the discussion.

Summaries

- Recap what has occurred in an interaction (paraphrase)
- Communicate interest, understanding and call attention to important aspects of conversation



Change talk

Client's reinforcement of the desire to want to change



6 different themes you may hear

Desire

Ability

Reason

Need

Commitment



Change talk-Desire

Statements about preference for change

- I *want* to...
- I would *like* to...
- I *wish*...

Examples of open-ended questions

- How would you **like** for things to change?
- What don't you **like** about how things are now?
- How do you **want** your life to be different a year from now?

Change talk-Ability

Statements about capability

- *I could...*
- *I can...*
- *I might be able to...*

Examples of Open-ended questions

- What do you think you might be **able** to change?
- Of the different options you've considered, what seems most **possible**?
- If you decided to quit drinking, how **could** you do it?

Change talk- Reason

Specific arguments for change

- “I would probably feel better if I...”
- “I need to”
- “This pain keeps me from walking”
- “Quitting smoking will be good for my health”

Examples of open-ended questions

- What's the downside of the way things are now?
- What might be the good things about quitting _____?
- What are some of the reasons you have for making this change?

Change talk- Need

Statements about feeling obliged to change

- I *ought* to...
- I *have* to...
- I *really* should...

Examples of open-ended questions

- What **needs** to happen?
- What makes you think that you might **need** to make a change?
- What do you think **has** to change?

Change talk-Commitment

Statements about the likelihood of change

- The quintessential verb is *will*
 - But can be many forms

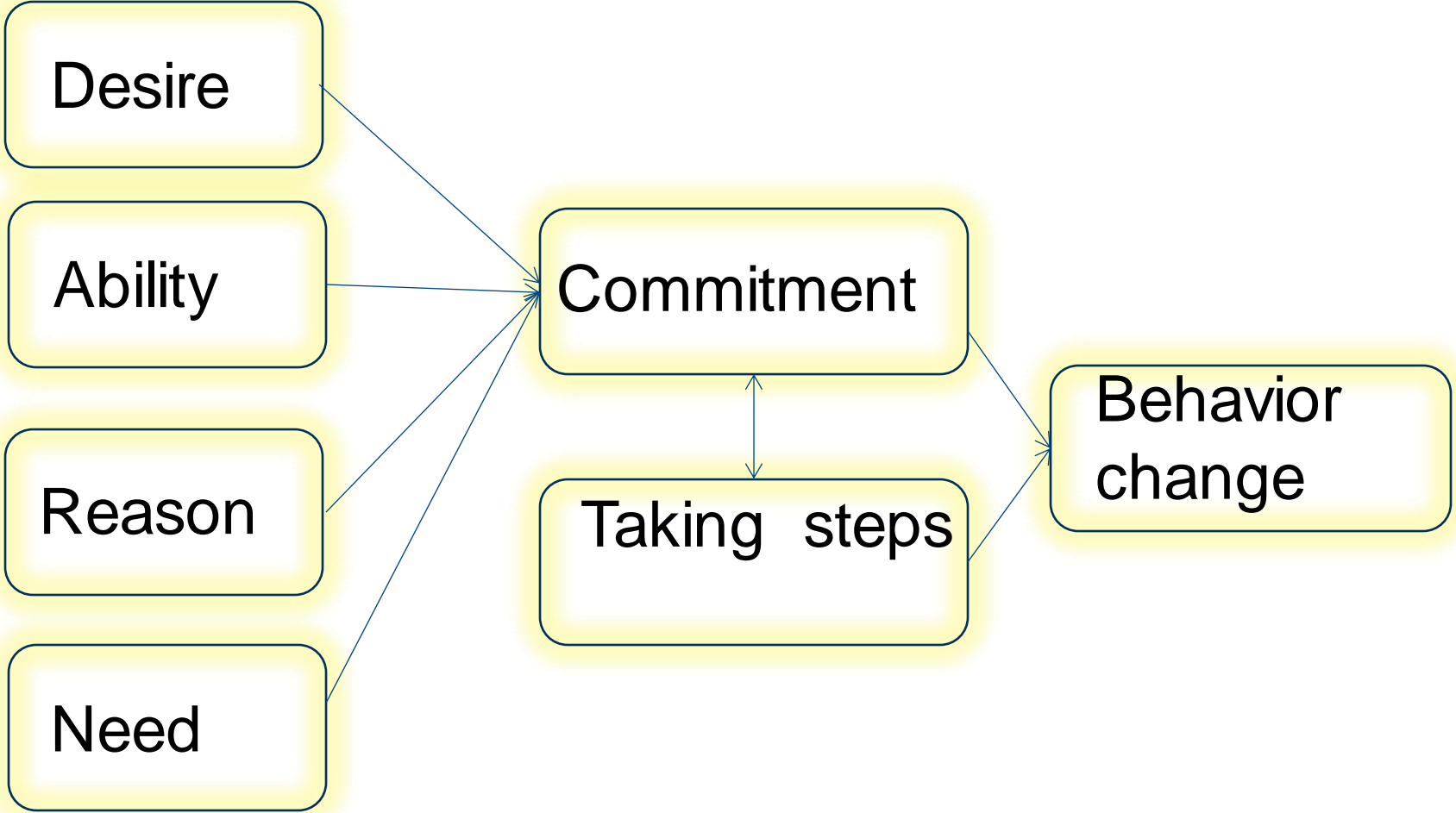
Some statements of strong commitment are:

- I *promise*...I *will*... I *intend to*....I *am ready to*...

But don't miss lower levels of commitment

- I will *think* about it...I'll *consider* it...I *plan* to

Change talk-putting it all together



What is Change Talk?

Client Responses about a health concern

(Drum on table when talking about change)

1. I think I'm doing about as well as I can at this point.
2. I certainly don't want to go blind.
3. I've just always disliked exercise.
4. I really hate pricking my finger!
5. Well, I wouldn't mind cutting down on stress in my life.
6. I probably could exercise more.
7. Yes, I'm going to take my medication every day.
8. It's really hard to stay on a strict diet.
9. But I *love* chocolate!
10. I used to exercise regularly.
11. I've *got* to get my blood sugar under control!
12. I'm going to get my blood sugar under control.
13. I'm willing to take oral medication, but I don't want to take insulin shots.
14. There's no way I want to take insulin.
15. I would like to lose some weight.
16. I don't think I really have diabetes.
17. I wouldn't mind checking my blood sugar once or twice a day.
18. I don't like watching what I eat. I mean I guess I have to, but I don't like feeling restricted.
19. I wish I could have less stress in my life.
19. I might be able to cut down on sweets.
20. I'm not much on eating vegetables. I guess I'll eat more of them, but I don't enjoy them.

Strategies to evoke change talk

- **Ask evocative questions**

Ask an open-ended question

- **Explore decisional balances**

Explore pros/cons of both changing and staying the same

- **Good/not so good things**

Positives and negatives of target behavior

- **Ask for examples/elaborate**

Ask for more details

- Adapted from MINT Excellence in Motivational Interviewing
- Motivational Interviewing Training New Trainers Manual

Strategies to evoke change talk

- **Look back**

Ask about a time before target behavior emerged. Was it better?

- **Look forward**

Ask what would be different if things continue as they are. “the miracle question”

- **Query extremes**

Best/worst case scenario

- Adapted from MINT Excellence in Motivational Interviewing
- Motivational Interviewing Training New Trainers Manual

Cost-Benefit Analysis

	Cost of current behavior	Benefit of current behavior
Now		
Short term		
Long term		

Skill sets



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Skill set 1: Engage client in your agenda

Elicit – Provide – Elicit

Elicit Context (Tell me about your marijuana use?)

“What can you tell me about...?”

“How are you affected by...?”

“Do you mind if I talk to you about...?”

Provide Information (Thanks, what I know....)

“Research suggests...”

“Others have benefitted from...”

“What we know is that...”

Elicit Feed-back (Listen - End)

“How does this apply to you?”

“What do you think about that?”

“Where does this leave you?”

Skill set 2: Elicit Change Talk

Rulers

Readiness Ruler

“On a scale from 1 to 10 how ready are you to ...”

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Willingness Ruler

“On a scale from 1 to 10 how willing are you to ...”

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Ability Ruler

“On a scale from 1 to 10 how able are you to ...”

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Skill set 2: Elicit Change Talk

Readiness Ruler

“On a scale from 1 to 10 how ready are you to stop SMOKING”

Consolidation:
What are you
doing that makes
you a 5 and not a
4?

1



5



10

Elicit change:
What would you do
different if you were a 6?

Skill set 3: Simple Decisional Balance

	Cost of current behavior	Benefit of current behavior
Now		
Short term		
Long term		

Skill set 4: Complex Decisional Balance

	Benefit	Cost
Status Quo		
Change		

Treatment Planning

Clarify Goals

- Help client articulate goals
- Ask what life domains dissatisfied with

Provide Options

- Inform of options

Negotiate Plan

- Gain permission to share in plan development
- Shared decision making
- Client express objectives

Explore Roles in Change process

- What role do you want for me?
- What role do you want
- What role does others play



Take away from today

Which of today's skills can I use at work?



Take away from today

Which of today's skills can I use at work?

Why is Motivational Interviewing difficult for me?

How can I be better at helping clients find direction?

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