

20 Years of Teaching MI

An Interactive Retrospective

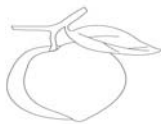
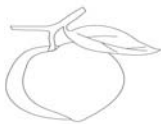
Steven Malcolm Berg-Smith. MS, CWP, MINT
A.I.M. for Change (*Awakening Inner Motivation*)
415.924.6842
smalcolms@earthlink.net
berg-smithtraining.com

0 -----1-----2-----3-----4-----5-----6-----7-----8-----9-----10

“Confidence”

0 -----1-----2-----3-----4-----5-----6-----7-----8-----9-----10

“Comfort”



Style and Spirit

- **Empathic:** seeking to understand things from the learner's perspective
- **Warm & friendly**
- **Compassionate:** a deliberate commitment to pursue the welfare and best interests of the other
- **Collaborative:** sharing power and control; working together in partnership; pursuing common goals; dancing rather than wrestling.
- **Accepting/Non-judgmental**

The paradox of change: when a person feels accepted for who they are and what they do—no matter how unhealthy—it allows them the freedom to consider change rather than needing to defend against it.

- **Respectful:** asks permission before raising a topic, addressing concerns, offering advice, or providing education
- **Positive and hopeful:** confident in the human spirit to grow and change in positive directions
- **Individualized:** tailors approach to match the learner's own situation and readiness to change
- **Eliciting:** Encourages the learner to do most of the talking & discovery

EVOKING versus IMPARTING

- **Honoring of autonomy:** respects the learner's freedom of choice, personal control, perspective, and ability to make decisions

A. 1 (Learner speaking to trainer)

“I can’t really think of anything I did well during the interview.”

B. 1 (Learner speaking to trainer)

“I still think that some clients need hard core confrontation”

O.A.R.S

- ❖ Asks mostly **open-ended** (*ahh*) versus close-ended questions
- ❖ **Affirms** (*clap*) learners by saying things that are positive or complimentary, focusing on strengths, abilities or efforts
- ❖ **Reflective Listening** (*snap*)
 - Listens carefully, without judgment and interruption
 - Allows for silence
 - Effectively uses “encourages” to invite client dialogue
 - Reflect, Reflect, Reflect
- ❖ Provides appropriate **summaries** (*pat*)

A. 2

“I’m not very good at motivational interviewing.”

B. 2

“I don’t see how dancing around and offering up reflective listening statements is going to get people off their butts.”

Listen with:

- Presence—undivided attention
- Patience
- Eyes, ears, and heart—use all of your senses
- Acceptance & non-judgment
- Curiosity
- Delight
- No interruptions
- Silence: *inside & outside*
- Encouragers (e.g., mm-hmm, I see, go on, oh, really, right, no way, what else, wow, tell me more, “*you don’t say*”)
- **Reflection**
- Summary

A. 3

“I guess one thing I did well is that I asked a couple open-ended questions.”

B. 3

“But, I agree, you have to be respectful, and I for sure don’t want to be doing all of the talking.”

Rowing with OARS

1. Open the conversation (*Engage & Focus*)

- Warm, friendly greeting (smile!)
- Name/role/time/agenda/ask permission

2. Ask open-ended question (*Evoke*)

When it comes to your work as a MI trainer, what are your hopes, dreams, and visions for the future?

3. Listen!

4. Summarize

5. Ask about the next step (*“Test the waters”*)

- *What’s next?*

6. Listen!

7. Close the conversation

- Extend gratitude
- Voice Confidence

A. 4

“It didn’t work very well, but I did try exploring the client’s mixed feelings.”

B. 4

“It’s just that this MI stuff is not going to work for some clients.”

Explore—Offer—Explore—Offer—Explore

Step 1: Ask permission

“Are you open to receiving my feedback?”

Step 2: **Explore** positive experience of learner

“What went well?”

“What did you like about ...?”

Step 3: Agree and/or summarize, and **offer**

“I agree with _____, and you additionally did a great job of...”

Step 4: **Explore** what learner might do differently next time

“As you think about how it went, what do you think you might do differently next time?”

Step 5: Agree and/or summarize, and **offer**

“I agree with _____. I also noticed... next time you might consider...”

Step 6: **Explore** personal reflections

“What do think about my feedback/observations?”

“What are your key learning’s?”

A. 5

“I guess the interview did work, because the client talked about her reasons for wanting to make a change.”

B. 5

“Yea, I’ll for sure try out MI—just to see what happens.”

Counselor Response	Count (hash marks)	Good Examples
O pen Question		
Closed Question		
A ffirm		
R eflect		
S ummary		
Information		
NA (MI non-Adherent)		

Motivational Interviewing Standards (“Proficiency”)

Percent Open Questions:	70%
Reflection to Question Ratio:	2 to 1
Percent Complex Reflections	50%

