

# Enhanced Motivational Interviewing

## Double-Sided Reflections

**Objective:** Know how to respond to possible client ambivalence  
**Rationale:** Can redirect conversations away from “resistance” and towards change talk

**Example:** Client says, “I’m not sure if I should break up or not.”

- 4-Step Method:**
1. Hear what the client says. Listen for suggestions that the client feels “two ways” about the same topic
  2. State that the client might feel “torn” or “conflicted” or “undecided” about the topic
  3. Repeat both sides (or more) of the client’s conflict + empathy
  4. Follow-up on a double-sided reflection:
    - a. Let the reflection be a reflection (don’t say more);
    - b. Explore the conflict with the client, tilting toward health

1. Listen for client ambivalence or inner conflict
2. Respond:
  1. “You seem conflicted. You don’t know what to do, stay or go. This can be so challenging. Can we explore both sides together?”

Practice event:	What went well?	What to shift, work on
1.		
2.		
3.		
4.		
5.		

**\*Skill Development\***

**P:** Pick a Skill  
**R:** Review Components  
**E:** Execute Skill

**E:** Evaluate results  
**N:** Needed to improve?  
**D:** Do-Over to develop competency