## Motivational Interviewing: “When to do What?”

### Interventions Based on Client Feedback and the Four Processes

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<td><strong>Identifying Person’s Goals/Values</strong></td>
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**MI “Spirit”**
- Compassion
- Acceptance
- Collaboration
- Evocation

**Core Skills: OARS** (Understand the Person’s Perspective)
- Open Ended Questions
- Affirmations
- Reflections
- Summaries
- Informing and Advising
  - With permission
  - Understand person’s perspective
- Elicit-Provide-Elicit (E-P-E)

**Avoid the Common Traps** (see evoking)

### “Engaging” Interventions, plus:

**Responding to Resistance Strategies**

**Identifying Person’s Goals/Values**
- “Tell me what’s been going on…”
- “What’s most important to you?”
- “What would you like to work on?”
- “Since you have to be here, how could we best use this time?”

**Develop Discrepancy**
- “Help me understand how (behavior) is helping you to achieve (person’s goal or value).”

**Avoid the Common Traps** (see evoking)

**Continue to use “Core Skills”**

**Re-Focusing**

If Resistance is occurring here, you may have jumped ahead of the client or what is now important to the client has changed.
### Ambivalence
- **Approach/Approach**
  - “I can’t decide”
- **Avoidance/Avoidance**
  - “I’m between a rock and a hard place”
- **Approach/Avoidance**
  - One choice: “I want to, and I don’t want to”
- **Double Approach/Avoidance**
  - Two choices: Pros and Cons

### Normalizing/Validating
- **Core Skills**
- **Double-Sided Reflection**
- **Decisional Balance/Payoff Matrix**
  - Write it down
    - No Change: “good things”
    - Change: “not-so-good things”
  - No Change: “good things”
  - Prioritize and evoke change talk

### Information and Advise (E-P-E)
- Ask for Permission or
  - Ask what they already know about a topic.
- Share Information
- Ask:
  - “What do you make of that?”
  - “How does that fit with your situation?”

### Avoid the Righting Reflex (see above)
### Decisional Balance (see engaging)
### Elicit Change Talk to help person tip their ambivalence
### Reinforce/Respond to Change Talk
  when you hear it with EARS
  - Elaborate
  - Affirm
  - Reflect
  - Summarize

### Prioritize and evoke change talk
### Information and Advise (E-P-E)
- Ask for Permission
  - Ask what they already know about a topic.
- Share Information
- Ask:
  - “What do you make of that?”
  - “How does that fit with your situation?”

### Don’t underestimate ambivalence – check back in with the person’s ambivalence
### If ambivalence is significant, go back to evoking change talk

### Preparatory Change Talk
- **Desire** “I want to…”
- **Ability** “I could…”
- **Reason** “It would be good to because…”
- **Need** “I have to…”

### Reinforce/Respond to Change talk
- Elaborate
- Affirm
- Reflect
- Summarize

### Agenda Mapping and Establishing Focus
- Use open-ended questions to gather person’s concerns
- Share concerns with permission
- Prioritize what person wants to address
- Reprioritize when a new concern emerges as higher priority

### Elicit Preparatory Change Talk
- Evocative Questions
- Importance Ruler
- Decisional Balance
- Querying Extremes
- Looking Back / Looking Forward
- Exploring Goals and Values

### Reinforce Change Talk when you hear it with EARS

### Commitment/Confidence
- Intend, Plan to
- Ready, Willing
- Taking Steps

### Signs of Readiness
- Increased Change Talk
- Decreased Resistance
- Decreased discussion of the problem
- Questions about Change
- Envisioning
- Experimenting/Taking Steps

### Elicit and Strengthen Confidence Language
- Evocative Questions
- The Confidence Ruler
- Reviewing Past Successes
- Personal Strengths and Supports
- Brainstorming
- Giving Information and Advice
- Reframing
- Hypothetical Change

### Reinforce and Elicit Confidence
- Elaborate
- Affirm
- Reflect
- Raise Possible Problems and Challenges
- Summarize

### Testing the Waters
- Recapitulation
- Key Question
- Use Silence

### Change Planning
- Set specific goals
- Menu of options
- Elicit the person’s hunches
- Summarize the plan
- Explore reluctance
- Troubleshoot
- Write the plan
- Decide on the first steps
- Go public with the plan

### Support the person in carrying out the plan
- Affirm the smallest success
- Monitor and refine the plan over time
  - Re-plan
  - Remind
  - Re-focus
  - Re-engage