

Autobiography in Five Short Chapters

1. I walk down the street.

There is a deep hole in the sidewalk.

I fall in.

I am lost... I am helpless.

It isn't my fault.

It takes forever to find a way out.

2. I walk down the same street.

There is a deep hole in the sidewalk.

I pretend I don't see it.

I fall in again.

I can't believe I am in the same place.

But, it isn't my fault.

It still takes a long time to get out.

3. I walk down the same street.

There is a deep hole in the sidewalk.

I see it is there.

I still fall in... it is a habit

My eyes are open.

I know where I am.

It is my fault.

I get out immediately.

4. I walk down the same street.

There is a deep hole in the sidewalk.

I walk around it.

5. I walk down another street.

-- Portia Nelson



Rachel Green, Ph.D., MINT
dancing gecko training

How can we help them to change?

**Why don't people do what we tell
them to?**



Who am I?

- ♥ Trained as a neuropsychologist, I was infected by Motivational Interviewing in 2006, and became an MI trainer in 2008. I am still not cured.
- ♥ Founder of *dancing gecko training* through which I offer MI workshops and ongoing clinical development with my coding lab to various centres, I also have a private practice where I am regularly amazed by my clients' ability to find creative solutions to their own problems.



Before I forget...

- ♥ Cell phones
- ♥ Schedule
- ♥ Presentation
- ♥ Handouts
- ♥ How to reach me
 - ♥ 438-878-0504
 - ♥ midancinggecko@gmail.com
 - ♥ www.motivationalinterviewingmontreal.org





How do you feel? What helps, what doesn't? How long does it take, anyway?

LET'S TALK ABOUT CHANGE



Today's training objectives

On the menu:

- ♥ Talk about how MI may be a useful approach to help people get to changing their vaccination behaviour.
- ♥ Give you the definition, and a little bit about the values and spirit of **MI**—remember, this is just a taste!
- ♥ Offer a chance to play with **MI** through exercises
- ♥ Pique your curiosity to learn more about **MI**



Your Patient



Gently curious
mind

OR

Problem-
solving mind



With Margie Danchin

AN MI CONVERSATION ABOUT VACCINATIONS





About Motivational Interviewing

What do you know already?



Definition of MI

Motivational Interviewing is a collaborative, goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for and commitment to a specific goal by eliciting and exploring the person's own reasons for change within an atmosphere of acceptance and compassion.

W.R. Miller & S.Rollnick, Motivational Interviewing, 3rd ed. 2013



Where did MI come from?

- ♥ Miller and Rollnick, early 1980s (alcohol misuse)
- ♥ Carl Rogers' Humanism
- ♥ Evidence-based and research driven
- ♥ NOT the transtheoretical (stages of change) model



At the heart of **MI**

Spirit
Four Processes
Microskills



At the of MI spirit



♥ Respect

♥ Compassion

♥ Acceptance – unconditional regard, belief in the ability and the right of the other to make good decisions for him/herself; accurate empathic listening, affirmation

♥ Partnership – a “paw de deux”

♥ Evocation – Listen and solicit

♥ Autonomy– The right and the ability to make good choices for oneself.



WHAT IS COMPASSION?



What is compassion?

- ♥ **Thich Nhat Hanh:** wanting to free others from suffering.
- ♥ Compassion is often regarded as emotional in nature, and there is an aspect of compassion which regards a quantitative dimension, such that individual's compassion is often given a property of "depth," "vigour," or "passion." The etymology of "compassion" is Latin, meaning "co-suffering." More virtuous than simple empathy, compassion commonly gives rise to an active desire to alleviate another's suffering. It is often, though not inevitably, the key component in what manifests in the social context as altruism. In ethical terms, the various expressions down the ages of the so-called Golden Rule embody by implication the principle of compassion: *Do to others what you would have them do to you.*^[1]



A few quotes about compassion

♥ “Our task must be to free ourselves... by widening our circle of compassion to embrace all living creatures and the whole of nature and it's beauty.”

Albert Einstein

♥ “If you want others to be happy, practice compassion. If you want to be happy, practice compassion.”

Dalai Lama XIV

♥ “Compassion is a verb.”

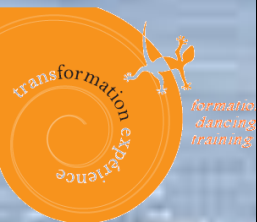
Thich Nhat Hanh





"When I was 5 years old, my mother always told me that happiness was the key to life. When I went to school, they asked me what I wanted to be when I grew up. I wrote down 'happy'. They told me I didn't understand the assignment, and I told them they didn't understand life."

- John Lennon



Acceptance

- ♥ Acceptance of the client and his/her values facilitates change;
- ♥ Acceptance does not necessarily mean being in agreement with;
- ♥ Unconditional regard for, rather than judgment of, your client is part of acceptance;
- ♥ Accurate empathetic listening is a path to acceptance.



Find a partner!

PARTNERSHIP



Partnership

- ♥ Rather than **telling** the client what to do; find out what s/he **wants** to do
- ♥ Explore other possibilities with the client without imposing them.
 - ♥ Enquire about the client's own solutions
 - ♥ Offer a menu of options if solutions are not forthcoming



Evocation

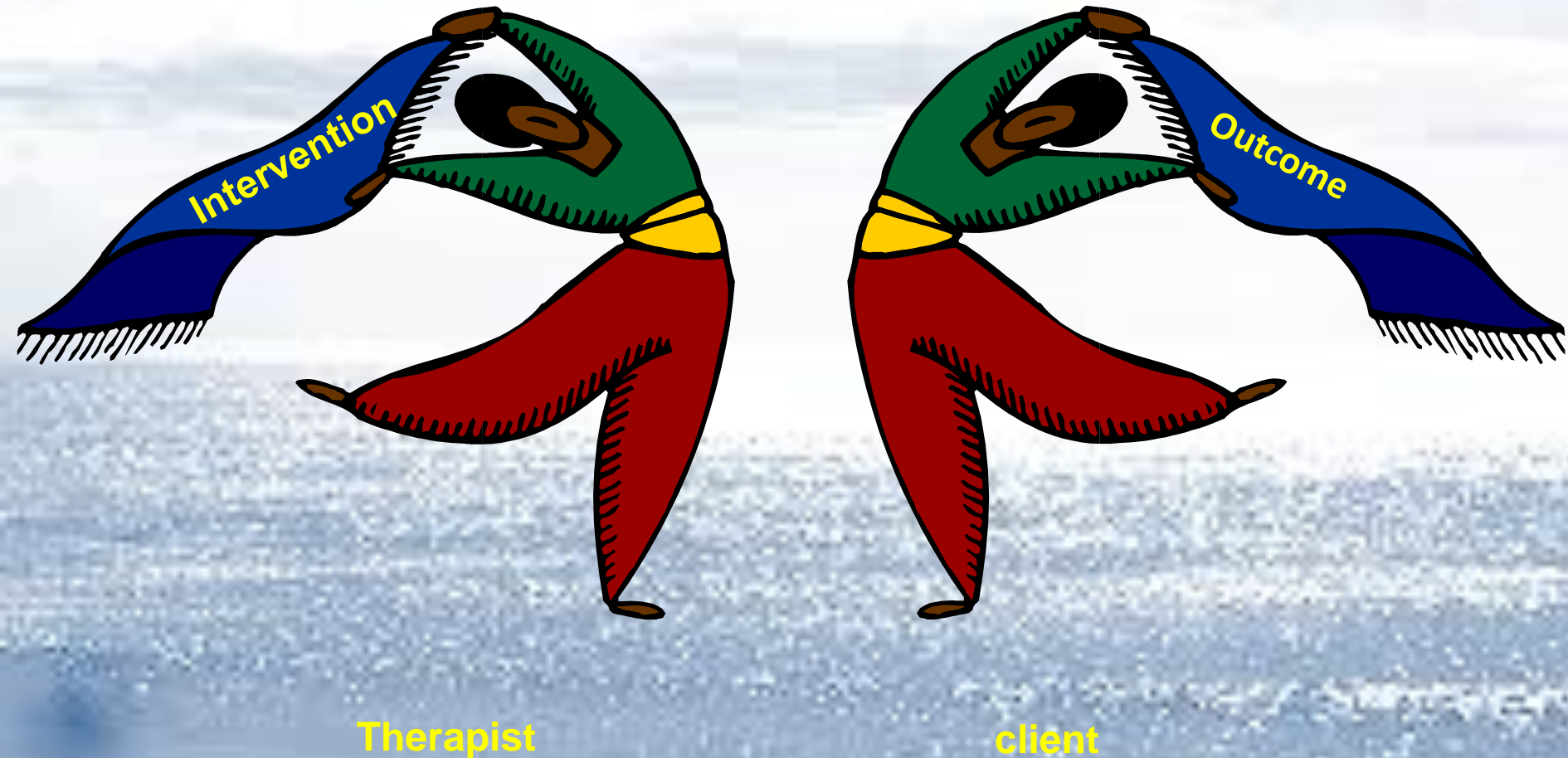


What's your perspective? What is your client's?

Where there is ruin, there
is hope for a treasure-
Rumi



Responsibilities in MI



The worker is responsible for the intervention,
not the outcome!

Giving information the MI way: E-P-E

♥ Elicit

- ♥ Ask what the person knows already about his/her situation or condition. **Affirm** their knowledge/open-mindedness/attitude.

♥ Ask permission

- ♥ If there are gaps in his/her knowledge, ask permission to give more information

♥ Provide

- ♥ Provide the missing information

♥ Elicit

- ♥ Ask what, if any, effect the new information has had on the client's thinking about his/her situation/condition



**Why don't patients just do
what we tell them?**



Pair up!

ELICIT-PROVIDE-ELICIT



Pick a subject, any subject...

- ♥ Choose a subject about which you know quite a bit.
- ♥ Find a partner who has chosen a **DIFFERENT** subject.



Elicit-Provide-Elicit

Therapist...

- ♥ ...shows his/her card to client who will act as if s/he has come to consult about this subject.
- ♥ ...asks what the client already knows about that subject.
- ♥ ...offers an affirmation and then asks permission to tell client more.
- ♥ ...provides the information, then asks client for his/her feedback about what impact, *if any*, this info has..



Elicit-Provide-Elicit

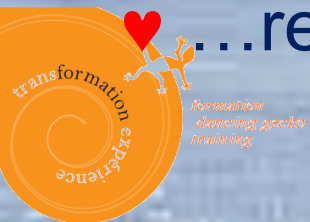
Client

- ♥ ...acts as if s/he has come to consult about this subject.
- ♥ ...replies naturally to the question of what you already know about the subject

If you already know a lot, please restrain yourself a little to give your partner room to talk.

- ♥ ...replies in the positive when asked for your permission.

- ♥ ...replies naturally to the final question.



MI Skills-OARS – nothing new?

♥ **O**pen(-minded) Questions

♥ **A**ffirmations of competences, values and qualities

♥ **R**eflections

♥ **S**ummaries



MI Skills-OARS

♥ Open(-minded) Questions

- ♥ Questions that can not be easily answered by one word (i.e., yes/no, Tuesday, etc.)
- ♥ Questions that elicit elaboration from the client
- ♥ Questions to which you do **not** yet know the answer
- ♥ ...as opposed to closed questions



What's the qualitative difference between an open and a closed question?

I need to get more exercise.

- ♥ Have you tried X? vs. What have you tried?
- ♥ Do you need to get more exercise to lose weight? Vs. Tell me more about needing to get more exercise.



The greatest gift
we can offer anyone is
our true presence.

Thich Nhat Hanh



Pair up!

PRESENCE



Presence

Speaker

- ♥ **Speaker** will speak about what compassion means to him/her and how s/he sees the relationship of compassion with his/her work or life OR reflect on what is written on the cards.
- ♥ If you run out of things to say, just sit in each other's presence in interested silence

Listener

- ♥ **Listener** will give **Speaker** his/her full presence:
 - ♥ listening with soft eyes, open ears, all his/her heart, and a sense of delight
 - ♥ **RECEIVE!**

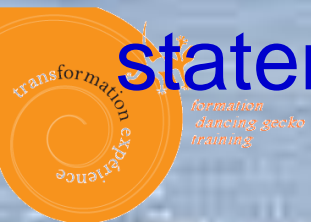


MI Skills-OARs

Accurate Empathic **R**eflections--Simple and Complex

♥ Focusing all of one's purpose, attention, and energy on understanding what the person's message means to the him/her using reflections rather than questions

A reflection is always in the form of a statement; the voice goes down at the end.



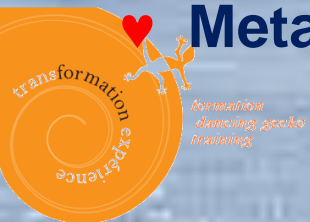
Simple Reflections: what is the person saying?

- ♥ **Repetition:** exact repetition of the speaker's words.
- ♥ **Reformulation:** Slight changes in some of the speaker's words, but no added meaning



Complex Reflections: what does the person mean?

- ♥ **Emotion:** You feel that...
- ♥ **Values:** It is important to you that...
- ♥ **Amplification:** So, this (behaviour) doesn't cause you any problems.
- ♥ **Minimisation:** (in response to catastrophic discourse, ex. My life is a total disaster!) This is a difficult time for you right now.
- ♥ **Double-sided:** Two opposing statements (ex. On the one hand... and on the other hand...)—two contrasting ideas with “and” in the middle.
- ♥ **Coming alongside:** No one can tell you what to do. You need to be a full partner in this process.
- ♥ **Metaphor:** It is as if...



What's underneath ambivalence?

- ♥ Sovereignty (Power)
- ♥ Belonging
- ♥ Being lovable, Loving
- ♥ Capability



Yeah, but what's underneath *that*?

The four fears:

♥ Abandonment

♥ Engulfment

♥ Shame/inadequacy/failure

♥ Loss/death



MI Skills-OARS

Taylor Mali (typography by Ronnie Bruce)



Pair up!

INTEREST



Interest

Speaker

- ♥ **Speaker** will speak about his/her hopes and dreams

Listener

- ♥ **Listener** will give **Speaker** his/her full presence
- ♥ And using simple and complex reflections, reflect what the speaker is saying/meaning, deepening his/her understanding of what is important to the **speaker**.
- ♥ **No QUESTIONS permitted!**





**Affirmations: tell me something
good—strong and specific!**



MI Skills-OARS: Affirmations

Affirmations can include:

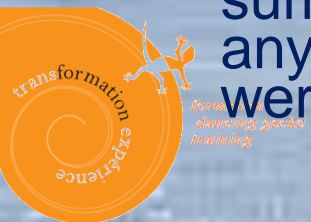
- ♥ Noticing, recognizing and acknowledging positively an attribute, action or intention
 - ♥ You got to the CLSC to renew your Medicare Card. That's something that you have been meaning to do for awhile.
- ♥ Reframing the client's actions in a positive light
 - ♥ Although you had hoped to lose 5 pounds this month and you're feeling disappointed that you only lost 3, you have managed to change your eating habits.
- ♥ Catch the person doing something right
 - ♥ Thanks for coming in today, I know it is sometimes tough for you to get here.
 - ♥ **The more specific the affirmation, the more powerful!**



MI Skills-OARS: Summaries

Summaries can...

- ♥ *Collect* material that has been offered
 - ♥ So far you've expressed concern about your being on this medication for life, how you can't afford it, and the possible side effects you might experience.
- ♥ *Link* something just said to something discussed earlier.
 - ♥ That sounds a bit like what you said about that feeling you get that you are "out of control."
- ♥ *Draw together* what has been said and *transition* to a new task
 - ♥ Before I ask you the question I mentioned earlier, let me summarize what you've said so far to see if I've missed anything important. You joined this program, because you were feeling really sick, and it scared you...



The Process of Change

Ambivalence

Discord/sustain talk

Change talk
(Initial phase)



Desire



Ability



Reason



Need

Commitment talk
(more developed)



Commitment



Activation



Taking steps

CHANGE!



How do you keep it on target?

How do you start your conversation?



Process of an MI Conversation “Structure”

Develop Discrepancy/
Amplify Ambivalence

OARS

Change Talk/
“Change Theory”

Express
Empathy

Change Plan

Target/purpose

Commitment
Language



Four processes of MI

♥ Engagement

♥ Evoking

♥ Focusing

♥ Heightening Ambivalence

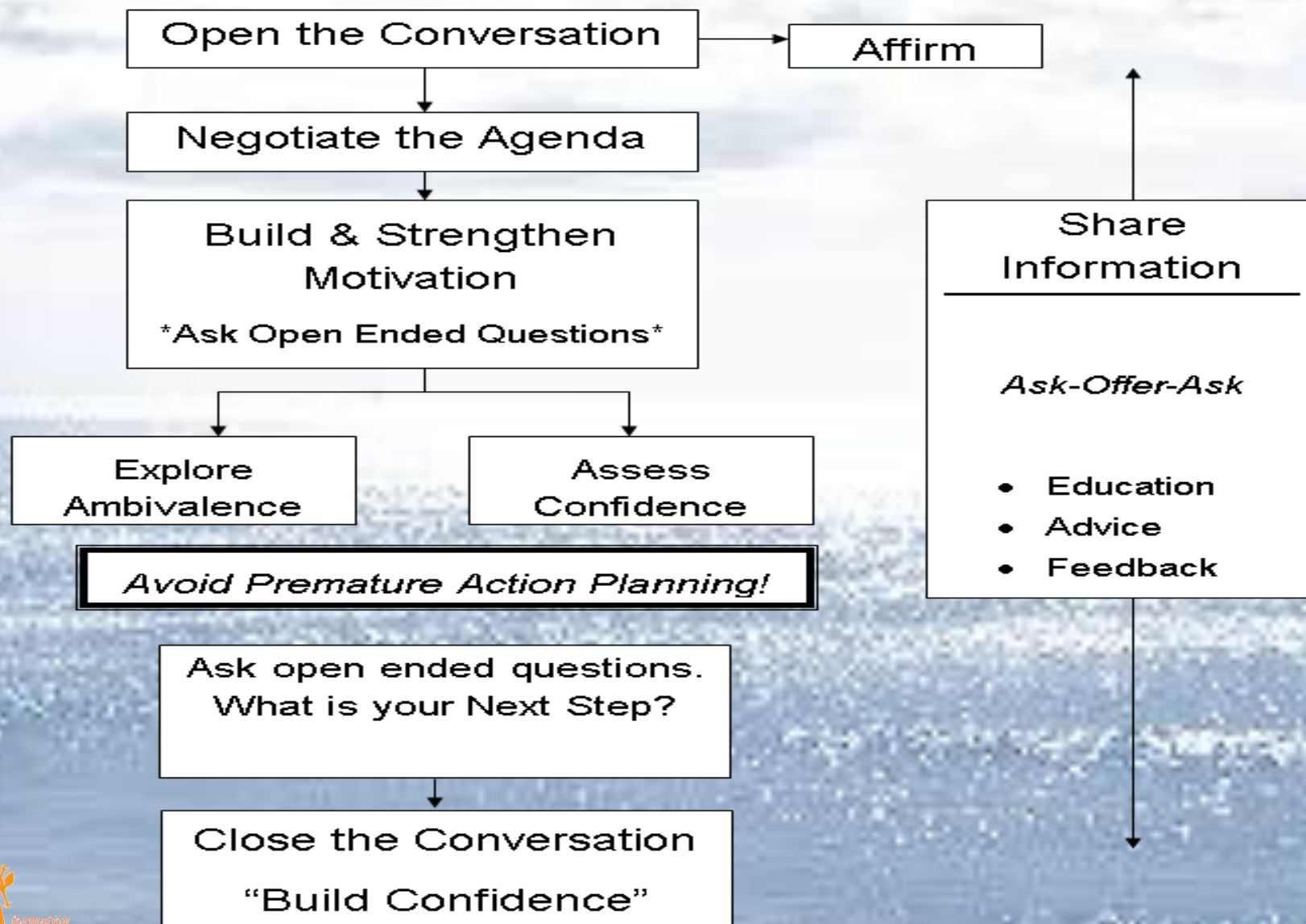
♥ Planning

♥ Empowerment

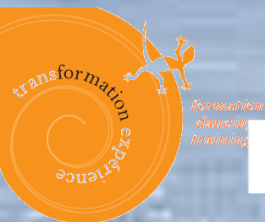





Motivational Interviewing Roadmap



*****Elicit, Reinforce and Strengthen Change Talk*****





Comments,
questions, cries
of outrage?

HOW ARE WE DOING SO FAR?



I liked...?

I will use...?

I will ignore...?

Before you leave...





Thank you for
inviting me!