

**Linfield University**

**Motivational  
Interviewing:  
Engagement Skills**

Stéphanie Wahab PhD,  
MSW  
Wahabtraining.com  
swtreeoflife@gmail.com

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**Think about:** What we can do in our half of the conversation to promote a better outcome?

**Try:** Some of the skills for guiding conversations

**Reflect upon:** What might be helpful in my own communication?

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# AGENDA

9:00- 9:15	<ul style="list-style-type: none"><li>• Welcome &amp; Setting the Stage</li><li>• What is MI?</li><li>• When you'd use it and why</li></ul>
9:15-9:45	<ul style="list-style-type: none"><li>• What helps/hinders change</li><li>• Empathy &amp; The spirit of MI</li></ul>
9:45-10:00	<ul style="list-style-type: none"><li>• Introduction to Change Talk/Sustain Talk</li></ul>
10:00-11:45 15 min Break in there	<ul style="list-style-type: none"><li>• The skills of communication-OARS</li></ul>
11:45 – 12:00	<ul style="list-style-type: none"><li>• A few words on dancing with discord</li><li>• Wrap up</li></ul>

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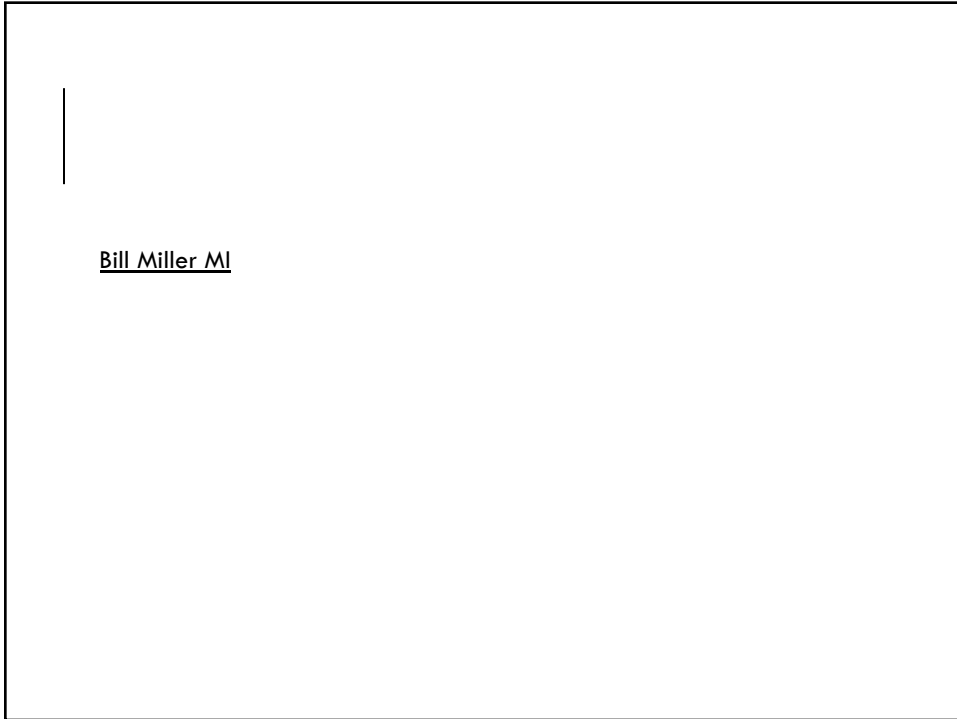
# Definitions of MI

What is the purpose of MI?

***Motivational Interviewing is a particular way of talking with people about change and growth to strengthen their own motivation to change***

*(Miller & Rollnick, forthcoming 2023)*

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1. Motivation to change is elicited from the client, and not imposed from outside
2. It is the client's task, not the provider's, to articulate and resolve the client's ambivalence
3. Direct persuasion is not an effective method for resolving ambivalence
4. The communication style is generally a quiet and eliciting one
5. The provider is directive in helping the client examine and resolve ambivalence
6. Readiness to change is not a client trait, but a fluctuating product of interpersonal interactions
7. The therapeutic relationship is more like a partnership or companionship than expert/recipient roles

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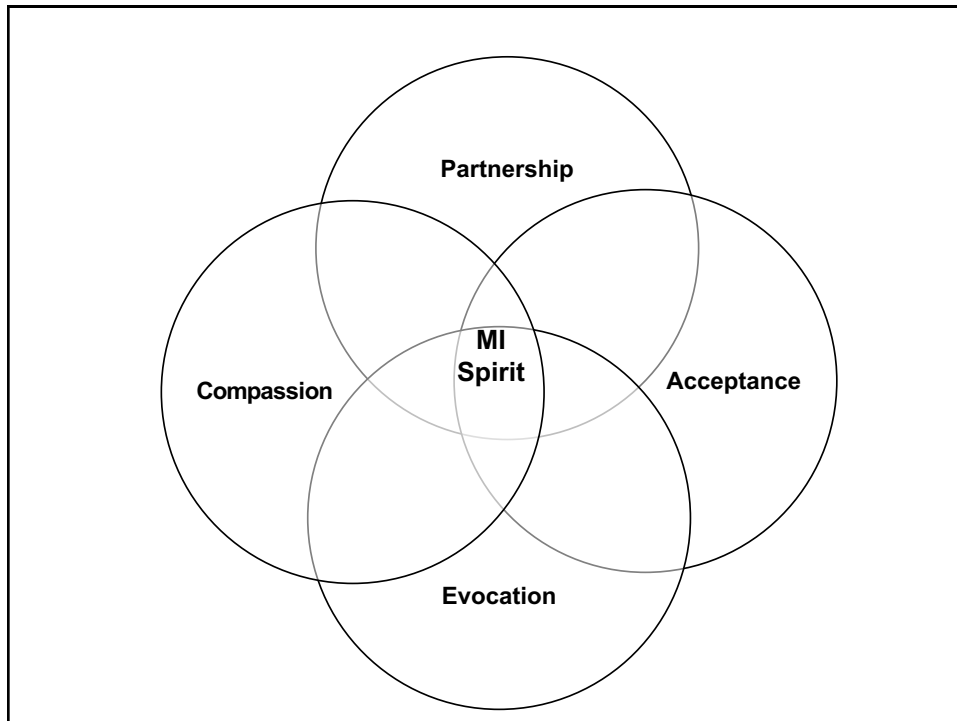
## WHAT WE KNOW ABOUT CHANGE:

- |   |   |
|---|---|
| <input type="checkbox"/> Gets in the way of change:   | <input type="checkbox"/> Facilitates change:  |
| <ul style="list-style-type: none"><li>• Discord/resistance</li><li>• Fixing reflex</li><li>• Ambivalence</li><li>• Confrontation</li><li>• Telling people what to do</li><li>• Arguing against change</li></ul> | <ul style="list-style-type: none"><li>• Empathy</li><li>• Acceptance</li><li>• Arguing for change</li><li>• Minimizing sustain talk</li><li>• Eliciting rather than telling</li></ul> |

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## THE SPIRIT OF MI

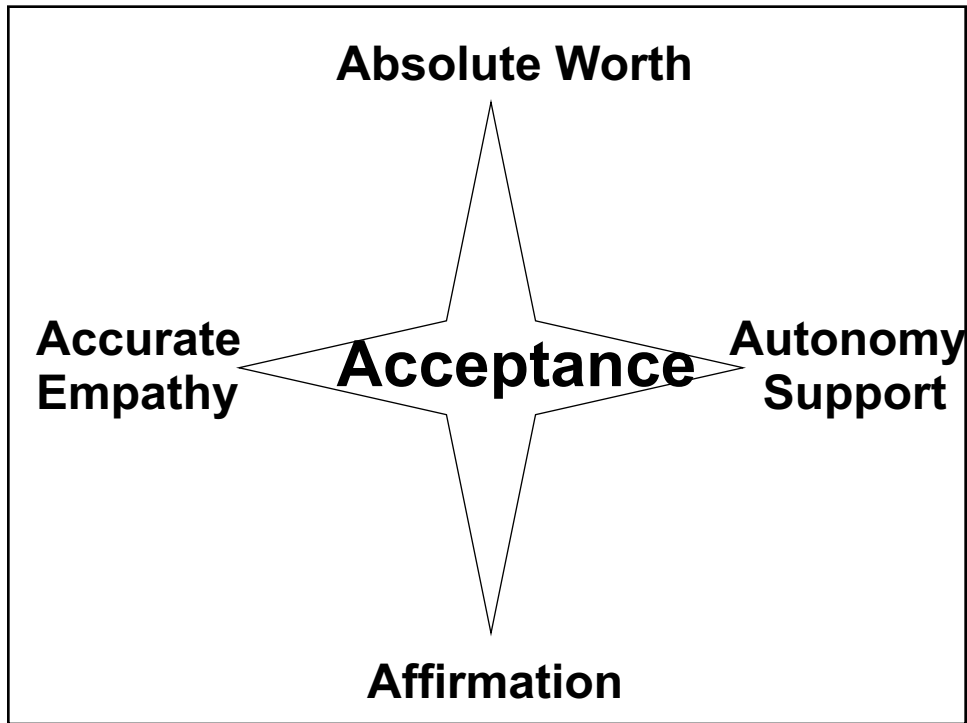
**Partnership;** with the client; MI is done “for” and “with” a person and not “to” a person.

**Acceptance;** including accurate empathy, affirmation, absolute worth of the person, and support of the person’s autonomy.

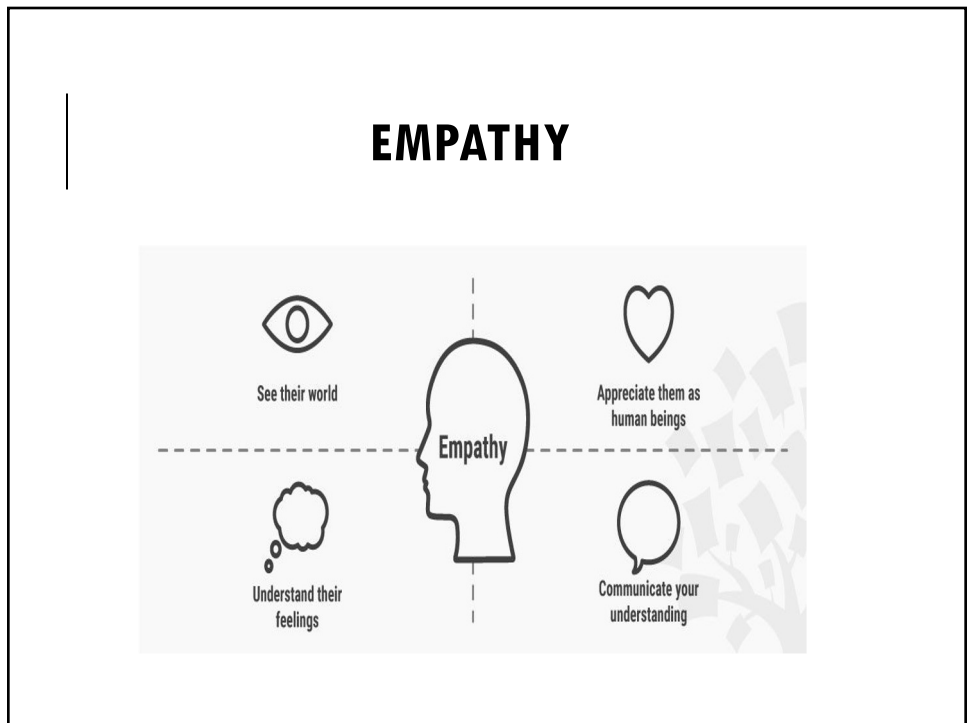
**Compassion;** active promotion of the client’s welfare and needs.

**Evocation;** of client’s motivation, hopes, dreams, desires, values, goals, and abilities.

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Empathy

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**COMMON REACTIONS TO  
EXPERIENCING EMPATHY AND  
BEING LISTENED TO:**

- ✓Want to talk more
- ✓Liking the counselor
- ✓Open
- ✓Accepted
- ✓Respected
- ✓Engaged
- ✓Able to change
- ✓Understood
- ✓Safe
- ✓Empowered
- ✓Hopeful
- ✓Comfortable
- ✓Interested
- ✓Want to come back
- ✓Cooperative

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## HOW DO I EXPRESS EMPATHY?

- By really **listening**
- By **showing** the client you heard what they have said
- **By talking less** than the client

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## WHAT GETS IN THE WAY OF EMPATHY AND THE RELATIONSHIP?

- ◆ **Righting reflex**; avoid convincing, arguing, trying to fix, prescribing, directing
- ◆ **Ambivalence**; normal part of the change process, not pathological or a sign of denial but a place where people get stuck

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# CHANGE TALK

## CHANGE TALK



Reasons, desire, ability, need, willingness, commitment, taking steps to change. optimism about change, problem recognition, concerns about the status quo, the answer to what it will be like if I change?

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# SUSTAIN TALK

## SUSTAIN TALK



Reasons to keep things the way they are, to support the status quo, to not embark on a plan to change.

Just a normal part of the ambivalence (not excuses, denial, or a sign of resistance)

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# THE LANGUAGE OF CHANGE

## Change Talk

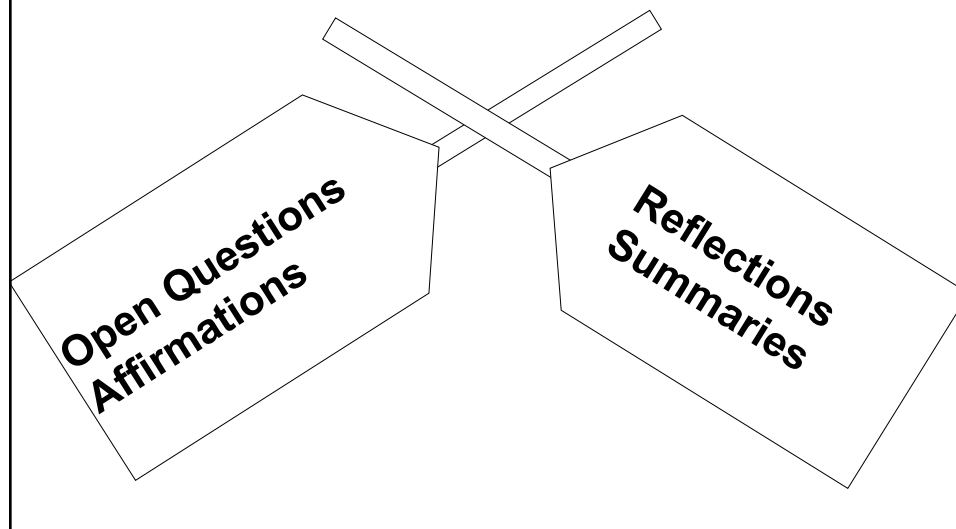
- ▣ I want to change
- ▣ I can change
- ▣ I have good reasons to change
- ▣ I need to change
- ▣ I will change
- ▣ I see this as a problem
- ▣ I am responsible for this problem
- ▣ I am taking steps toward change

## Sustain Talk

- I don't want to change
- I am not able to change
- I have good reasons not to change
- I won't change
- This is not a problem
- I am not responsible
- I am taking steps toward the status quo

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# Microskills - OARS



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## STEERING THE CONVERSATION (OARS)

(O) Open questions

(A) Affirmation

(R) Reflections

(S) Summaries



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## Open Questions

- Cannot be answered in one word
- Encourages clients to talk and express themselves
- Helps establish rapport by allowing client to do most of the talking

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## OPEN OR CLOSED?

1. Did you speak to Jenny about it?
2. What are the problems with it?
3. Do you want a blue one or a green one?
4. Why did you call today?
5. Are you worried about what has happened to your chair?
6. Where did you hear about that?
7. Are you happy with the product?
8. How is it affecting you?
9. Can I help you with anything else?
10. Is this an open or a closed question?

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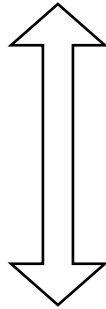
## Reflections

- Are statements rather than questions
- Make a guess about the client's meaning (rather than asking)
- Yield more information and better understanding
- Often a question can be turned into a reflection

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# Reflections

Simple

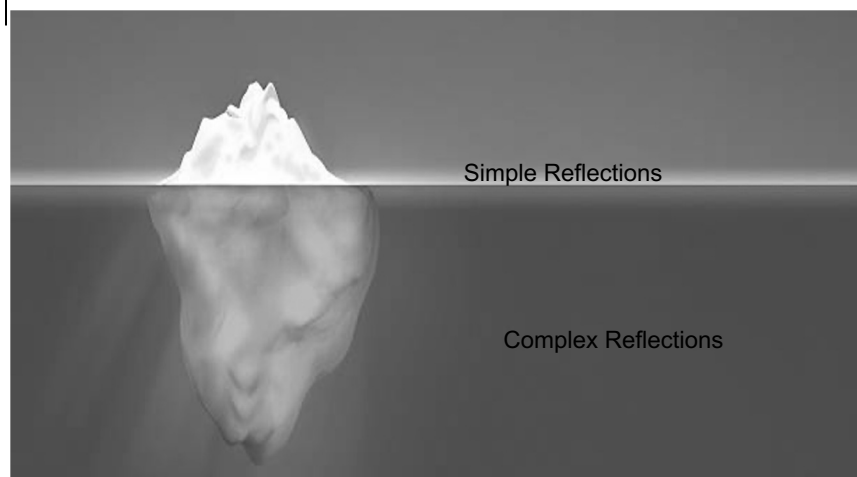


Complex

- **Repeating** - simply repeats something the speaker has said.
- **Rephrasing** - stays close to what the speaker said, but substitutes synonyms or slightly rephrases
- **Paraphrasing** - infers the meaning in what was said and reflects this back in new words.
- **Reflection of feeling** - emphasizes the emotional dimension through feeling statements, metaphor, etc.

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## LISTENING DEEPLY: GOING BELOW THE SURFACE



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# COMPLEXIFYING REFLECTIONS OR GUESSING DEEPER!

## Levels of reflection

- **Simple reflection**, usually repeating or slightly rephrasing what the client has said. No added meaning.
- **Complex reflections**; add meaning; go beyond the words, clinician is “making guesses” about what is underneath the surface, deepens the conversation, may move it forward, encourages further self-exploration by the client.

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## REFLECTIONS DEMO:

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## EXERCISE: REFLECTIONS

1. "What's the point? You people really don't care what happens to me!"
2. "I can't manage on my own without it."
3. "I don't want to be a jerk but what do you even know about parenting?"
4. "I've been waiting for 6 bloody months already. How much longer?"

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## Summaries

- A summary lets the client know you have heard and understood what they said.
- Can help you to move on
- Can include a check out for accuracy
  - "Is that a fair summary?"
  - "Have I understood you correctly?"
  - "Did I miss anything?"

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# REFLECTIONS PRACTICE

Something you are or have considered changing, a habit, behavior....

**In pairs:** Speaker and listener

**Speaker:** talk about this habit or behavior, give your partner material to reflect

**Listener:** Try to mainly use reflections

**Summarize:**

**Switch:**

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## Affirming Statements

*“Affirming statements are like salt, a little makes things taste good; too much is hard to swallow”*

- Looks up to a person
- Emphasise a strength
- Notice and appreciate a positive action
- Needs to be genuine
- Express positive regard and caring
- Strengthens the relationship

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## **OARS DEMO & EXERCISE**

My Father Hit me Too- video

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## **QUESTIONS?**

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## REFERENCES AND RESOURCES

- Motivational Interviewing (Miller & Rollnick, 2013)
- Motivational Interviewing in Health Care (Rollnick, Miller, & Butler, 2008)
- Motivational Interviewing in the Treatment of Psychological Problems (Arkowitz, Westra, Miller, & Rollnick, 2007)  
(see Guilford Press for introductory chapters)
- <http://www.motivationalinterviewing.org>
- <http://www.stephenrollnick.com>
- Wahabtraining.com

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THANK YOU!!

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