

**How MI am I?
Working with Clients
Across the Spectrum of
“Volunteerism”**

**Satellite Conference and Live Webcast
Tuesday, April 23, 2019
1:00 – 2:00 p.m. Central Time**

**Produced by the Alabama Department of Public Health
Video Communications and Distance Learning Division**

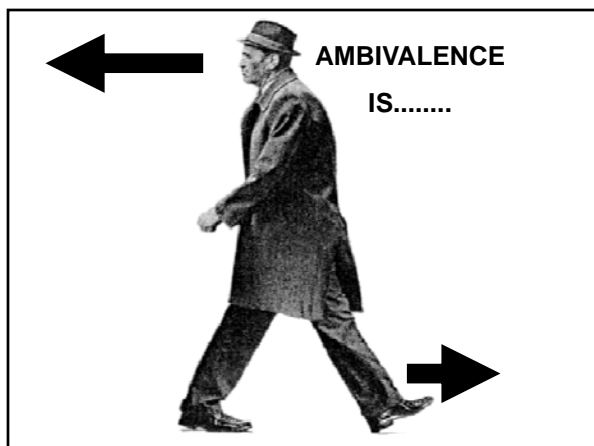
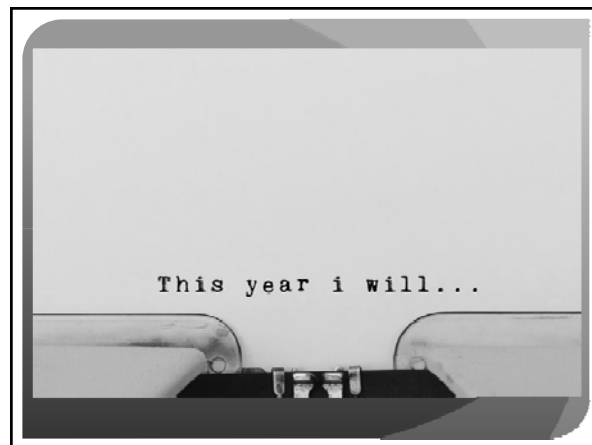
Faculty

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With thanks and gratitude to Alan Lyme, LCSW and other members of
The Motivational Interviewing Network of Trainers


Objectives

- Define spectrum of “volunteerism”
- Briefly review Motivational Interviewing
- Explore active listening, accurate empathy, empathic understanding
- Explore how MI can enhance engagement across the spectrum of volunteerism



Spectrum of Volunteerism

Mandated Referred Self-referred



Involuntary Voluntary

Rooney & Mirick, 2018


How MI am I?

What is a change you have considered making?



How MI am I?

How long have you thought about making the change?



How MI am I?

What stands in the way of making that change?




How MI am I?

Why don't people change?

What is a change that you were successful in making?



How MI am I?

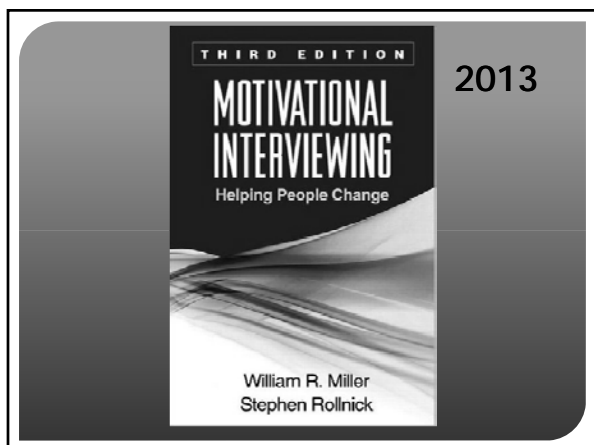


What motivated you?

Why do people change?


“People are generally better persuaded by the reasons which they have themselves discovered than by those which have come into the mind of others”

—Blaise Pascal



Motivational interviewing is a person-centered, evidence-based, goal-oriented method for enhancing intrinsic motivation to change by exploring and resolving ambivalence with the individual

Bill Miller Says:



- MI is not about what you do (i.e., techniques) but how you do it.
- MI is a way of being with clients (i.e., spirit of MI)

Bill Miller Says:



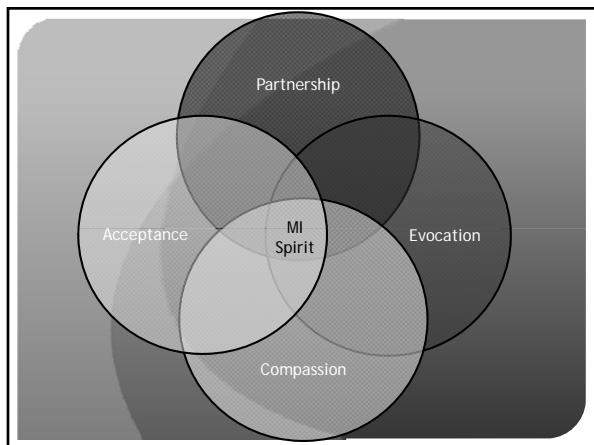
- MI is a way of arranging the conversation so that the client is arguing for change.
- MI is not something you do “on” or “to” people. It is something you do “with” and “for” people.

Key points:

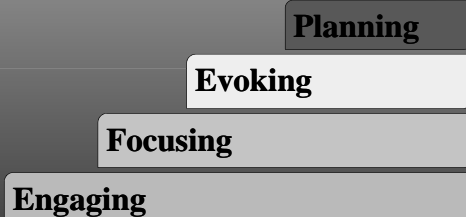
- Assumes motivation is fluid and can be influenced
- Motivation is influenced in the context of a relationship - developed in the context of a client encounter

Key points:

- Principle tasks - to work with ambivalence
- Goal - to influence change *in the direction of* health/wellbeing



Four Fundamental Processes



It becomes MI when....

- The communication style and spirit involve person-centered empathic listening (Engaging)
- AND
- There is a particular identified target for change that is the topic of conversation (Focusing)
- AND
- The interviewer is evoking the person's own motivations (or plans) for change (Evoking)

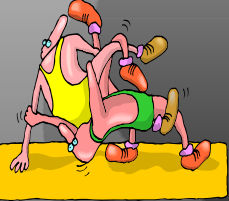
Goal of MI

- To create and amplify discrepancy between present behavior and broader goals.


How?

- By creating cognitive dissonance between where one is and where one wants to be.
- Through open-ended questions and reflective listening that elicits client values and change talk

**MI -
Like Dancing**



Not Wrestling



How MI am I?

Resistance versus Discord

- Used to address “resistance” (i.e., “rolling with resistance”)
- Warning against identifying clients with labels such as “resistant” or “difficult”
- Now realize practitioner style influences outcomes

How MI am I?

Fundamental Process

Engaging

How MI am I?

Learning to Engage:

- Individuals need to feel safe
- May take time
- And need to be reworked
- Ambivalence is normal
- Therapeutic alliance is essential to change

How MI am I?

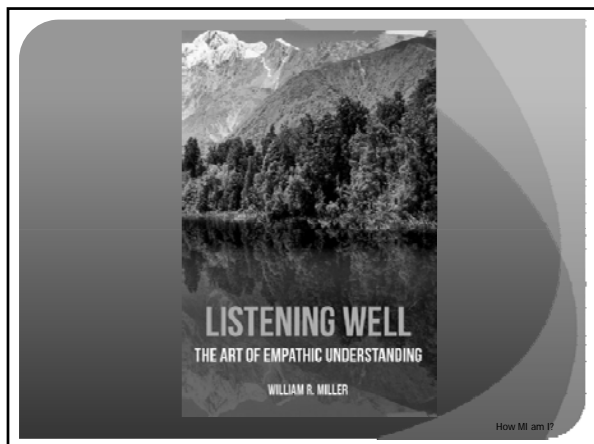
Barriers to Engagement?

How MI am I?

How to address these barriers

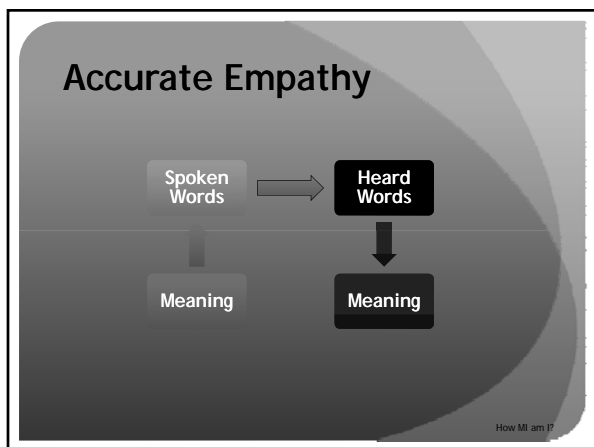
- Accurate empathy, empathic understanding
- Active listening, reflective listening

How MI am I?



Empathy


- Literally *feeling in*
- Not sympathy (feeling *for* or pitying someone)
- Not apathy (absence of feeling or caring)
- Not identifying (having to have similar experience or feeling at the same time)



- ### Listening Roadblocks
- Directing
 - Warning
 - Advising
 - Persuading
 - Moralizing
 - Judging
 - Agreeing
 - Shaming
 - Analyzing
 - Probing
 - Reassuring
 - Distracting

- ### Roadblock Outcomes
- What was your response?
 - Did you feel heard?

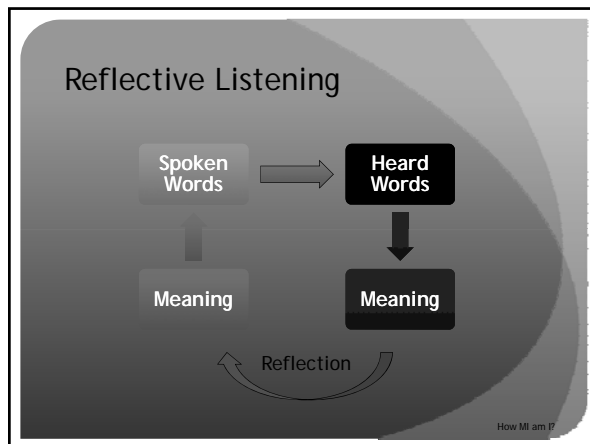




“Reflective Listening” is the key to this work. The best motivational advice we can give you is to listen carefully to your clients. They will tell you what has worked and what hasn't. What moved them forward and shifted them backward. Whenever you are in doubt about what to do, listen”

(Miller & Rollnick, 1991)

How MI am I?



Forming Reflections

- Taking a guess; forming a hypothesis
- Statements
- Remove “Do you mean...” from beginning
- Turn inflection down at the end

How MI am I?

Example

- You're angry with your mother?
- You're angry with your mother.
- You don't see anything wrong with what you did?
- You don't see anything wrong with what you did.

How MI am I?

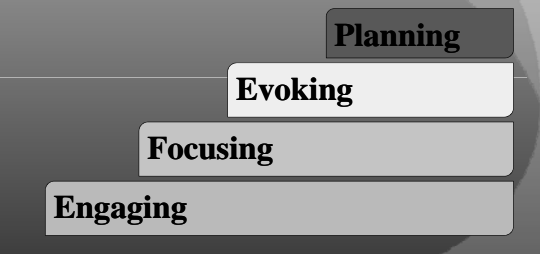
Language style synchrony

- Language style synchrony (LSS) has been found related to high perceived empathy
- LSS: “how the client and therapist match the stylistic words they use to talk about the topic at hand:”

Lord et al., 2015

How MI am I?

Reflective listening & engagement



How MI am I?

MI promotes

- Civility
- Respect
- Increased understanding
- Uncovering of other's motivation
- Opportunity to explore line of reasoning
- Non-defensive behavior

Summary

- Ambivalence is normal
- MI helps clients resolve ambivalence toward the goal of healthy behavior change
- Accurate empathy is a strong predictor of behavior change
- Engagement is particularly important for clients on the involuntary end of the spectrum of voluntarism
- Accurate empathy and engagement may be achieved through reflective listening

How MI am I?

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