

Motivational Interviewing

Supporting the Change Resistant Client

Transtheoretical Model

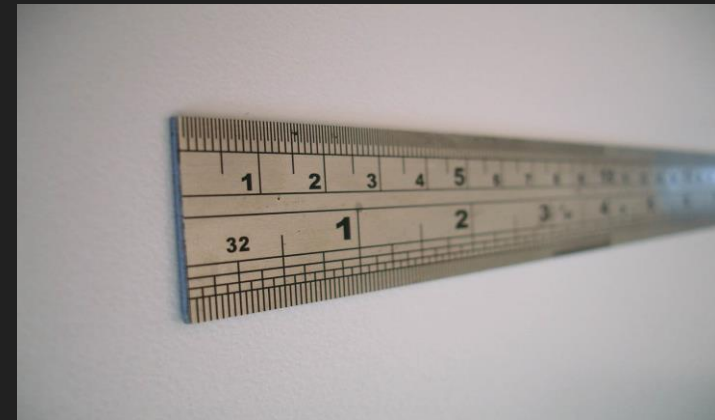
- TTM integral role in development of motivational interviewing and brief interventions using the motivational approach.
- Behavior change is viewed as a series of gradual steps that involve multiple tasks and require different coping activities rather than a single dimension (“all or none”)
- Moving through the stages of change requires effort and energy for thinking, planning, and doing.
- Motivation is what provides the impetus for the focus, effort and energy needed to move through the entire process of change.
- Facilitate clients examining their own particular situations, considering pros and cons of changing and make in decisions about change.
- Nonthreatening and supportive to encourage the client to take responsibility for his or her own situation.

Eliciting Change Talk

- Recognizing disadvantages of the status quo
 - “Maybe I have been _____ too much”
- Recognizing advantages of change
 - “I would benefit in the following ways...”
- Expressing optimism about change
 - “I think I could probably do it if I decided to.”
- Expressing intention to change
 - “I’ve got to do something.”

Methods for Invoking Change Talk

- Using the importance ruler
- “Why are you at a _____ and not zero?”
- “What would it take for you to go from _____ to [a higher number]?”



Disadvantages of the Status Quo

- “What worries you about your current situation?”
- “What makes you think that you need to do something about your _____”
- “In what ways does this concern you?”
- “What do you think will happen if you don’t change anything?”

Advantages of Change

- “How would you like things to be different?”
- “What would be the good things about _____?”
- “What would you like your life to like to be like five years from now?”
- “What would be the advantages of making this change?”

Optimism About Change

- “What makes you think that if you decide to make a change, you could do it?”
- “What encourages you that you can change if you want to ?”
- “What do you think would work for you, if you decided to change?”
- “What personal strengths do you have that will help you succeed?”
- “Who could offer you helpful support in making this change?”

Intention to Change

- “I can see that you’re feeling stuck at the moment. What’s going to have to change?”
- “What do you think you might do?”
- “How important is this to you? How much do you want to do this?”
- “So what do you intend to do?”
- “What would you be willing to try?”

Exploring the Decisional Balance

- It can be helpful to have people discuss both the positive and negative aspects of their present behavior, the status quo.
- Advantage: getting people talking and feeling comfortable and also clarifying both sides of their ambivalence

Elaborating

- Asking for clarification: in what ways? How much? When?
- Asking for specific example.
- Asking for a description of the last time this occurred.
- Asking “what else?” within the change topic.

Querying Extremes

- When there seems to be little desire for change at present, ask people to describe the extremes of their (or others') concerns, to imagine the extreme of consequences that might ensue.
 - "Suppose you continue on as you have been, without changing. What do you imagine of the worst things that might happen to you?"
- Can be useful to imagine the best consequences that might follow from pursuing a change:
 - "What might be the best results you could imagine if you make a change?"
 - "If you were completely successful in making the changes you want, how would things be different?"

Looking Back

- It can be useful to elicit change talk to have the client remember times before the problems emerged and compared these times with the present situation:
 - “Do you remember time when things were going well for you? What has changed?”
 - “What were things like before you _____? What were you like back then?”
 - “How has your pain changed you as a person, or stopped you from growing, from moving forward?”
 - “What are the differences between the you of 10 years ago and the you of today?”

Looking Forward

- Helping people envision a changed future is another approach for eliciting change talk:
 - “If you decide to make a change, would you hope might be different in the future?”
 - “How would you like things to turn out for you 10 years from now?”
 - “I can see you’re feeling really frustrated right now. How would you like things to be different?”
- Also, it can be helpful to have the client look ahead and anticipate if no changes are made:
 - “Given what happened so far, what you expect might be happening five years from now you don’t make any changes?”

Exploring Goals and Values

- Ask the client to tell you what things are most important in his or her life.
- Priorities may be quite different from the counselors – work with clients where they're at.
- Exploration provides reference points against which to compare the status quo.
- Discover ways in which current behavior is inconsistent with or undermines important values and goals.

Elaborating on Change Talk

- Encouraging a person to continue to explore change talk.
- General form here is “what else?”:
 - “In what ways?”
 - “Give me an example. When was the last time this happened?”
 - “What else have you noticed or wondered about?”
 - “What are other concerns that you had about _____”
 - “How else could you do it?”
 - “Why else do you think you could succeed?”

Reflecting Change Talk

- Reflective listening both clarifies a person's meaning and encourages continued exploration of the content that is reflected.
- Reflection of change talk is likely to elicit further elaboration and exploration.
- Reflective listening is selective – conscious, purposeful, targeted
 - “So one of the most important considerations for you is how _____ would affect _____.”
 - “So you may not mind _____ but what is important to you is _____.”
- Overall purpose is for the client to voice for change side of the conflict and ultimately to move in that direction.

Summarizing Change Talk

- Offering summaries that gather together a collection of the change statements that a person has offered.
- Collective, linking, and transitional – allow a person to hear once again their own change talk.

Affirming Change Talk

- Reinforcing change talk by commenting positively:
 - “That sounds like a good idea.”
 - “I can see how that would concern you.”
 - “I think that could work.”
 - “That’s a good point.”

Responding to Resistance

- It is how you respond to clients resistance that makes the difference.
- Don't take it personal.
- Simple reflection by responding with resistance with nonresistance.
 - "You're working hard in the changes you want to make."
 - "It's frustrating to have _____"
 - "You're rather discouraged about trying again."

Amplified Reflection

- Reflect back on what the person has said in an amplified or exaggerated form – stated in an even more extreme fashion.
- Must be made in a straightforward, supportive, matter-of-fact manner.

Shifting Focus

- Shift the person's attention away from what seems to be a stumbling block in the way of progress.
- Going around barriers rather than trying to climb over them.
- First diffuses the initial concern and then directs attention to more readily workable issue.

Reframing

- Acknowledges the validity of the persons observations but offers a new meaning or interpretation for them.
- Clients information is recast into a new form and viewed in a new light that is more likely to be helpful and to support change.

Agreeing with a Twist

- Offering initial agreement, but with a slight twist or change of direction.
 - “You got a good point there, and that’s important. There is a bigger picture here and maybe I haven’t been paying enough attention to that. I agree with you that _____.”

Emphasizing Personal Choice and Control

- Resistance can arise from the phenomenon of psychological resistance.
- When freedom of choice is being threatened, people react by asserting their liberty.
- Best antidote for this reaction is to assure the person of what is surely the truth: in the end, it is a client who determines what happens.
 - “You’re a free person, and it’s your choice. I couldn’t make the decision for you, even if I wanted to.”

Coming Alongside

- “Reverse psychology” or the “therapeutic paradox”
- When the counselor are advocates for change and the ambivalent person argues against it – reverse it!
- Counselor recommends that the client should continue on as before, without changing, or should even increase the behavior in question.
- Special case of amplified reflection
 - “It may just be worth it to you to keep on _____ as you have, even though comes with some serious consequences. It seems worth the cost.”

Enhancing Confidence

- A person can strongly desire change, and may be willing, but perceive that it is beyond reach.
- People cannot be ready to change until they perceive both that they want to (importance) and are able to do so (confidence).
- Eliciting and strengthening confidence talk.

Evocative Questions

- Elicit the clients own ideas, experiences, and perceptions that are consistent with the ability to change.
- “How might you go about making this change?”
- “What would be a good first step?”
- “What obstacles do you foresee and how might you deal with them?”
- “What gives you some confidence that you can do this?”

Conference Ruler

- “How confident are you that you could _____? On a scale from 0 to 10, where zero is not at all confident and 10 is extremely confident, where would you say you are?”
- “Why are you at a _____ and not 0?”
- “What would it take for you to go from _____ to [a higher number]?”

Reviewing Past Successes

- Looking for changes that the client made on their own initiative and seemed pleased about.
- “When else?” exploration.
- “When in your life have you made up your mind to do something, and did it?”

Personal Strengths and Supports

- Locating more general personal strengths and resources that may be helpful in making the desired change.
 - “What is there about you, what strong points do you have that could help you succeed in making this change?”
- Create a list of positive attributes that can help most people make changes.

Brainstorming

- Freely generating as many ideas as possible for how a change might be accomplished.
- Generate this list without criticism.
- All ideas are acceptable.

Giving Information and Advice

- Psychoeducational
- Given in a fashion where the client feels free to take it or leave it
- Either request permission to give or client has requested it.

Reframing

- Reframe the failure in a way that encourages rather than blocks further change attempts.
- “Failure” reframed to “tries” or “attempts”.
- Hypothetical change
 - “Suppose that you did succeed and are looking back on it now: what most likely is it that worked? How did it happen?”
 - “Suppose that is one big obstacle weren’t there. If that obstacle were removed, then how might you go about making this change?”
 - “Clearly you are feeling very discouraged, potentially even demoralized about this. So use your imagination: if you were to try again, what might be the best way to try?”

Responding to Confidence Talk

- Why and how he or she can succeed with change.
- Clients should be making these arguments.
- Reflective listening is critical.
- Listen for themes, experiences, ideas, and perceptions that imply confidence.
- Priority is to reflect these both immediately as they occur and in subsequent reflective summaries.
- Appropriately affirmed the clients' expressions of confidence.
 - “What might you do if...?”
 - “how could you respond if...?”
 - “what do you think would happen if...?”
- Role is not to dispute the clients change talk but to stimulate further thought and specificity.

Radical Change

- The magic question.
- Used for complex situations.
- Simultaneously addresses multiple problems.
- Requires thinking about the big picture of change.

Roadblocks

- Arguing for change – persuading the client to make change
- Assuming the expert role – counselor has all the answers
- Criticizing, shaming, or blaming – shocking or jarring the client and changing by instilling negative emotions about the status quo
- Labeling – acceptance of a specific label or diagnosis to characterize or explain the client behavior
- Being in a hurry – Counselor believes that clear, forceful tactics are called for in order to get through to the client
- Claiming preeminence – when the counselor's goals and perspectives override those of the client “I know what is best for you”.

Summary

- What is important to remember is that our clients are not resisting us per say but are resistant to change.
- In order to best help our clients, it is incumbent upon us to change our approach, not to expect the clients to change because we want them to.
- Motivation to change takes time and being patient with the process takes commitment.
- Grant yourself the freedom from having all the answers and work with a client where they are truly at.



Thank you!

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