

Approaches to Treatment - Motivational Interviewing

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The FASD Learning Series is part of the Alberta government's commitment to programs and services for people affected by FASD and those who support them.

Session Goals

- Familiarity with Motivational Interviewing (MI)
- Understanding and identifying ambivalence
- Identifying and avoiding common counseling traps
- Understand the “spirit” of Motivational Interviewing
- Learning to evoke change talk
- Identifying and working with client resistance

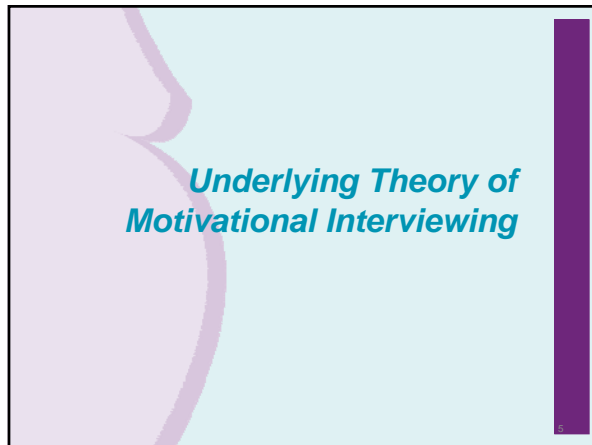
Session Goals

- Understanding the four basic counseling techniques of Motivational Interviewing
 - Reflective listening
 - Open-ended questioning
 - Affirming
 - Summarizing
- Modifications in Motivational Interviewing that support working with clients with FASD

“The word [interview] itself doesn’t imply who has more power or is more important... One image that we use if of two people sitting side by side, paging through a family album of pictures – one telling stories, the other listening with friendly and personal interest.

The story teller turns the pages. The listener wants to learn and understand and occasionally asks politely about a particular picture or a detail not mentioned.”

Miller & Rollnick, p. 25, 2002



Underlying Theory of Motivational Interviewing

- Clients are ambivalent
- Counselor advocacy for change evokes resistance from the client
- Resistance predicts lack of change
- Evoking the client’s own change talk will enhance behaviour change

“Most people are not resistant to change . . . But . . . They often resist being changed”

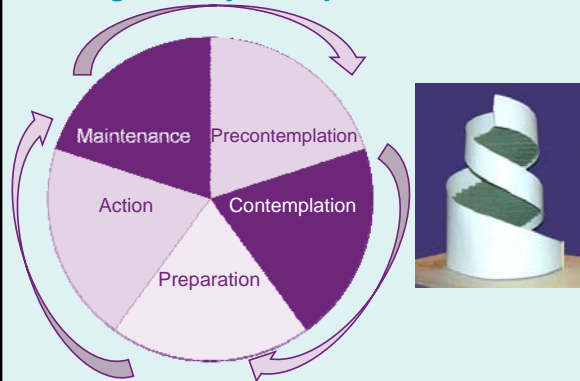
(from “The Fifth Discipline, by Peter Senge. Pg. 155)

Stages of Change

- Precontemplation
- Contemplation
- Preparation
- Action
- Maintenance
- Termination

Prochaska & DiClemente

Change is a cyclical process ...



Counselor Tasks at Each Stage

PRECONTEMPLATION

- Raise doubt
- Increase client perception of risks/problems with the status quo

CONTEMPLATION

- Tip the decisional balance
- Evoke reasons for change and risks of not changing
- Elicit change talk

Counselor Tasks at Each Stage

PREPARATION

- Help determine best course of action and to preplan the action process

ACTION

- Help the client work through the steps involved in their change process

Counselor Tasks at Each Stage

MAINTENANCE

- Help client identify and use strategies to prevent relapse

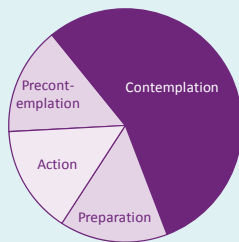
RELAPSE

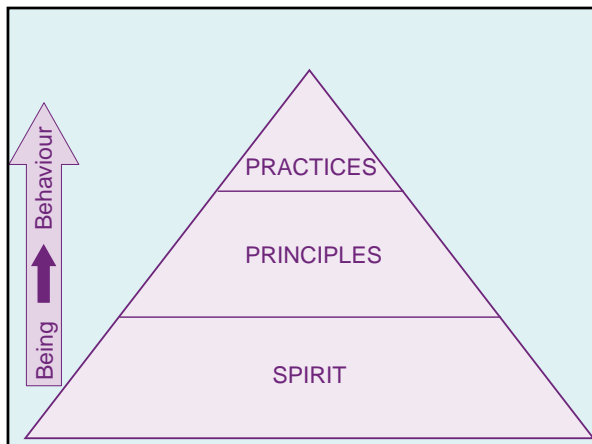
- Help renew contemplation, decision and action
- Avoid demoralization

Readiness to Change

- Less ready the client is to change, the more important it is to do Motivational Interviewing
- Clients may vacillate between and during sessions
- Moving into action strategy prematurely may adversely affect outcome
- Could be counter-therapeutic to continue with Phase One Motivational Interviewing when client is clearly ready for behavior change

How Many Patients Are Ready?





SPIRIT

- Collaboration
- Evocation
- Autonomy-Support


PRINCIPLES

- Express Empathy
- Roll with Resistance
- Support Self-Efficacy
- Develop Discrepancy

PRACTICES

- O.A.R.S.
- Rulers
- Elicit Change Talk

Motivational Interviewing Spirit



Autonomous vs. Authoritative

- Does not involve “pounding” change into people
- The Client decides on his or her own

Motivational Interviewing Spirit

Collaborative vs. Persuasive

- Does not provide incentives to persuade or convince people to change
- Does not punish or “give a dose of reality” to create compliance



Motivational Interviewing Spirit

Evocative vs. Instilling

- **Draws out what is already inside**

Principles of Motivational Interviewing

- **Express empathy**
- **Develop discrepancy**
- **Roll with resistance (avoid argumentation)**
- **Support self-efficacy**

Express Empathy

Reflective Listening

- **“...the therapeutic skill of reflective listening or accurate empathy, as described by Carl Rogers, is the foundation on which clinical skillfulness in motivational interviewing is built.” (p. 37)**

Express Empathy

Acceptance does not imply agreement or approval

- Rather, you understand the client's perspective
- Accept and understand the situation without agreeing or endorsing the behavior

You can believe in and support your client without believing in or supporting their behaviours

Express Empathy

An empathetic attitude

- Includes accepting a client's ambivalence towards change
- Be present

View the client's reluctance to change as a normal part of the process

- Rather than a pathological defensiveness

Develop Discrepancy



Amplify the discrepancies the client identifies between

- Current behavior
- Personal goals
- Values

Use discrepancy to increase the client's awareness of the importance of change

Roll with Resistance

When encountering resistance to change, do not confront it directly

- Reframe it and reflect it in a way that decreases resistance
- Avoid arguing for change

Encountering resistance is a sign you should shift your approach

Roll with Resistance



Resistance is a natural reaction to change

Support Self-Efficacy

- Enhance the client's confidence in his or her ability to change
- Express your belief that the client can change
- The belief that change is possible & essential to effective change

What Is Motivation?

According to Motivational Interviewing...

“the likelihood that a person will engage in a particular behavior, at a particular time, and is expressed as a probability”

- So, we are all equally motivated at all times!
- We are highly motivated to do various things – at various times
- We are never not motivated to do something (even if it is nothing!)

The only unmotivated person is a dead one

So What Is Motivational Interviewing Anyway?

Definition of Motivational Interviewing:

A client-centered, directive method for enhancing intrinsic motivation to change by exploring and resolving ambivalence.

Basic Assumptions of Motivational Interviewing

- Optimistic, humanistic perspective
- Motivation is a state, not a trait
- Ambivalence is a normal, acceptable, understandable aspect of approaching change
- Motivation is an interpersonal phenomenon

Three Goals of Motivational Interviewing



- To get the **client** (not the counselor) to express concerns about their current behaviour(s) and to begin making arguments for why they ought to change

Three Goals of Motivational Interviewing

- To assist clients in developing greater **READINESS, WILLINGNESS, and ABILITY** in pursuing desirable changes
- To help clients get through the “maze” of ambivalence and to the magic place of achieving “**Change Talk**”!

Change Talk Is:

A **generic term** used to encompass all recognized types of client talk that favours movement in the direction of the intended change (desire, ability, reasons, need, commitment, activation and taking steps toward change)

Three Critical Components of Motivation

- Being **READY**
- Being **WILLING**
- Being **ABLE**

Readiness to Change ...

U.S. Postal Service



- Relates to the client's perceived sense of **IMPORTANCE** about the value of a proposed change
- Until they see it to be important – they will not be ready to pursue it

Willingness to Change...

Feeling “resolved” to change – despite the forces that operate against change

- “Better the Devil you know” - There is nothing quite as comfortable as the status quo

To help, we increase the discrepancy (ambivalence)

Ambivalence

“I want to, and I don’t want to”

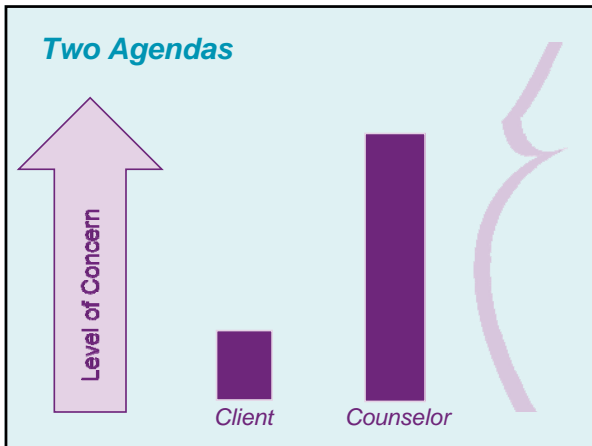


- A normal part of the change process
- Helping to resolve ambivalence is a key step in facilitating change
- Resolving ambivalence uncovers a client’s intrinsic motivation for change

Ability



Shows up as: **“Confidence”** that one can change if they wanted to (self-efficacy)



The Purpose of Motivational Interviewing Is...

➤ To help people get ready for change ... and **to avoid pushing them into it** by thinking through the pros and cons of taking the next big step

and...Ultimately ...

➤ To make a commitment to take action, but only when they are:

- **READY**
- **WILLING**
- **ABLE**

Change Talk Effects

- What people say about the possibility of change is related to whether it will actually occur
- Change talk is substantially influenced by counseling style
- The more a person argues against change during a session, the less likely it is that change will occur

Change Talk Effects

- It is important that client hear themselves talk about Desire, Ability, Reasons, Needs for change
- Reflective Listening to “DARN” language often leads to Intention Language!
- Confrontational approaches increase resistance language

Eight Dangerous Assumptions

- This person is ready to change
- This person ought to change
- This person’s health is a prime motivating factor for him/her
- If this person does not decide to change, the consultation has failed
- Now is the right time for this person to consider change

Eight Dangerous Assumptions

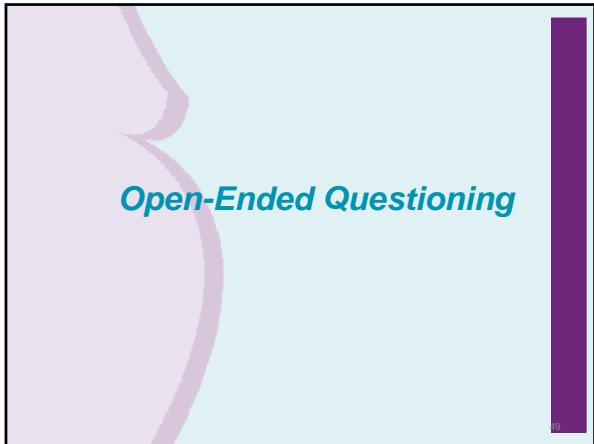
- I'm the expert – this person must follow my advice
- A tough approach is best
- Clients are either motivated to change or not

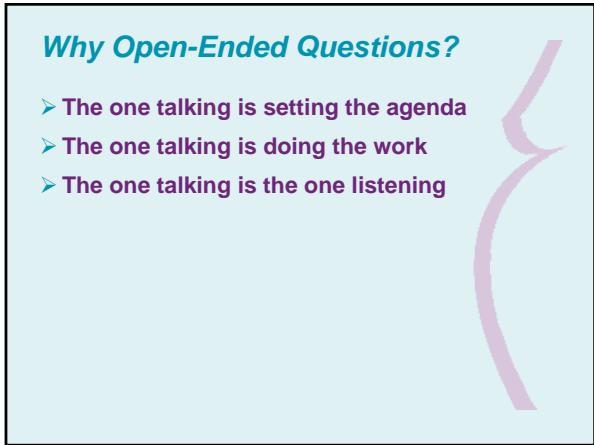
Six Early Traps to Avoid

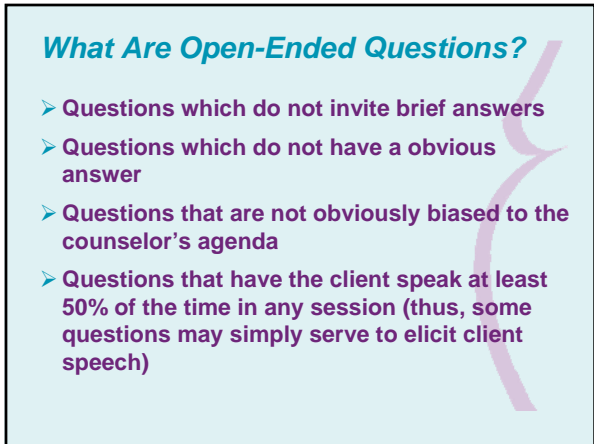
- Question-Answer Trap
- Taking Sides
- Expertise Trap
- Labeling Trap
- Premature Focus Trap
- Blaming Trap

An Introduction to OARS

- Open-Ended Questioning
 - Affirmations
- Reflective Listening
 - Summaries







Question Modifications for FASD Clients

- Questions need to be more concrete
- More closed ended questioning when client lacks insight
- Use of forced choice questioning – “would you choose ‘this’ or ‘that’”
- Discuss events immediately after questioning

Asking Open-Ended Questions

- Avoid asking three questions in a row
- Over time, you will learn to use open questions to guide clients toward change talk and commitment
- Client should speak at least 50% of the time in any session (thus, some questions may simply serve to elicit client speech)

Affirmations

What Are Affirmations?



Affirmations Recognize Efforts

- Change is difficult – words or efforts made toward change are worthy of recognition
- Affirmations need to be based on something real, even if transitory



What Is the Difference between Affirming and Praising

Praise leads to resistance

Client's tend to argue against what sounds artificial



Affirmations

- Used as rapport building
- Used to highlight exceptions
- Used to highlight strengths and resources
- Used as a directive element
- Generally need to be concrete with FASD clients

Reflective Listening

“What most people need are a darn good listening to...”

- Mary Lou Casey

Characteristics of Effective Change Agents (Helpers)



- Accurate empathy
- Non-possessive warmth
- Genuineness

According to Carl Rogers & empirically supported

Self-Perception Theory:

“I know what I think when I hear myself speak”

Daryl Bem (Self-Perception theory)

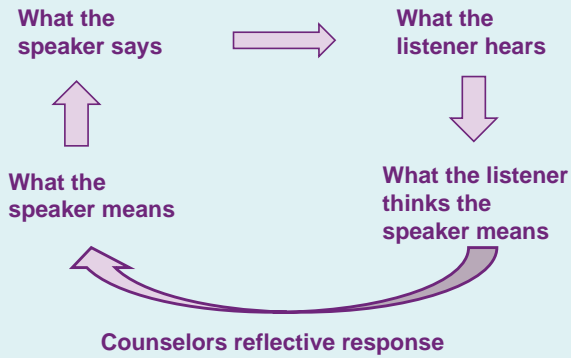
The Power of Reflective Listening Is a Fundamental Principle

- People respond better when we explain what it is we understand about them, about their thinking, and about their situations
- It is usually not enough to simply tell people that we understand them. We need to tell them what we understand!

Reflective Listening: Components

- Should be used - at minimum - after every 1 or 2 open ended questions
- Reflective listening is an effective way to avoid the question - answer trap
- It allows the client to do the hard work

Reflective Listening



Reflective Listening: Components

- A process in which a listener checks out his or her perception of the speaker's intended meaning so that the listener accurately understands the speaker's point of view
- A reasonable guess as to what the client means
- Given as a statement – not as a question
- Inflection is down (voice should drop a little at the end)

Skillful use of reflection...

Those who are “skillful in Motivational Interviewing offer 2 to 3 reflections, on average, per question asked, and about half of their responses are reflections. In coding ordinary counseling sessions, in contrast, we find that questions outnumber reflections by a ratio of 10:1...”

Miller and Rollnick, 2002, p 73

Reflection Tips

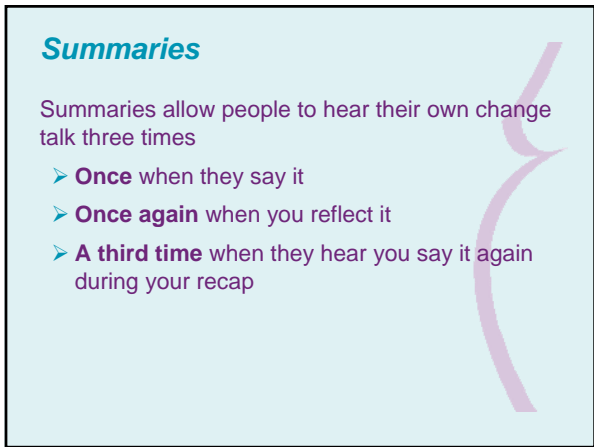


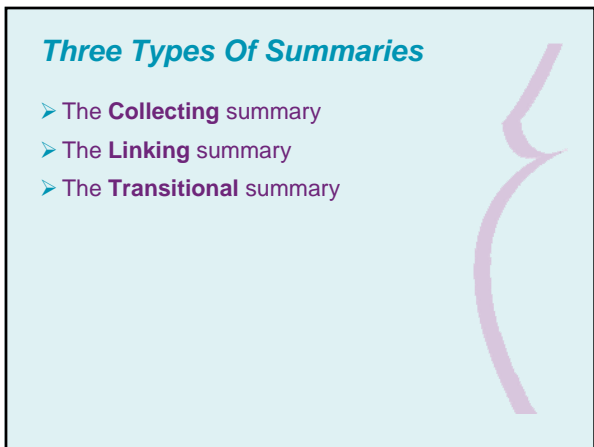
- Understating might be a bit better than overstating!
- Always default to reflection if you get lost
- Try finishing the paragraph to “move things along”
- Try reflecting feelings and behaviors too!
- **Always reflect Change Talk**

Reflection Tips for FASD

- **Reflect important insights immediately**
- **Reflect the steps of change vs. allowing client to discover them – be explicit**
- **Alter language: use short sentences, minimize abstract, and use concrete examples**
- **Reflect actions and behaviours, not just words – compensate for language delays**







The Collecting Summary



- Like collecting flowers one at a time and giving back to the client in a little bouquet
- Useful to end with a new opener such as “What else?”

The Linking Summary

- Draws connections or comparisons between things, ideas, or times
- Links what a client has just been saying with something said earlier (in the same or previous session)
- Identifies and heightens ambivalence by bringing together incompatible information



“Life is pleasant. Death is peaceful. It’s the transition that’s troublesome.”

- Isaac Asimov

Transitional Summaries



- Helps to “move the conversation along, from one topic to another, or from one place to another
- Helps the counselor to make a shift in focus when it is time to “move on” (or to wrap up)

Summary Tips for FASD

- Revisit important points during each session
- Teach the behaviour/consequence connection by reflecting back to client consequences of the client’s own actions
- Summarize in a problem solving order – make the connection and summarize solutions
- Summarize themes to move conversation from one topic to another

Change Talk

Definition of Motivational Interviewing

Remember: Motivational Interviewing is not a “counseling technique”. Rather, it is an “interviewing style”

- It is goal-oriented
- Therefore it is focused on an issue rather than “issues”

And the “Ultimate Goal” ...



To help clients get thru the “maze” of ambivalence and to the magic place of achieving “**Change Talk**”!

Change Talk Effects

- Is “contextual” (Specific to a particular behavior change target)
- The more a person argues against change during a session, the less likely it is that change will occur

Listen for Change Talk: That “D.A.R.N. C.A.T.”



Listen for Change Talk: That “D.A.R.N. C.A.T.”

D.A.R.N. - Preparatory Language

It is important that clients hear themselves talk about:

- Desire → “I want to...”
- Ability → “I know that I am able to” / “I know that I can...”
- Reasons → “I know I should” / “I know ought to...”
- Needs → “I must / have to...”

Listen for Change Talk: That “D.A.R.N. C.A.T.”

C.A.T. - Change Language

It is important that clients hear themselves talk about:

- Commitment → “I will” / “I plan to...”
- Activation → “I have planned...”
- Taking Steps → “I have” / “I did...”

Listen for Change Talk!

Recognize the Negatives of Status Quo

- I guess it's worse than I thought
- Maybe I've been taking foolish risks
- This could get me into trouble

Optimism about Change

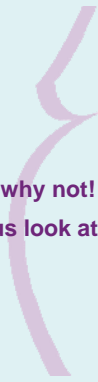
- I know I could do it if I decided to
- I mean... I've changed before
- I can be a very focused person



Listen for Change Talk!

Intention to Change

- I've got to do something about this
- This isn't what I want for my family
- I've never really thought about it, but why not!
- I think it's time for me to take a serious look at this



Listen for Change Talk!

Recognize the positives of change

- If I could do this I would have a lot more time ...and money
- My wife would love it. She's always pressuring me to change
- Maybe my Probation Officer would stop cracking the whip



Additional Modifications for FASD Clients

- Role play
 - Insight needs to be practiced to be internalized
- Teach generalization
 - Don't assume a skill learned in one context will transfer to another
- Keeps the focus on "How can I help?" or "This is what I can do to help" (vs. "I told you so")
- Focus on client's strengths

Additional Modifications for FASD Clients

- Accepts interim goals
 - Step by step
 - "Baby" steps toward ultimate goals
- Provider may need to be more active in helping client examine her behavior
- Offer solutions and have client choose best option
- Explore choices visually if possible

Reference

- Contact Information
- Source Material

Contact Information

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Source Material

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Source Material

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Please Take the Time to Fill Out the On-Line Evaluation

Thank You!
