

Principles of Motivational Interviewing
(Source www.improvingchroniccare.org)

Express Empathy

- Acceptance facilitates change: express acceptance, not agreement.
- Skillful reflective listening is fundamental: be accepting of ambivalence and respectful of participant.
- Ambivalence is normal: people are very attached to behaviors.

Develop Discrepancy

- Awareness of consequences is important: elicit the patient's concerns.
- Discrepancy between behaviors and goals motivates change. Ask: "What's good about this behavior? What's not-so-good?"
- Have client present reasons for change: they need to hear themselves voice the reasons.

Avoid Argument

- Resistance is a signal to change strategies. If you meet resistance, or notice an argument beginning, you may have misunderstood their readiness to change or another issue.
- Labeling is unnecessary: "non-compliant" should be barred from your mental vocabulary.
- Arguing is counterproductive: Confrontation does not motivate people.
- Client's attitudes are shaped by their words, not yours.

Roll with Resistance

- Use momentum to your advantage.
- Shift perceptions: Meet resistance with reflection "It sounds like I'm not understanding everything about this issue..." "This is really important to you."
- Invite new perspectives, do not impose them. Emphasize choice and control. "It's your choice. You have control over this decision."
- Clients are a valuable resource for finding solutions to problems.

Support Self-Efficacy

- Belief that change is possible is an important motivator. Readiness and self-efficacy are best predictors of success, even stronger than social support.
- Client is responsible for choosing and carrying out actions to change.
- Hope lies in range of alternative approaches available. Successful changers use wide variety of behavioral techniques.

Assessing Confidence

- An early step in motivational interviewing is determining a person's concept of self-efficacy, perhaps by using a 1-10 scale as illustrated below. One can simply ask "On a scale of 1 to 10, how confident are you that you will.....?"

- Not Confident Unsure Somewhat Confident Very Confident
- 1 2 3 4 5 6 7 8 9 10
- Another question to ask is “On a scale of 1 to 10, how likely are you to do... (chosen behavior)?”
- If the person answers “2,” a helpful response might be “What would it take for you to be at 5?” rather than trying to encourage by saying “You can do it.”