

Motivational Interviewing



Making conversations easier



“

The notes I handle no better than many pianists. But the pauses between the notes – ah, that is where the art resides.

Artur Schnabel, pianist and composer (1882-1951)

Note:

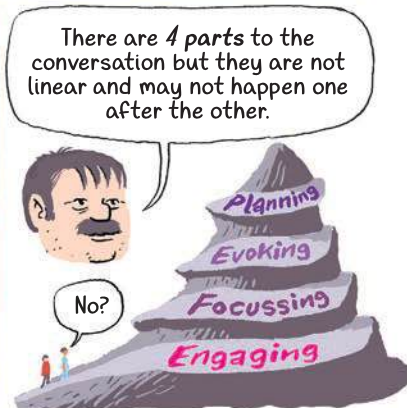
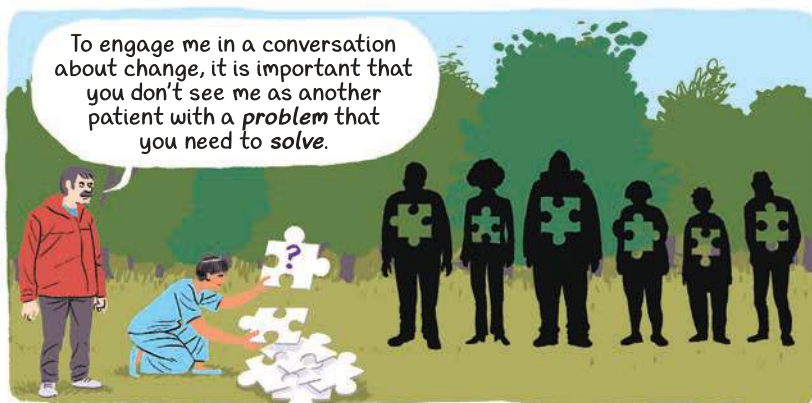
According to Schnabel, the art of playing music consists not only of playing the right keys but of the thoughtful and deliberate use of silence in between. The spaces between the notes carry their own weight, enhancing the emotional impact of the music just as much as the notes themselves do. Pianists need to understand how silence and rest contribute to their interpretation. So it is with motivational interviewing...

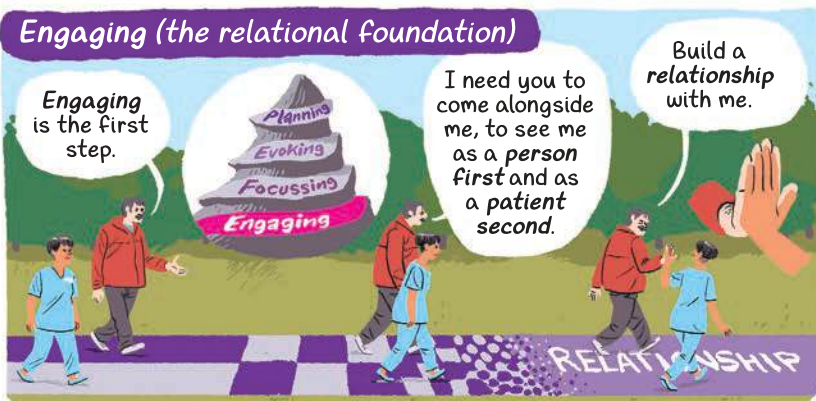
Reflective listening (including silence) is an essential communication skill that enables the clinician to demonstrate empathy and collaborate with people to call forth their strengths, resources, and motivations for change.



Introduction







So a warm greeting, introducing myself by name and role, checking your name and how you like to be called.



Hello my name is John, I am the midwife looking after you today.



Tell you what I have done to prepare for this conversation.





That's right. Maybe thank me for coming in to see you and start the conversation with an **open question**, like...



The open question is an invitation to you to tell your story and helps me to understand your point of view.



Yes! Open questions encourage me to reflect and elaborate ... and to do most of the talking.



You can also use **affirmations** to show appreciation and positive regard for me.



By affirming you are saying...*I see you, what you say matters and I want to understand what you think and feel.*



You are doing the best you can for your baby.



You got discouraged last week but kept going to your AA meetings. You are persistent.



You took a big step in coming here today.



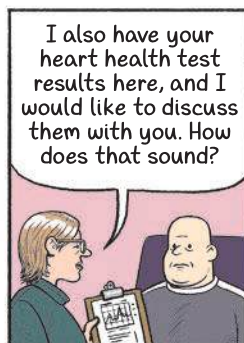


Focusing (identify agenda and change goals)





Ok so something like:



Reflect back what you hear and perhaps ask another open question.





Listen to me
and then from my
answer you may be
able to identify a
possible **target**
behaviour to
change.

Ask for my
permission
to focus
on this
behaviour.



So you would
like to put **stop**
drinking for a while
on the agenda
today, is that
right?



Wait
for my
response.



Let's focus our
conversation on
that goal.



Traps

There are many
traps that you can fall into
when having these kinds of
conversation me.

Traps?
I would like
to avoid those!
What are they?



The expert trap...

Well, we
both have
expertise...

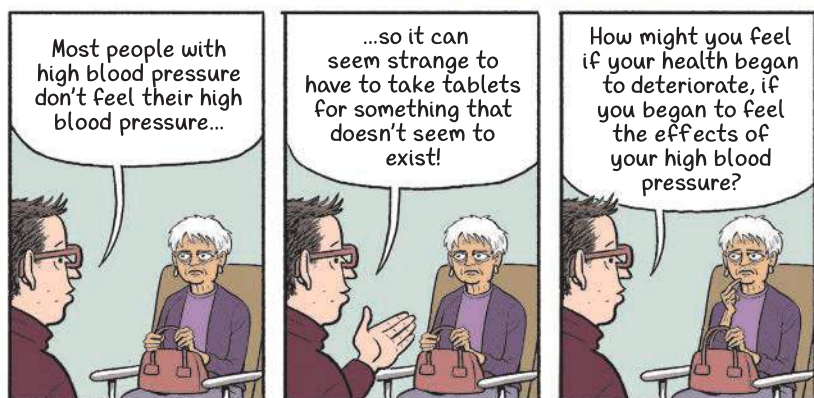
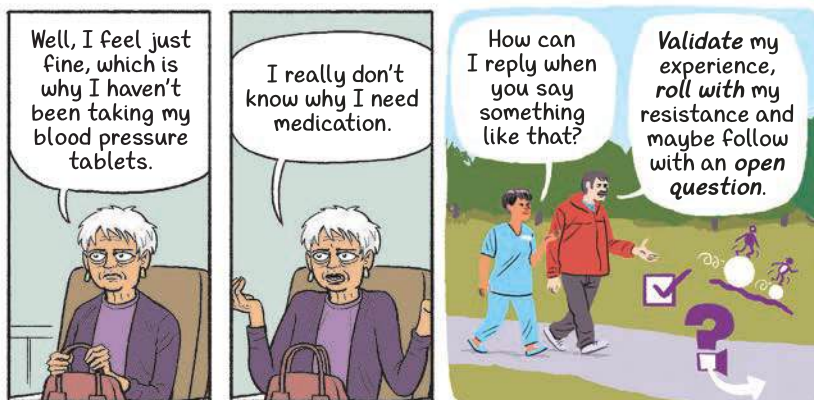


I have
healthcare
knowledge.

You have
knowledge
based on your
life experience.





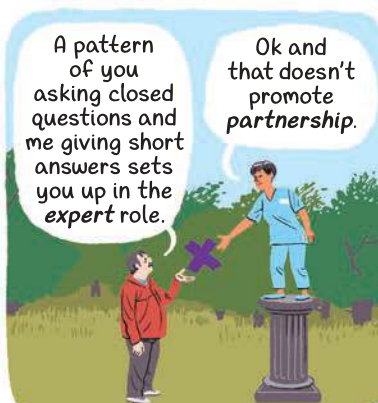


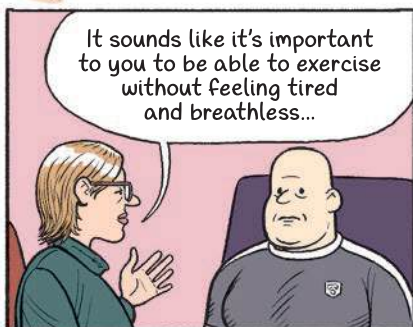
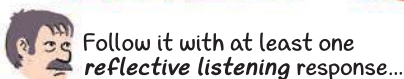


Maybe defuse the tension by shifting the focus of the conversation.



Question and answer trap





Blaming trap





Evoking (moving towards a specific change goal)

This is called *evoking* where you *evoke* or *call out* my motivation for change.



For this stage to work it's important that you approach the conversation with the belief that I already have *within myself* much of what is needed to achieve the desired behaviour.



Evoke Change Talk

Your task is to evoke it...

How can I help?



Ask me *questions* to evoke change talk.





What types
of questions
work best?

The DARN-CAT
acronym can
be useful.

I haven't
heard of
that before.

Some examples
would help me
to understand.

DARN-CAT

DARN stands for:



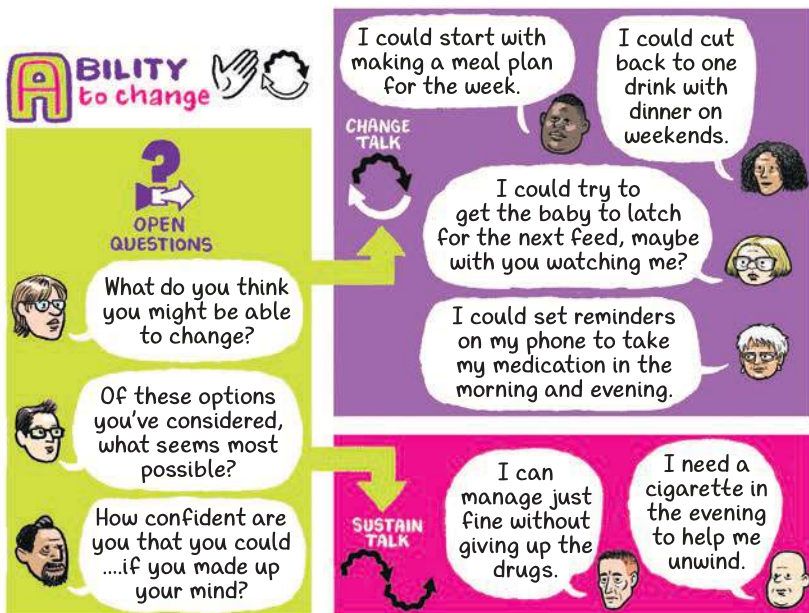
Your questions will
either evoke *change*
talk or *sustain* talk.

Listen
to my
responses.



What you want to do is
to *reflect* my change
talk and *minimise* my
sustain talk.







REASON to change



OPEN QUESTIONS



What are some of the reasons you have for making this change?



Why would you want to get more exercise?



What's the downside of the way things are now?



What might be some of the advantages of...?

CHANGE TALK



Joining a stop smoking group would help me to feel more supported.

I need to take my medications to manage my blood pressure.

Breastfeeding my baby will help me bond better with her.

I'll miss less time at work if I cut down.

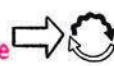
SUSTAIN TALK



Getting high helps me feel energised.

My dad eats as much as I do and he's never a problem.

NEED to change



OPEN QUESTIONS



What needs to change?



How serious is this for you?



How important is it for you to....?

CHANGE TALK



I have to stop drinking.

I have to cut down.

I need to watch out for the cues she is giving me that she is ready for a feed.

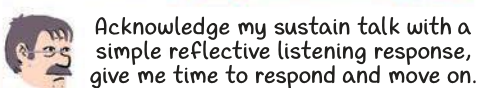
I have to manage my blood pressure.

SUSTAIN TALK



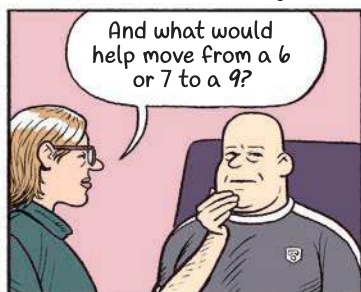
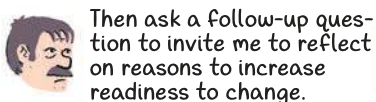
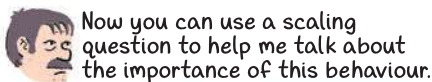
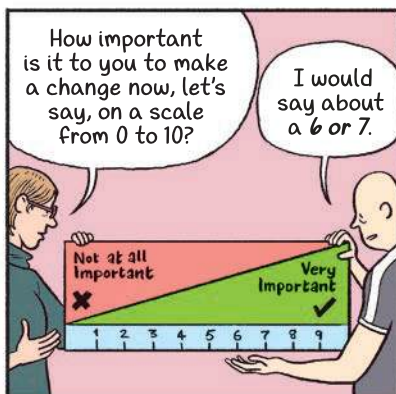
I need to get high to keep me going every day.

I need the energy I get from eating sugar.





Scaling Questions



Extremes of the problem





Do you mean asking you what it was like **before** you started to experience a problem?



Yes, and for **looking forward** – ask me to think about what I would like for the **future**...



Respond to Change Talk/Sustain Talk

Reflection is the best way to demonstrate empathy and build rapport with me.





Reflective Listening



Repeat



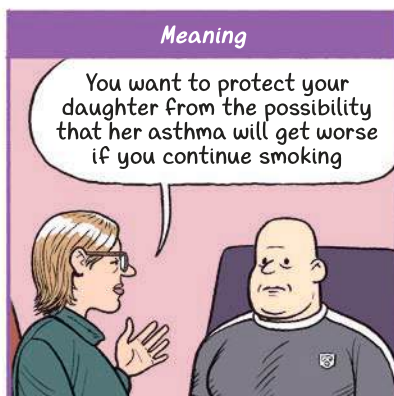
Rephrase



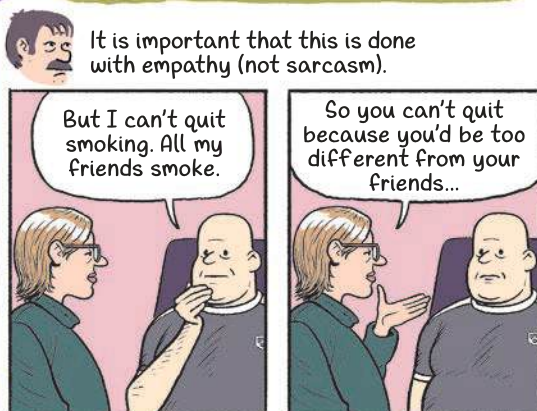
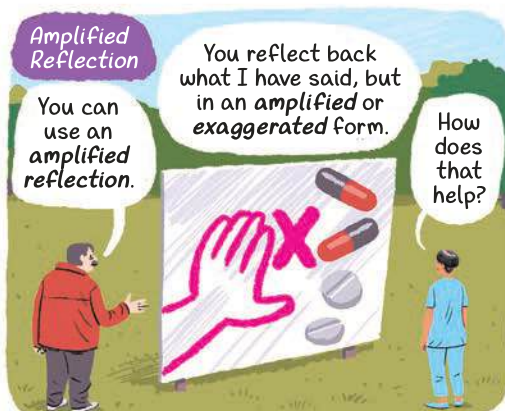
Feeling



Meaning





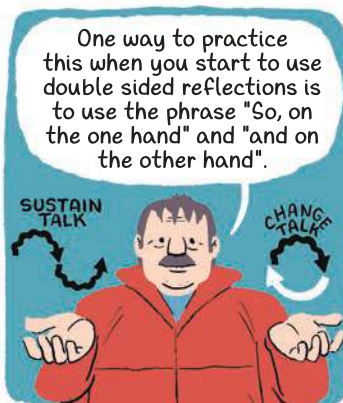




I *acknowledge* your ambivalence while *pairing* it with change talk from something you have said.



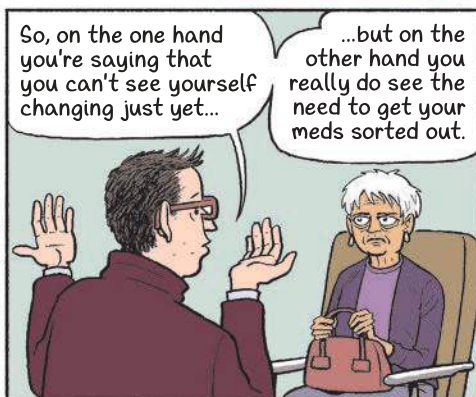
You're worried that you won't be able to quit all at once, and you want your baby to be born healthy.



One way to practice this when you start to use double sided reflections is to use the phrase "So, on the one hand" and "and on the other hand".



I know I need to get on top of my meds, but I just can't imagine changing.



So, on the one hand you're saying that you can't see yourself changing just yet...

...but on the other hand you really do see the need to get your meds sorted out.

Agree with a twist



You can also agree with me but with a *twist*.



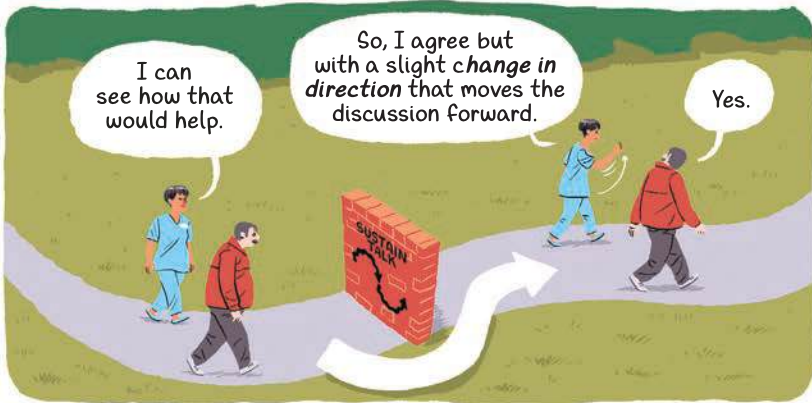
I can't imagine what I would do if I stopped smoking.

It's part of who I am. How could I go to the bar and hang out with my friends?

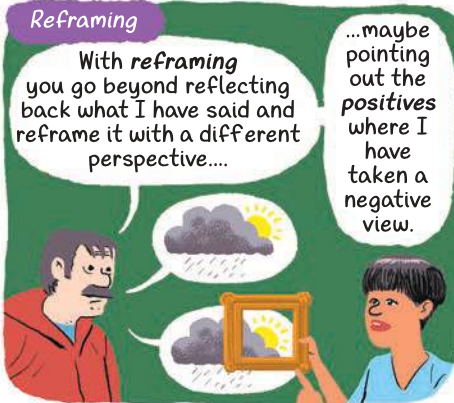


You just wouldn't be you without smoking.

You have to keep smoking no matter how it effects your health.



Reframing





Emphasise Autonomy

It is always useful to emphasise my **autonomy** - that I have choices... even if the choices have a **downside**.



Use a neutral, non-judgemental tone without sarcasm.



Explore Discrepancy

You can explore the **discrepancy** between my **values** and my **behaviours**.



This helps me to **focus on** and see how my behaviours **conflict** with my values and goals.

How can I do that?



Have a **values conversation** with me...



Explore what is **important** to me...



Then **highlight** the **conflict** I feel between my behaviour and my values.





Columbo Approach



Columbo was a detective in a TV series. He presented himself as an unassuming, non-authoritative 'everyman'.

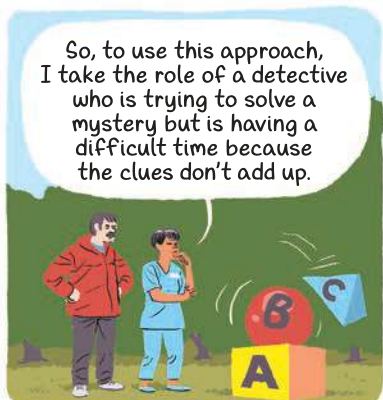


He used a *non-judgmental*, *curious*, and *persistent* questioning style.



In this way, he led suspects to grapple with their own inconsistencies, rather than directly confronting them.





I reflect back what I am hearing and sound a little confused?





Explore others' concerns

You can also **explore discrepancy** by talking about my understanding of the concerns **other people** have expressed about my behaviours.

You mean **friends** and **family members**?



Yes.

It can be useful to invite me to explore the **impact** of my behaviours on the people with whom I am **emotionally connected**.



And like *Columbo* I could approach this conversation from a place of **curiosity** and even a bit of **confusion**.

Open question

You mentioned that your husband is concerned about your drinking.

What do you think concerns him?



Sustain talk

He worries about everything.

The other day, he got really upset because I drove home from a friend's house after a party.



He shouldn't worry so much.



Reflection

He's worried that you could crash and hurt yourself or someone else or get arrested for driving under the influence.

But you think his concern is overblown.



Change talk

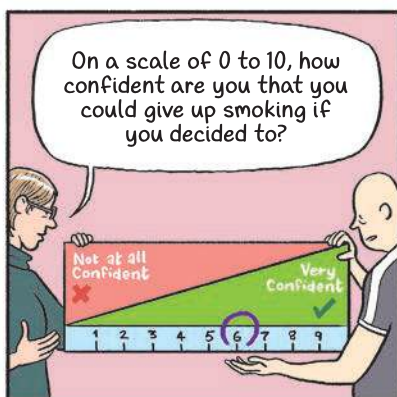
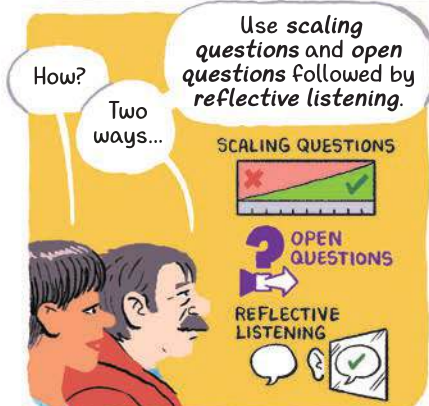
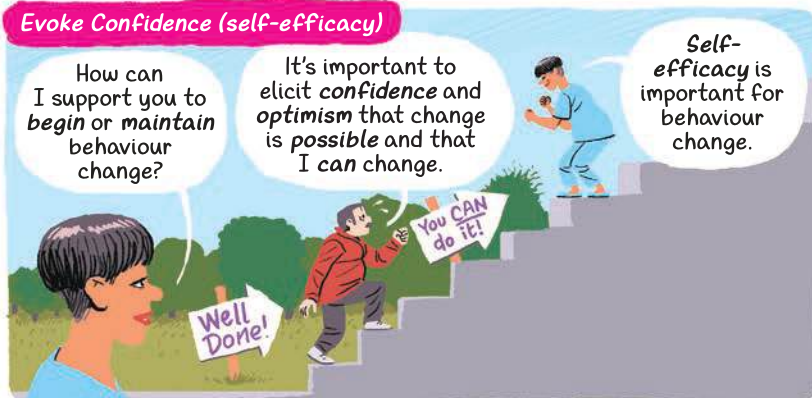
I can see he may have a point.

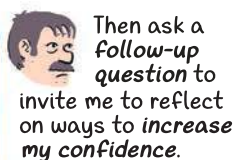
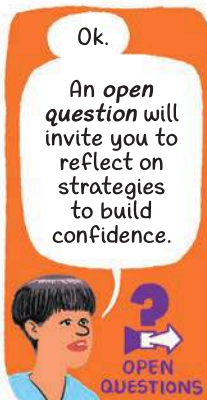
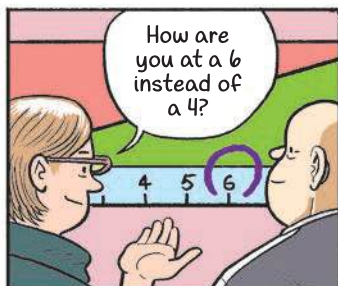
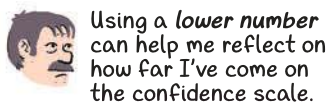
I really shouldn't drive after drinking.





Evoked Confidence (self-efficacy)





DARN-CAT



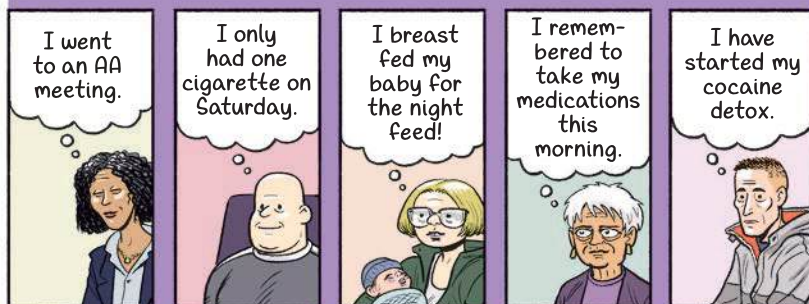
Commitment



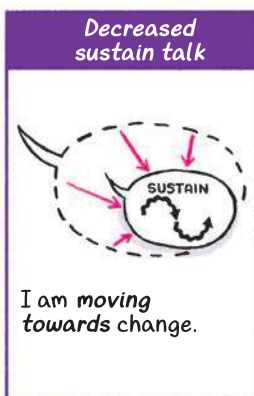
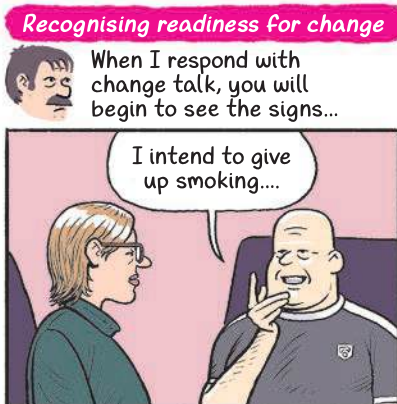
Activation



Taking steps







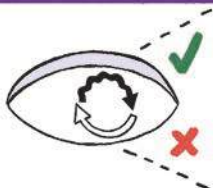


Questions about change



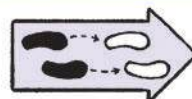
I might ask *what* to do about the problem.

Envisioning



I might talk about life *after* change, the *advantages* or anticipate some of the *difficulties*.

Taking steps



I might start to experiment with *small* steps towards change.

This is a good opportunity for you to *affirm* and to *build self-efficacy* and *confidence*.

When you see these signs you know it is time to move forward to the *planning process*.

Planning (the bridge to behaviour change)



Develop a change plan

What are we doing for this part of the conversation?

We are moving from *WHY* change and *WHAT* to change to *HOW* to change.

Your role is to support me to *develop a plan* that is acceptable and appropriate.

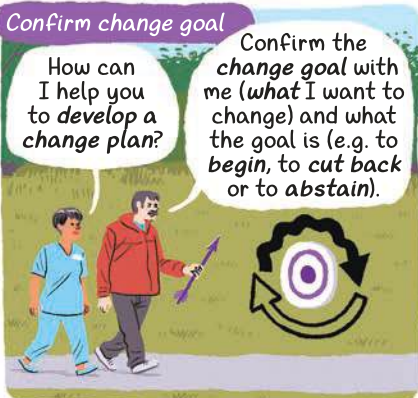




Confirm change goal

How can I help you to develop a change plan?

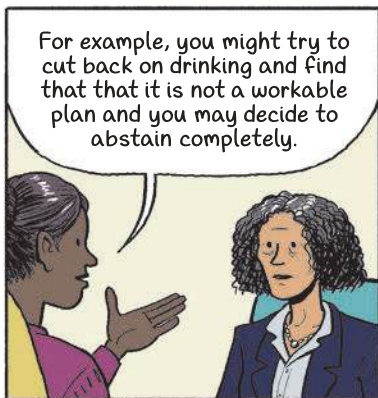
Confirm the **change goal** with me (**what I want to change**) and what the goal is (e.g. to **begin**, to **cut back** or to **abstain**).



That goal might change as you take steps to achieve it.



For example, you might try to cut back on drinking and find that that it is not a workable plan and you may decide to abstain completely.



Elicit ideas

Yes.

Before you jump in with your ideas, elicit **my ideas** about strategies to make the change.



Explore pros and cons

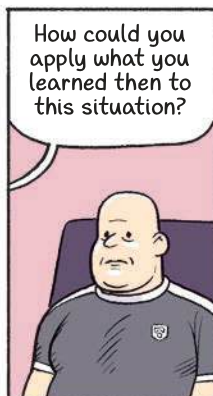
Explore pros and cons of my ideas.

Determine which appeals to me and is most appropriate for me.



What do you think you will do next?







Provide Information (Ask-Share-Ask)

What if I have **information** that might be useful to you in developing your change plan?

When sharing information with me remember that I am an **expert on myself**.



Start by finding out what I **know** and **need to know**.



Check if I am **ready** or **interested** in the information you want to offer me.



Match your information to my **needs**.

Ok.



Use the **Ask-Share-Ask** approach.



Start by **asking permission**.

Would it be okay if I shared some information with you about how to help soften your breasts to make it easier for your baby to latch?



Is it ok if I tell you a little bit more about ...?



Why is asking permission so important?





Ask what I *already know* and what I would like to know.

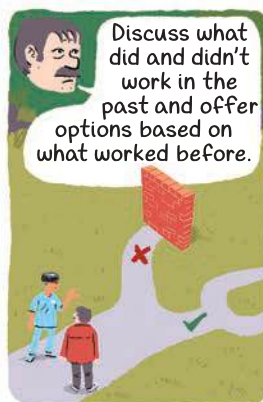
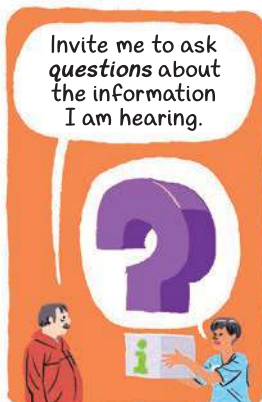
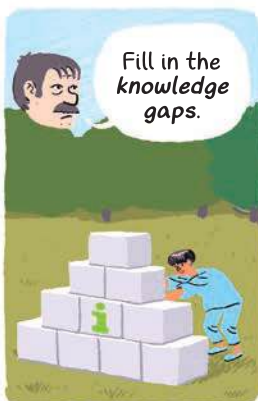


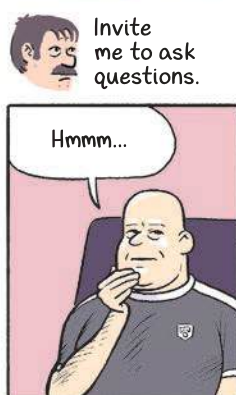
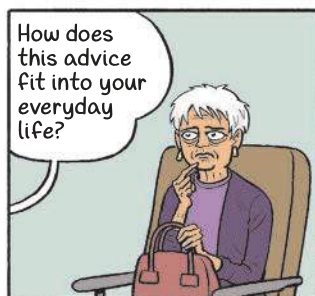
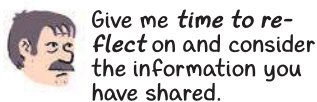
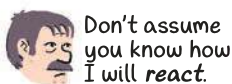
I may already know *some* or *all* of the information that you are sharing.



Don't assume that I lack this knowledge or that I haven't already thought about it.











Strengthen Commitment to Change



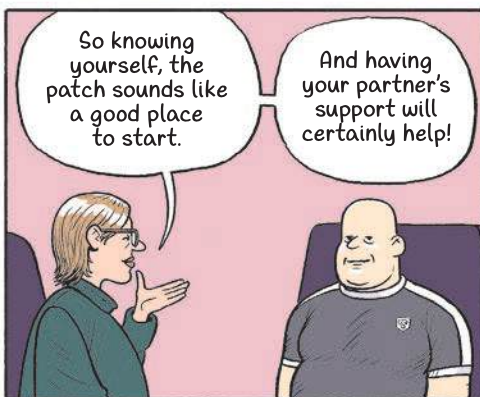
Yes I will usually express an *intention* to take an action before I make a *firm commitment* to it.



Open Questions



You can *evoke* my intention to take action by asking *open questions* that invite me to explore my commitment more clearly.





Reaffirm



Show appreciation



Affirm and support my self-efficacy.









Document reference number NHCG-D-051-1
Document developed by National Directorate Public Involvement, Culture & Risk Management
Version number V1.0
Document approved by National Healthcare Communication Programme
Approval date September 2025
Revision date September 2027

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