



National Healthcare
Communication
Programme

Conversations about change

An Introduction to Motivational Interviewing

A leaflet for healthcare staff

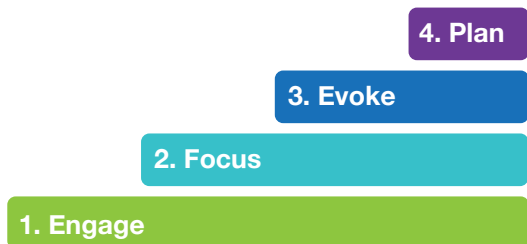


Making conversations easier



Clickable contents

The 4 stages of motivational interviewing



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Motivational interviewing is a collaborative, person-centred form of guiding to elicit and strengthen motivation for change

Rollnick S, Miller WR 2009



Brings you back to contents



Motivational Interviewing

Stages of Change



Prochaska & DiClemente, 1982

The Stages of Change Model can be used to assess a person's readiness to change and helps the clinician give the right support at the right time within the cycle of change.



Motivational Interviewing

The four principles of motivational interviewing are:

1. Get the conversation going and build a strong non-judgemental relationship – **express empathy** through reflective listening and summaries
2. **Develop discrepancy** between a patient's values or goals and their current behaviour
3. Avoid directly challenging the patient's views and **roll with their resistance** to change
4. Support **self-efficacy**

“

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

Pascal's Pensees, 17th Century



Motivational Interviewing

Engage

Create a strong clinician-patient relationship to promote an open discussion about behaviour change.

Greetings and introductions

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

Preparation

I have read the letter from your GP

Establish initial rapport

Can I just check that you can hear me/understand me/are you sitting comfortably?



Communication skills

- ☐ Greetings and introductions
- ☐ Non-verbal behaviour
- ☐ Involve the patient
- ☐ Demonstrate empathy
- ☐ Preparation
- ☐ Reflective listening
- ☐ Establish initial rapport



Motivational Interviewing

Engage

Reflective listening

Sounds like you are trying but you are frustrated because you haven't lost as much weight as you hoped... and it's getting you down.

Involve the patient

What are your thoughts about losing weight?

Demonstrate empathy

I can see that you are worried



TIP

Express empathy

Demonstrating empathy helps build trust and rapport as the clinician demonstrates non-judgemental understanding, using skills like reflective listening. Patients are far more likely to be open to you, to new ideas, and to themselves if they feel understood and accepted.



Motivational Interviewing

Focus

Explore and clarify what the patient wants or needs to change and how they feel about it.

Agenda setting

That's very helpful. Are you ready to focus on eating or on increased activity? Or is there some other topic that you would prefer to talk about?

Open questions

Tell me more about how you want to change...?

Explore patient's symptoms further

Mm-hmm, I see, go on, oh really, what else, tell me more



Communication skills

- ☐ Agenda setting
- ☐ Open questions
- ☐ Explore patient's symptoms further
- ☐ Understanding the patient's perspective



Motivational Interviewing

Focus

I.C.E.

I

Ideas

Why do you think...?

C

Concerns

What are you most worried about?

E

Expectations

What do you think should happen?

TIP

Develop discrepancy

Ambivalence is a normal part of the process of change. We are often unsure about what to do, especially if the choice is tough or involves a change which would be difficult. The clinician's role is to use this conflict to promote positive change and develop discrepancy between the patient's goals and values and their current behaviour.



Motivational Interviewing

Evoke

Encourage the patient to talk about why and how they might change (also known as change talk).

Communication skills

QUESTIONS

- ☐ Open questions
- ☐ Closed questions
- ☐ Evocative questions
- ☐ Query extremes
- ☐ Reverse questions
- ☐ Pros and cons
- ☐ Disarming questions
- ☐ Explore goals and values
- ☐ Scaling questions

☐ REFLECTIVE LISTENING

☐ REFRAMING

☐ SUMMARISE



Motivational Interviewing

Evoke

Open question

Tell me how it was for you to...?

Evocative question

How would you like things to be different?

Closed question

Was it difficult when you stopped smoking before?

Reverse question

On the other hand, what are some of the reasons for making a change?

Scaling questions

*On a scale of 1 – 10, how **important** do you think it is for you to remember to take our medicines?*

*On a scale of 1 – 10, how **confident** are you that you could give up smoking and remain a non-smoker?*

Query extremes

What is the worst thing that could happen? What do you hope for most?



Motivational Interviewing

Evoke

Pros and cons

Reflection

You are feeling pretty discouraged... (pause)... Tell me more about that

*I want to try to understand your smoking better from your perspective, both the benefits for you and the drawbacks. Can I ask you firstly **what you like** about your smoking? Now can I ask you **what you don't like** about your smoking?*

Disarming question

What are some of the advantages for keeping things just the way they are?

Explore goals and values

What sort of things are most important to you in life? How does this problem fit into this?



Motivational Interviewing

Evoke

Reframing

Ok, so let's see if I have this right. You like the fact that smoking helps you unwind, and you like that first smoke in the morning. On the other hand, your main concern is about its effect on your health.

Summarise

So you've told me you really want to stop smoking but also that it helps you with stress. Where does this leave you now?

So, just to recap, we talked about...

TIP

Roll with resistance

Don't tell people what to do... because it usually doesn't work, even if you think you are right! Resistance is a signal from the patient to respond differently. Avoid argument and roll with, rather than oppose resistance.

Note: Evoking an emotionally charged/ evocative response is important for change to take place. You know your question is evocative if the patient has to think about his or her response. Your tone of voice should be exploratory, not critical.



Motivational Interviewing

Plan

Develop a change plan and strengthen the patient's commitment to it.

Ask for permission

*Is it alright if we talk a little more about the causes of diabetes? (for low **importance**)*

*Is it alright if we talk a little more about ways of stopping smoking? (for low **confidence**)*



Communication skills

- ☐ Ask for permission
- ☐ Assess starting point/Chunk & check
- ☐ Teach back
- ☐ Agree next steps
- ☐ Safety-netting
- ☐ Self-efficacy
- ☐ Summarise
- ☐ Affirmations



Motivational Interviewing

Plan

Teach back

I've given you a lot of information. It would be helpful to me to hear your understanding about what we have discussed.

Assess starting point/ Chunk & check

Ask: *What do you know about the risks of being overweight?*

Tell: *It does put strain on the heart and can cause diabetes*

Ask: *Can I ask, how do you think this information applies to you?*

Agree next steps

So, just to review, these are the three next steps that you feel...

Safety-netting

We are here to support you if you want to talk some more



Motivational Interviewing

Plan

Affirmations

Thank you for being so open and honest

Great work over the last few weeks!

You're very focused

Self-efficacy

I'm confident that if and when you make a firm decision to make a change in this part of your life, you will find a way to do it



TIP

SUPPORT SELF-EFFICACY

Belief in the ability to change is an important motivator. Support the patient's belief in his/her ability to change by focusing on the patient's strengths, motivation, intentions and progress.

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This Skills Card is the work of the National Healthcare Communication Programme.

