

Motivational Interviewing Process

ENGAGE

- First 20% of the conversation to establish a productive, working relationship
- Ask Open questions to find out general perspectives, experiences, progress, concerns
- Look for strengths and Affirm
- Listen carefully and Reflect
- Emphasize choice and personal control

*Does the person seem to feel understood? If YES, transition to Focus
If NOT, continue Engage*

FOCUS

- “What would you like to focus on today?” “Would it be okay if we discussed...?”
*If the conversation goes off topic, stay in/return to Focus
If the conversation becomes unproductive, return to Engage*

EVOKE

Importance Ruler: “On a scale from 0 to 10 [label end points], how important is it for you to change _____?”

0	1	2	3	4	5	6	7	8	9	10
Not at all Important										Very Important

Follow up with one of the following:

- [1-4] Why are you at a ____ and not 0?
- [5-7] What would it take to go from ____ to a ____ [slightly higher number]?
- [8-10] Tell me why you’re at this number.

If less than 5, explore possible ambivalence:

What are some “good things” about the behavior? (PROs) What else?...	What are some “not-so-good things” about the behavior? (CONs) What else?...
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- Summarize
- “So, given the PROs and the CONs, where does this leave you?”

Use EVOKING QUESTIONS:

- “Why would you want to make this change?”
- “How would you like things to change?”
- “Tell me what you don’t like about how things are now.”
- “If you decided to make a change, how could you do it?”
- “What do you think you might be able to change?”
- “What might be some good things about making a change?”
- “What needs to happen?”
- “What do you expect might happen if you don’t make any changes?”
- “How does making a change with _____ fit with what you care most about, life goals/dreams?”

*If you hear signs of readiness, test the water: “Would you be willing to consider a goal to try?” If YES, transition to Plan
If NOT ready, go to Summarize and Engage, Focus or Conclude*

PLAN

- Guide the person to set a goal: “What change do you think you could try?” “What goal could you set?”
- If needed, offer a menu of options – with permission
*If the conversation goes off topic, return to Focus.
If the conversation becomes unproductive, return to Engage.*

Change Goal (specific, measurable):

- “How might you go about trying to reach his goal?”
- “What might get in the way of trying to reach this goal?” (BARRIERS)
- “What could you do to prevent/work through these barriers?” (STRATEGIES)
- “Who would support you the most in achieving your goal?”
- “What might be some benefits from achieving this goal?”
- “If the plan gets off track, what might you do?”

**End Planning with
Confidence Ruler
regarding the change goal**

Reflection Starters:

- It sounds like you...
- It seems to you that...
- From your point of view...
- For you, it’s a matter of...
- You mean that you...

When you hear **CHANGE TALK**, use **OARS** to respond (Open-ended questions, Affirmations, Reflections & Summaries)

Summarize & Conclude with Affirmation