

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*

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...

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?...

- Summarize
- "So, given the PROs and the CONs, where does this leave you?"

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

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

Summarize & Conclude with Affirmation