

How MI can help you be a better colleague

Professor Stephen Rollnick
Orla Adams





Steve and Orla share their stories briefly

Overview of MI

How listening builds connection

Affirmation

Offering information and advice

Questions



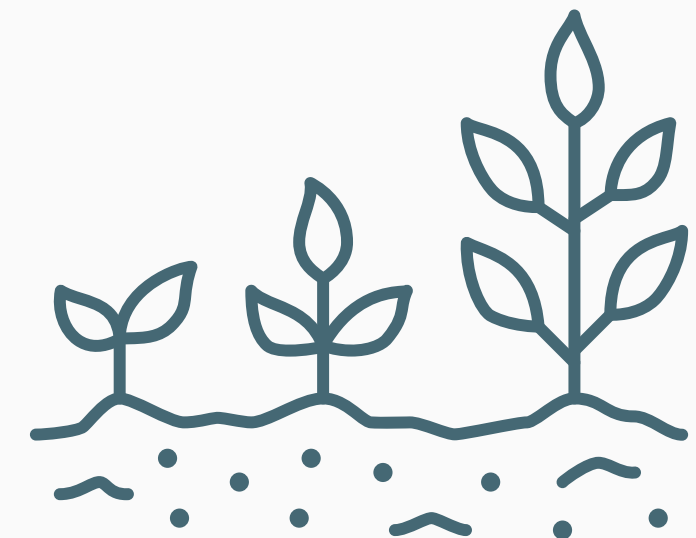
Our stories.....

What prompted you
to join the webinar?

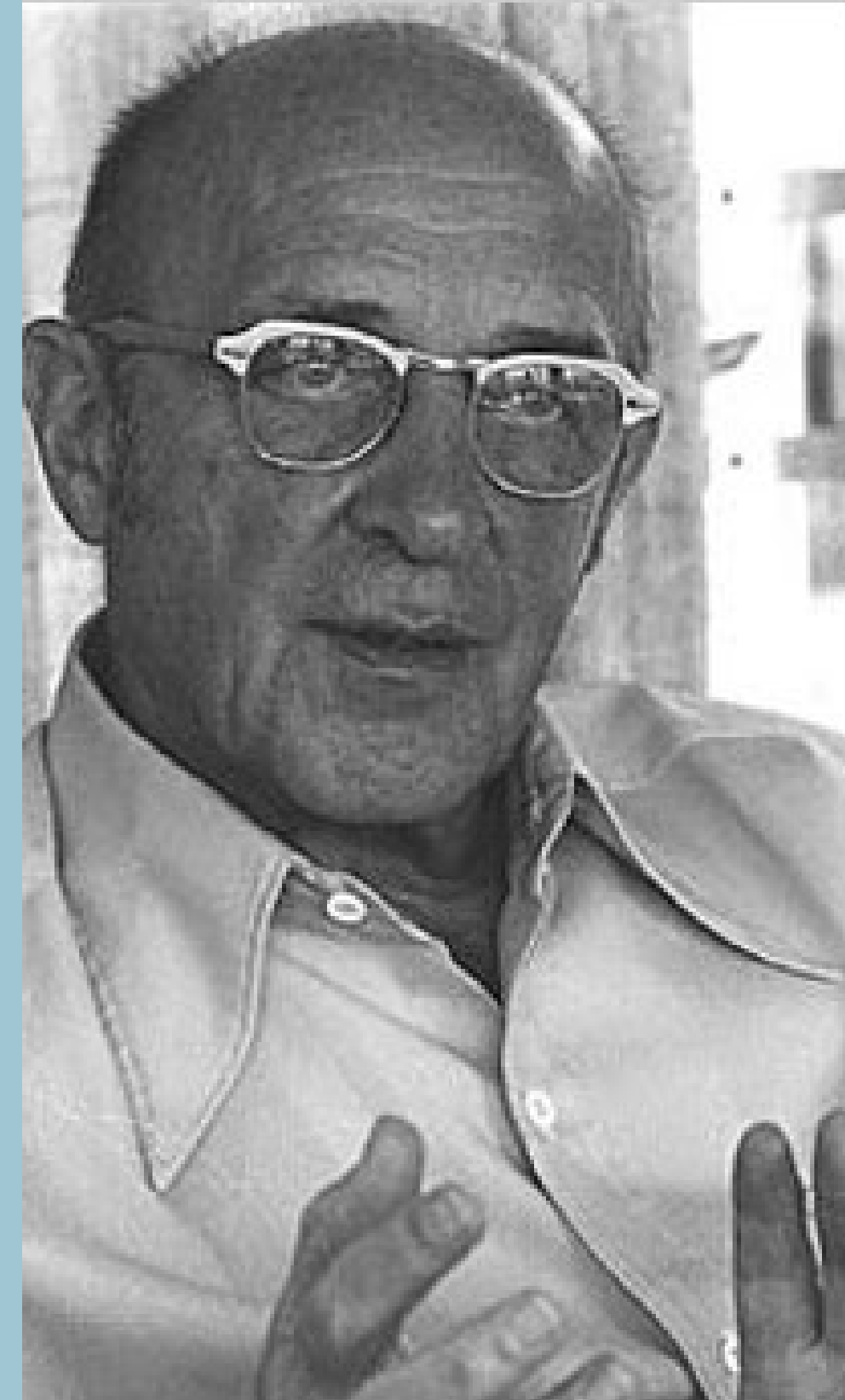


"MOTIVATIONAL INTERVIEWING IS A PARTICULAR WAY OF TALKING WITH PEOPLE ABOUT CHANGE AND GROWTH TO STRENGTHEN THEIR OWN MOTIVATION AND COMMITMENT."

Miller and Rollnick, 2023



MI is an evidence-based, person-centred method based on the work of Dr Carl Rogers



"We think we listen, but very rarely do we listen with real understanding, true empathy. Yet listening, of this very special kind, is one of the most potent forces for change that I know."
Carl Rogers

Join the Empathy Movement
CultureOfEmpathy.com

Motivational Interviewing (MI)



A way of being with people

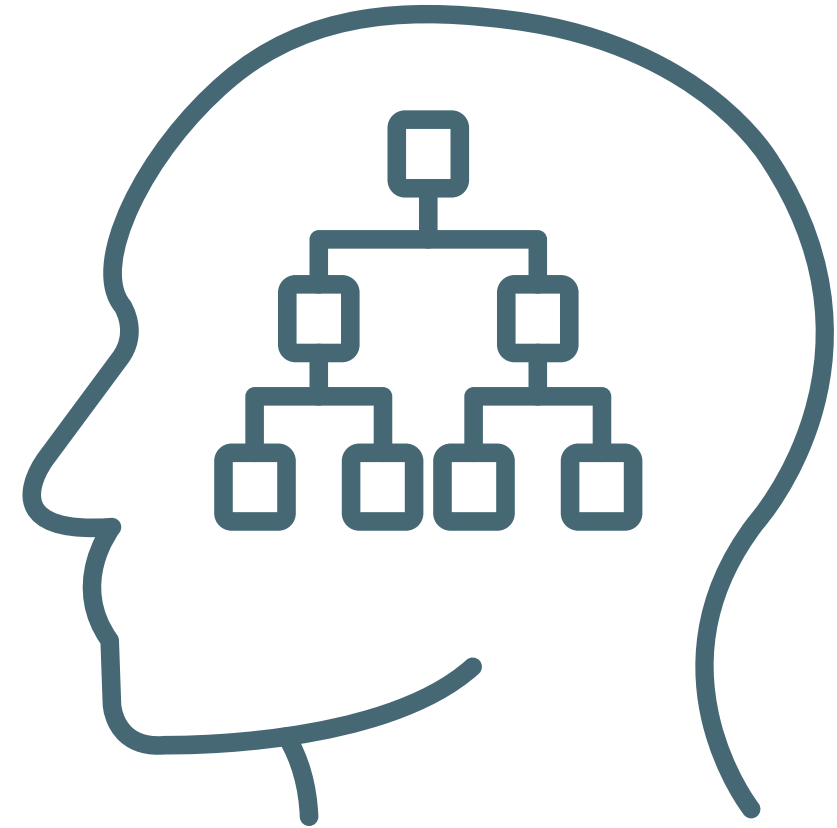


**A person-centred
method**



**View people for their
qualities, strengths,
abilities and efforts**

Ambivalence





Fixing reflex

**“You should..”
“You need to...”**

“Yes, but.....”

What does empathic listening
look like??



LISTEN WITH....



CURIOSITY

What do they
mean when
they say that?

THE GOAL OF UNDERSTANDING

.....rather than
the goal of
fixing it

AN EAR ON CHANGE TALK

“I want to...”
“I need to”
“I will.....”

EMPATHY

What might
they be feeling
and thinking?

LISTEN WITHOUT...



DISTRACTION

Am I fully
focused on
you?

WAITING FOR YOUR TURN TO SPEAK

Think about
how you will
reflect what
they have said

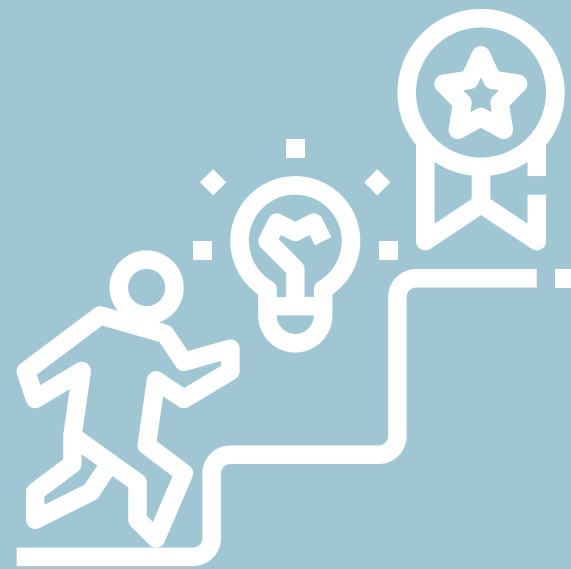
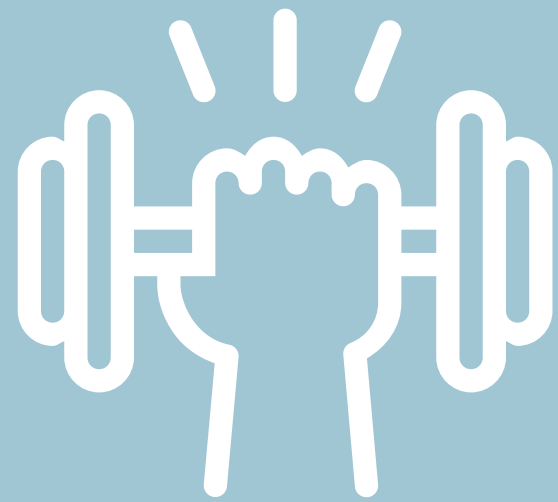
THE SOLUTIONS

What ideas do
they have
within them?

JUDGEMENT

Accept this person
and focus on their
strengths, abilities
and qualities

Affirmation



Strengths

“You are so passionate about your work, it’s important to you that you are doing the best you can.”

Efforts

“You put so much thought into that, that must have taken a huge amount of time and concentration.”

Qualities

“You’re creative and you always come up with great ideas.”

Appreciation

“Thank-you for telling me what you’re going through.”

Offering advice and information



Ask



Offer



Ask

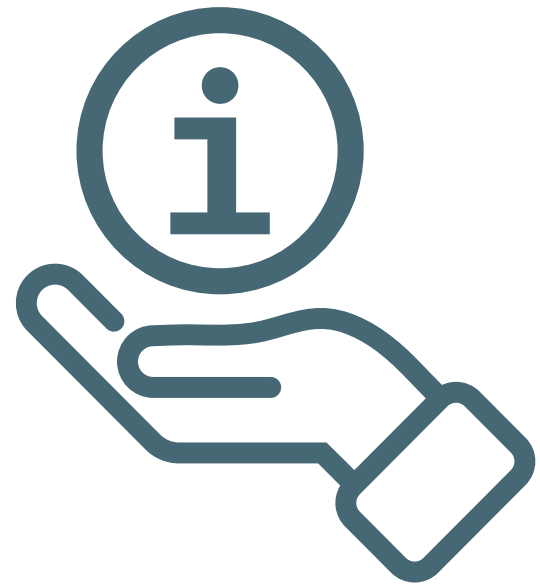


Ask

“Would it be ok if I tell you a bit more about that?”

“I could share a few other ideas with you if you want?”

“What have you been told/heard already?”



Offer

Small amounts of information/advice with space for the person to consider it



Ask

“How does that sound to you?”

“What are you thinking now?”



Thank you for joining us today.

