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?

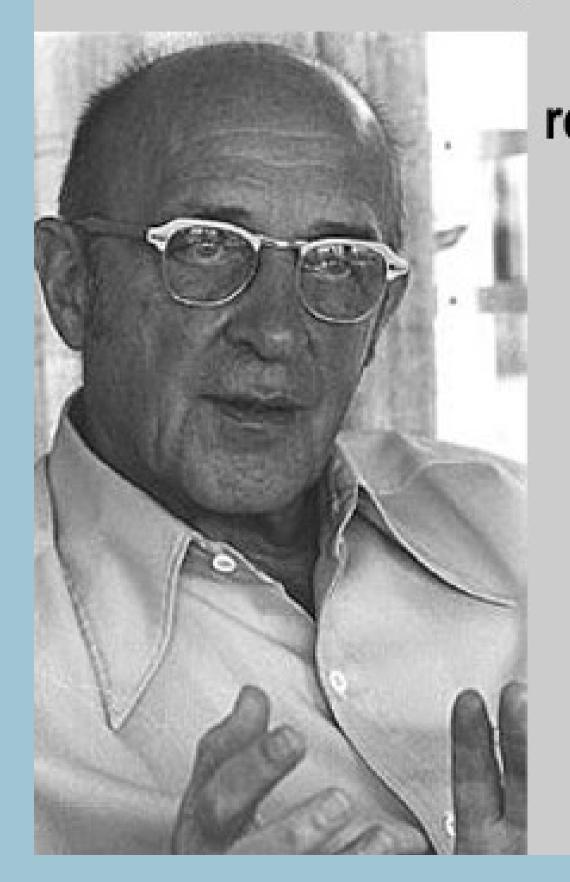


"MOTIVATIONAL INTERVIEWING IS A PARTICULAR WAY OF TALKING WITH PEOPLE ABOUT CHANGE AND GROWTH TO STRENGTHEN THEIR OWN MOTIVATION AND COMMITMENT."

Miller and Rollnick, 2023

MI is an evidencebased, personcentred 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



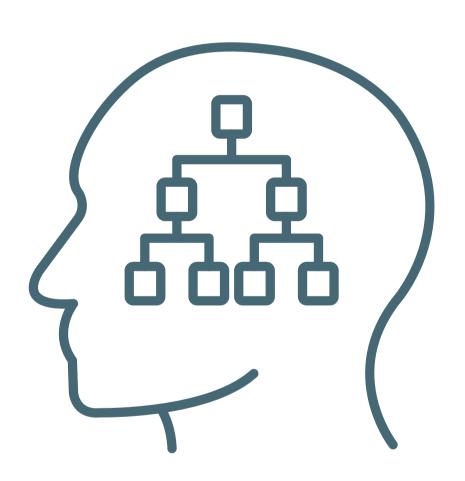
A person-centred method



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??







CURIOSITY

THE GOAL OF UNDERSTANDING

AN EAR ON CHANGE TALK

EMPATHY

What do they mean when they say that?

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

"I want to..."

"I need to

"I will....."

What might they be feeling and thinking?

LISTEN WITHOUT...



DISTRACTION

WAITING FOR YOUR TURN TO SPEAK

THE SOLUTIONS

JUDGEMENT

Am I fully focused on you?

Think about how you will reflect what they have said

What ideas do they have within them?

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

"I'm not sure if I'm feeling challenged anymore, it feels a bit repetitive now and I can't see that there are many opportunities coming up. It feels like I'm going through the motions and I think I'm losing my love for it. I've been looking for other jobs but I don't really want to leave here, it's close to home and it works well with family life."

Fixing reflex responds with.....

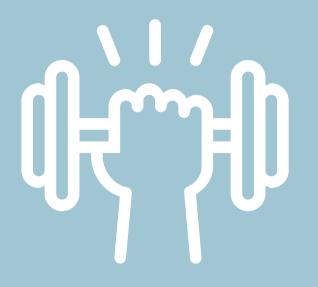
"You probably need to go and speak with the team lead and let them know how you're feeling. I'm sure there will be some opportunities coming up in the future."

"I'm not sure if I'm feeling challenged anymore, it feels a bit repetitive now and I can't see that there are many opportunities coming up. It feels like I'm going through the motions and I think I'm losing my love for it. I've been looking for other jobs but I don't really want to leave here, it's close to home and it works well with family life."

Empathic listening responds with.....

"You want to feel challenged in your work and you don't want to lose your passion for it. Working here fits well with life for you and if you could stay here you would prefer that."

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."

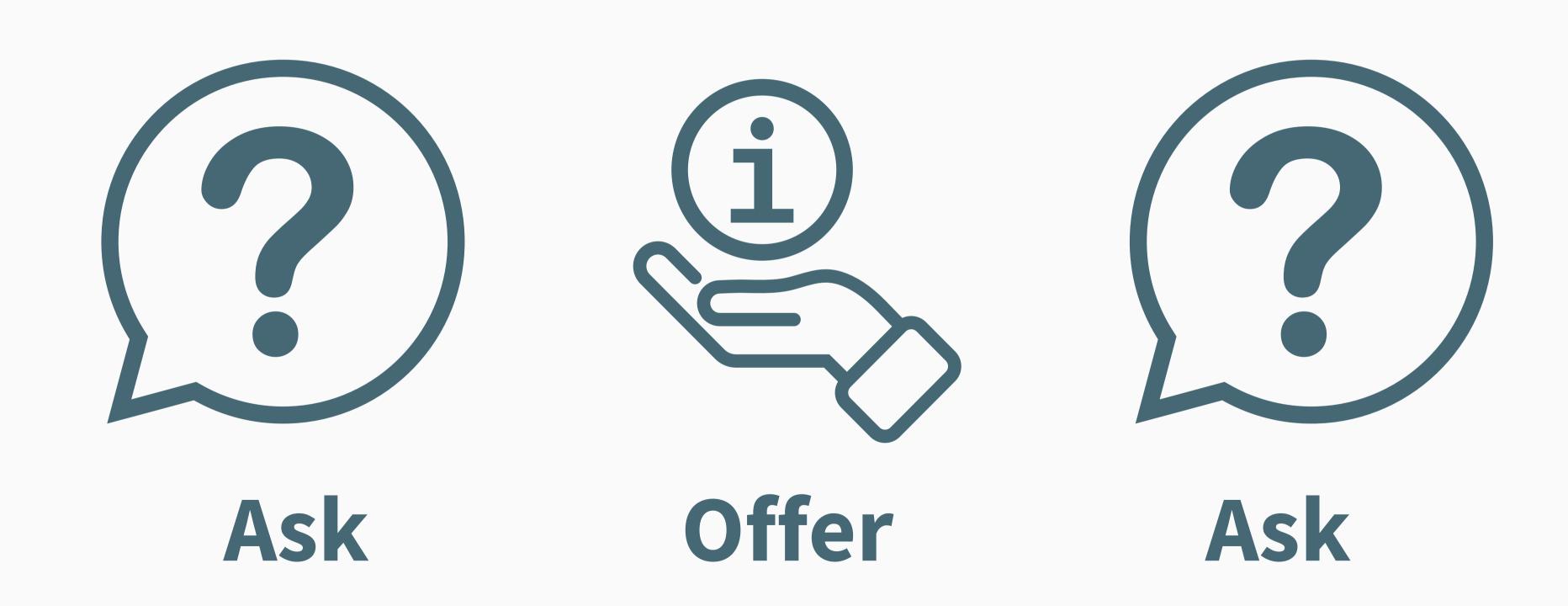
Qualities

"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

"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?"



