

# Motivational Interviewing

## Advancing Practice

Orla Adams & Professor Stephen Rollnick  
8<sup>th</sup> and 9<sup>th</sup> February 2024

Padlet  
questions  
comments  
links



# Practice 1

- Consider these two questions:
- **What are your reasons for attending this two-day advancing MI practice workshop?**
- **What do you hope to take from it?**
- With the person next to you, share your responses to these two questions. Each person will speak for 5 minutes.
- Listener, use your OARS to understand your partner's reasons and hopes.
- Listen for change talk
- Scan the QR code and add your responses to the form

Scan the QR  
code and  
provide your  
responses

MI Advancing Practice (2)



# Motivations and hopes



# The Aim



- Build your confidence with MI
- Offer opportunities for feedback
- Deeper dives
- Support beyond this workshop

# Learning MI – Observation and feedback



Attending  
to change  
talk, sustain  
talk and  
discord

Listening  
broadly to the  
person's  
emerging  
story and  
reactions

Remembering  
the agreed  
goal/focus

Considering  
possibilities for  
what you could  
say and how the  
person might  
respond

Letting  
go of the  
fixing  
reflex

Monitoring  
your own  
reactions

Clearing  
your  
mind

Compassion

Acceptance

Partnership

Empowerment



# Learning MI



## Practice 2

### Self-assessment of where you are with MI

- Using the 'Motivational Interviewing self-assessment' worksheet A in your pack take 6-8 minutes to complete this
- Notice where you shine
- Notice where you want to focus on growth and development
- With the person next to you, each share your strengths and where you want to focus your attention.
- 5 minutes each, listener use your OARS
- Take a few minutes to write

wifi

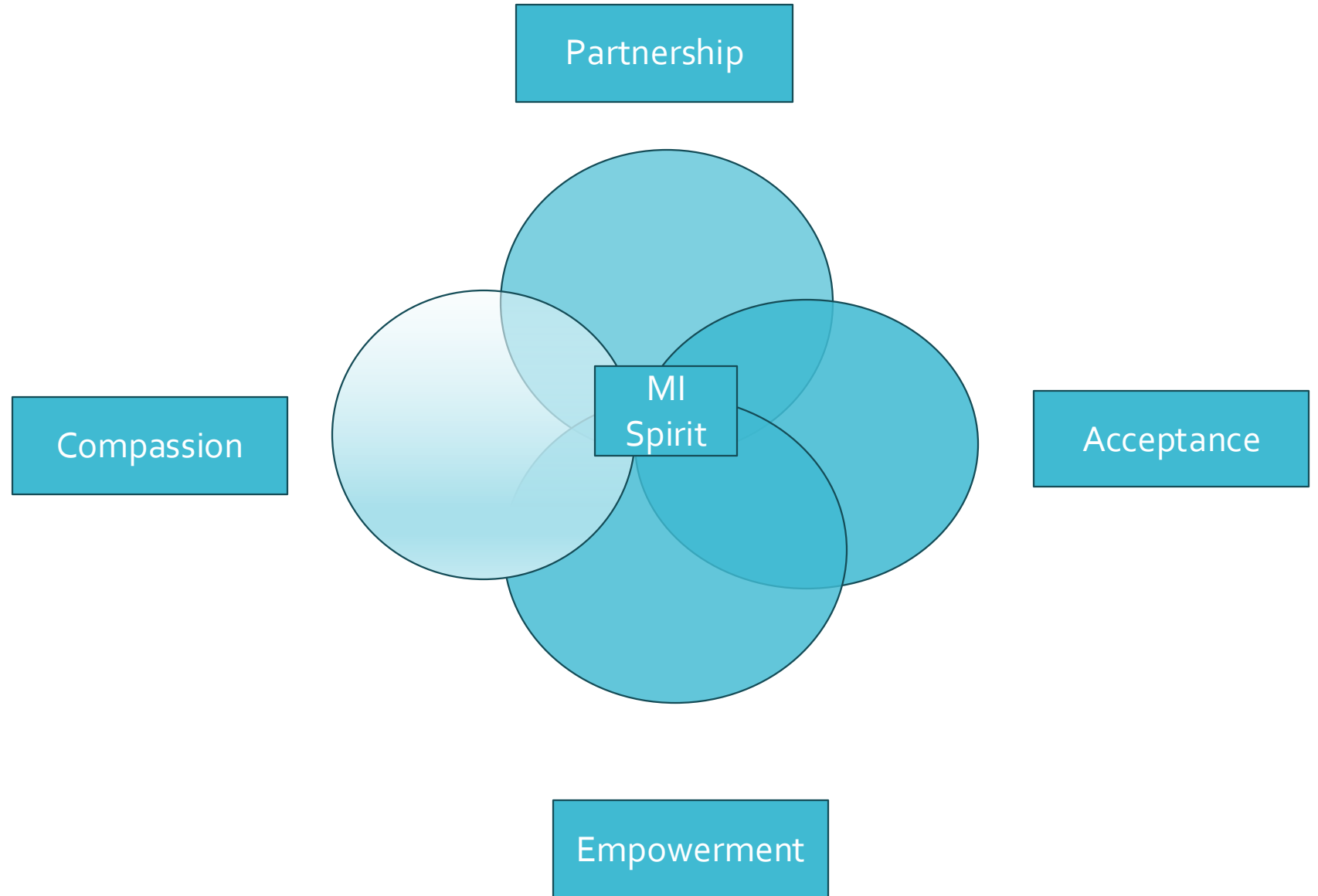
- CWS-VBM
- 7Pr6mdY!y

# Refresher Quiz



In your browser – [menti.com](https://menti.com)  
Code – **32 12 12 2**

# MI Spirit



# Principles of MI – RULE

R - Resist the fixing reflex

U - Understand the person's motivations

L- Listen to the person

E – Empower the person

# Genuineness



- An authentic person is **honest**
- When offering an affirmation it should be **sincere**
- When you listen it should be with **genuine** curiosity
- Being aware of and truthful about your own personal reactions - **Self-awareness**
- **Open and responsive**
- **Humility** – not having all the solutions, avoiding the expert role

## Practice 3

### MI Spirit

### Deeper Dive

### 15 minutes

- MI Spirit card game
- Move into groups of 5/6
- Each group will be given a pack of cards
- Take the four cards with each of the components of MI Spirit and place these in the centre of your group
- Split the remaining cards between the group, 4/5 cards each
- Each person take a turn to read aloud what is on your card and decide where you will place card



# Reflection

- What thoughts do you have as a result of this exercise?
- In what way might this impact your work?

Technical skills  
for evoking  
motivation for  
change –  
3 ways to  
advance MI

- 1<sup>st</sup>
- Recognize change talk, sustain talk and discord
- **on-going in-the-moment awareness** of what is happening in the language of change

Technical skills  
for evoking  
motivation for  
change –  
3 ways to  
advance MI

- 2nd
- You don't just wait for change to happen, you invite it through the strategic use of OARS
- **on-going in-the-moment awareness** of your own speech and the person's reactions to them.
- Think one step ahead
  - If I ask this question/offer this reflection how is this person likely to respond?

Technical  
skills for  
evoking  
motivation  
for change –  
3 ways to  
advance MI

3<sup>rd</sup>

You consciously respond in ways  
intended to strengthen change talk

**EARS**

**Elaborate**

**Affirm**

**Reflect**

**Summarise**

## Practice 4- On-going in- the-moment awareness

(designed by Kathy  
Goumas and Stephen  
Rollnick)

- In groups of 3
- Speaker, listener and time-keeper
- **Speaker** – talk about a change that is important to you, something you remain ambivalent about
- **Listener** – Use your OARS and EARS to understand/explore
- **Time-keeper** – guide the brief discussions

Ideas for  
change topics  
to use in  
practice

- Be more active
- Eat more healthily
- Reduce screen time on devices
- Improve sleep habits
- Manage work-life balance
- To change jobs

## Practice 4- On-going in- the-moment awareness

(designed by Kathy  
Goumas and Stephen  
Rollnick)

### Time-keeper –

Start the timer when the conversation begins

**stop** it at **3 minutes** and ask the listener these three questions

**1/What are you aware of in this conversation?**

**2/ What are you aware of what the speaker is saying?**

**3/ What are you choosing to do?**

After a brief discussion (3 minutes) restart the timer

Stop again after 3 minutes and ask the listener the same questions.

Have a further 3 minutes of practice and then time-keeper end the practice time.

Rotate roles

Total time of each round – 15 minutes

## Practice 4- On-going in- the-moment awareness

(designed by Kathy  
Goumas and Stephen  
Rollnick)

45 minutes

- In groups of 3
- Speaker, listener and time-keeper
- **Speaker** – talk about a change that is important to you, something you remain ambivalent about
- **Listener** – Use your OARS and EARS to understand/explore
- **Time-keeper** – Start the timer when the conversation begins
  - **stop** it at 3 minutes and;
  - Ask the listener **what they are aware of in this conversation, what they are aware of the speaker saying and what they are choosing to do?**
  - After a brief discussion (3 minutes) restart the timer
  - Stop again after 3 minutes and ask the listener the same questions.

Rotate roles



## Change Talk DARNCATs

- **Desire** – I want to/ I wish/ I would like...
- **Ability** – I can/ I could/ I'm able to
- **Reason** – I'd feel better if/ I'd be in less pain/ I would have more energy/I'll try
- **Need** – I need to/ This is important to me/ I have to/ Something has got to change
- **Commitment** – I will/ I swear
- **Action** – I'm willing to consider it/ I'm thinking about it
- **Taking steps** – I have signed up to the group/ I have started to go out walking/ I picked up the prescription

## Practice 5 – Change Talk Bingo



- Get your bingo card ready
- Listen to the demo/recording
- Cross off the change talk categories as you hear them
- When you get a full house call out 'Bingo'
- Prize for the first full card

## Practice 6 – Is it change talk?

- Take **worksheet B** from your pack
- It is titled '**Change Talk?**'
- Get into groups of 5/6
- Each person take a turn to read out loud the statements on the sheet
- As a group, decide if it is:
  - **Preparatory Change Talk (DARN)**
  - **Mobilising Change Talk (CAT)**
  - **Sustain Talk or Discord**
- If you have additional time then take each statement and practice how you could respond

## Cultivating change talk

- OARS
- Ask an evocative question - DARNCAT
- Importance and confidence scaling questions
- Envision change
- Values exploration

## Strengthening change talk

### EARS

- Elaborate
- Affirm
- Reflect
- Summarise

# Responding to change talk AII EARS

**Elaborate – more detail, examples, in what ways?**

**Client - “If I lost weight things would be so much better.”**

**Practitioner - “In what way would things be better for you?”**

**Affirm –**

**Client - “I really need to sort this out, I can’t carry on like this.”**

**Practitioner- “You sound very determined for things to change, it’s really important to you.”**

**Reflect - “You really need to sort this out.”**


**Summarise – Offer back all the change talk**

## Practice 7- Out of the hat (the Welsh pot)

### Cultivating and strengthening change talk

- In groups of 6
- Write down 2-3 change talk statements that you hear in your work/practice
- Each person in the group pick out a response from the pot
- First person read your statement
- Person to their right will respond using the response on their card and the speaker can reply in whatever way feels natural
- Move around the group until each person has read their change talk statements





Agreeing  
disagreeing

Distracting

Suggesting

Interpreting

Telling

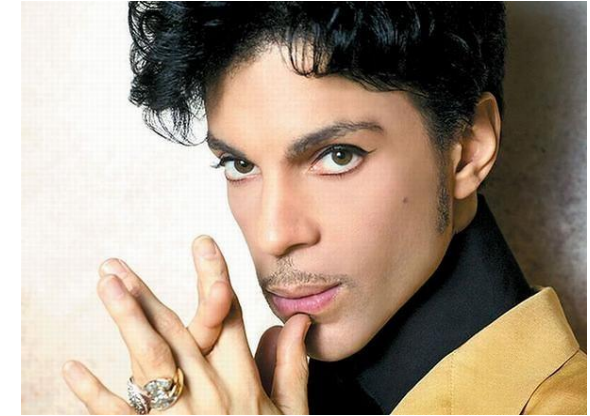
Persuading

Warning



Sustain talk  
and discord

- Formerly known as.....  
Resistance



## Sustain talk

“I can’t seem to do anything about this. I know what I need to do and yet I can’t stick to it. ”

“I’m happy with the way things are right now, I don’t see what everyone is going on about.”

“I enjoy scrolling on my phone, it’s a good way to pass the time for me. I don’t care about exams.”

## Discord

“I’ve been on a waiting list for months and now you’re making me wait again!”

“You don’t understand how difficult this is for me, you’ve never had to deal with this.”

“It’s all about money isn’t it? That’s why you won’t give me the medication.”

# Sustain talk and discord



## Softening sustain talk

- Simple reflection
- Double sided-reflection
- Amplified reflection
- Emphasise autonomy
- Reframing
- Shifting attention
- Apology
- Pendulum approach
- Coming alongside

# Amplified reflection

- You restate the person's experience with increased intensity
- Overstate
- Said without any tone of sarcasm (genuineness)
- *"I can't believe she did that!"*
  - **"You are furious with her."**
- *"I don't care about my weight, it doesn't cause me any problems. I don't think we need to talk about it really."*
  - **"Your weight doesn't cause you any problems at all."**

## Pendulum approach

- When no change talk is coming
- Listen to their reluctance and reflect sustain talk
- May be more able to explore other side of ambivalence

# Ambivalence

- I was out with a friend last week and we ordered food. I knew I had ordered more than him and that it was more than enough but I was driven to order more. I don't know why. When it came, the portion was huge but I ate it all. I can't change this even though I want to and I know its doing me no good. I hate the way I look. I choose clothes that cover me up and hide what I don't want other people to see. I have no energy, I know there is diabetes in the family, I need to be there for my family. I know I can change for a while but I can't sustain it so I think what's the point in even trying. I worked out how much I'm spending on food, it's shocking. We need to buy a house, we want to go on holidays, buy stuff for the baby. If I don't see results quickly then I don't stick with it yet I know that losing weight quickly isn't helpful. I've done loads of diets and my mother was always on a diet .



# Listening

- We need to listen more
  - Then listen more deeply
  - Learn to listen for certain things more than others
  - Learn to notice when we've left listening and return again
- 
- Helen Mentha, page 20 , Someone Good to Talk to: Reflections on Motivational Interviewing in Practice

# Reframing

- Invites people to consider different meaning or interpretation
- *"They are always on at me about me about my exams and studying. They never let up about it, it does my head in!"*
  - **"They want the best for you."**
- *"I tried all of those things, and none of them worked. Don't you get it?"*
  - **"Despite the fact that things haven't changed, you keep trying."**

## Reframe

- “I think everyone is blowing this out of proportion. So I drank a bit too much at the party.”
  - “So what you thought would be fun has become something else, all because of a bit more alcohol.”
- “I’ve tried so many times and I just can’t stick at it.”
  - “It wasn’t the right time for you.”
  - “You are trying to find what might work for you.”

I don't see what  
the problem is,  
I'm doing ok.  
Everybody is  
making a big deal  
about nothing!

Well, you have been in  
getting into trouble  
more lately and there  
are concerns about the  
drugs you are taking.

They are  
right to be  
worried.

You need  
to take this  
seriously.



# Reflection

I don't see what  
the problem is,  
I'm doing ok.  
Everybody is  
making a big deal  
about nothing!

You feel  
you're  
doing ok.

You don't  
see what  
the fuss is  
about.

There is  
nothing  
to worry  
about.



# Steve and John Evoking change talk

- <https://psychwire.wistia.com/medias/i8sbwwoevm#>

# Steve and John

- <https://psychwire.wistia.com/medias/o19w21exrk>

## Practice 8— Batting Practice

Each person write down two statements that you hear in your work/practice that are sustain talk (ST) and two that signify discord.

In groups of 6

First person will read their statement and the person to their right will respond with a response from the pot. The person who read the statement can respond in whatever way feels natural.

Move around the circle and repeat until each person has read both sustain talk and discord statements.



# Reflection

- What has been affirmed for me?
- What is something that I discovered or rediscovered?
- Where might I need to change my practice?

## Practice 8 – Self-recording

- An opportunity to reflect on your MI practice
- In pairs. One speaker and one listener
- Decide which scenario you wish to practice and share this with your partner – real play or practice based
- Use your mobile phone or a device to record the conversation
- Ten minutes each with a brief discussion
- Find a place where you can listen to your recording
- Use the observer tracking sheet to make notes of your skills and strengths
- Pick one learning point that you want to focus on and bring to your practice

# Listening deeper

- Continuing the paragraph
- Understate and overstate
- Double-sided reflection

# Listening deeper

- Continuing the paragraph
- Something the person has not said yet..... but might come next
- Video – The Silent Man

# Understate Overstate

- **Understate** – give the person permission to say more:
  - **Person:** “I’m upset about how they spoke to me.”
  - **Listener:** “You’re a little annoyed with them.”
  - **Person:** “Annoyed? No, I’m really angry! I can’t believe they said that to me.”
- 
- **Overstate** – may cause the person to back down from it a bit:
  - **Person:** “I’m upset about how they spoke to me.”
  - **Listener:** “You’re furious with them.”
  - **Person:** “Well, not that much, but it bothered me.”

## Practice 9 – Listening deeper

- In groups of 3
- Speaker, listener and observer
- Choose your scenario – real play or practice based
- Decide what you want to focus on
  - Deepening reflections
  - Continuing the paragraph
  - Cultivating change talk
  - Strengthening change talk
  - Responding to sustain talk or discord
- 15 minutes practice
- 10 minutes debrief

# Observer

- Write as much of what the listener says as possible using the observer tracking sheet
- When the practice ends
- 1/ Ask the listener “What went well?”
- 2/ Ask permission to share additional positive feedback
- 3/ Ask the speaker what stood out for them that was helpful
- 4/ Ask the listener what one learning point they have taken from this practice

# Coding using MITI 4.2.1

- Motivational Interviewing Treatment Integrity
  - Moyers, T.B., Manuel, J.K., & Ernst, D. (2014). *Motivational Interviewing Treatment Integrity Coding Manual 4.1*. Unpublished manual.
- 1) Treatment integrity measure for clinical trials of motivational interviewing.  
2) Means of providing structured, formal feedback about ways to improve practice in non- research settings.  
3) Component of selection criteria for training and hiring
- **Global scores**
- **Technical** – Cultivating Change Talk and Softening Sustain Talk
- **Relational** – Empathy and Partnership
- **Behavioural Counts** – see your Practice sessions handout in the pack

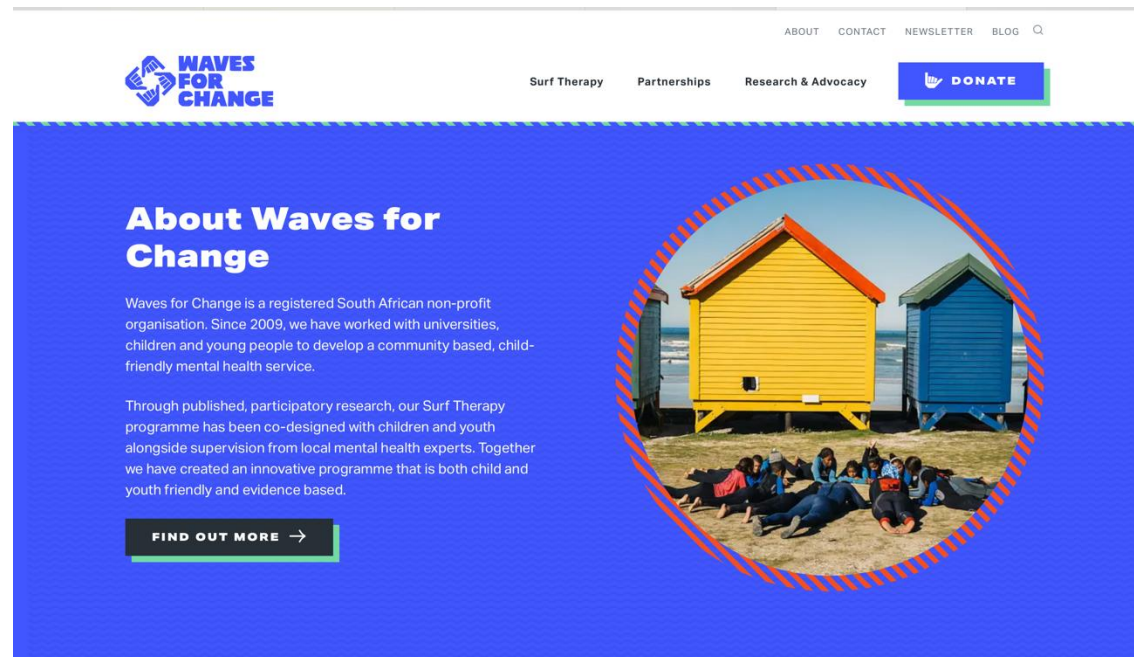


# Coding

- Question – Q
- Affirmation – A
- Reflection – R
  - Simple – SR   Complex - CR
- Summary - S

# Waves For Change

[https://m.youtube.com/watch?si=R-\\_a65zufK\\_Lm3yf&v=rMa1ENla2wE&feature=youtu.be](https://m.youtube.com/watch?si=R-_a65zufK_Lm3yf&v=rMa1ENla2wE&feature=youtu.be)



The screenshot shows the homepage of the Waves for Change website. The header features the organization's logo, a navigation menu with links to 'ABOUT', 'CONTACT', 'NEWSLETTER', and 'BLOG', and a search icon. Below the header, there are three main navigation buttons: 'Surf Therapy', 'Partnerships', and 'Research & Advocacy', followed by a prominent blue 'DONATE' button with a hand icon. The main content area has a blue background with a white dashed border. On the left, the heading 'About Waves for Change' is followed by two paragraphs of text. On the right, there is a circular image showing a group of people sitting on a beach in front of two colorful wooden huts, one yellow and one blue. A 'FIND OUT MORE' button with a right-pointing arrow is located at the bottom left of the main content area.

**WAVES FOR CHANGE**

ABOUT CONTACT NEWSLETTER BLOG


Surf Therapy Partnerships Research & Advocacy **DONATE**

## About Waves for Change

Waves for Change is a registered South African non-profit organisation. Since 2009, we have worked with universities, children and young people to develop a community based, child-friendly mental health service.

Through published, participatory research, our Surf Therapy programme has been co-designed with children and youth alongside supervision from local mental health experts. Together we have created an innovative programme that is both child and youth friendly and evidence based.

**FIND OUT MORE →**



## Personal qualities in helping conversations

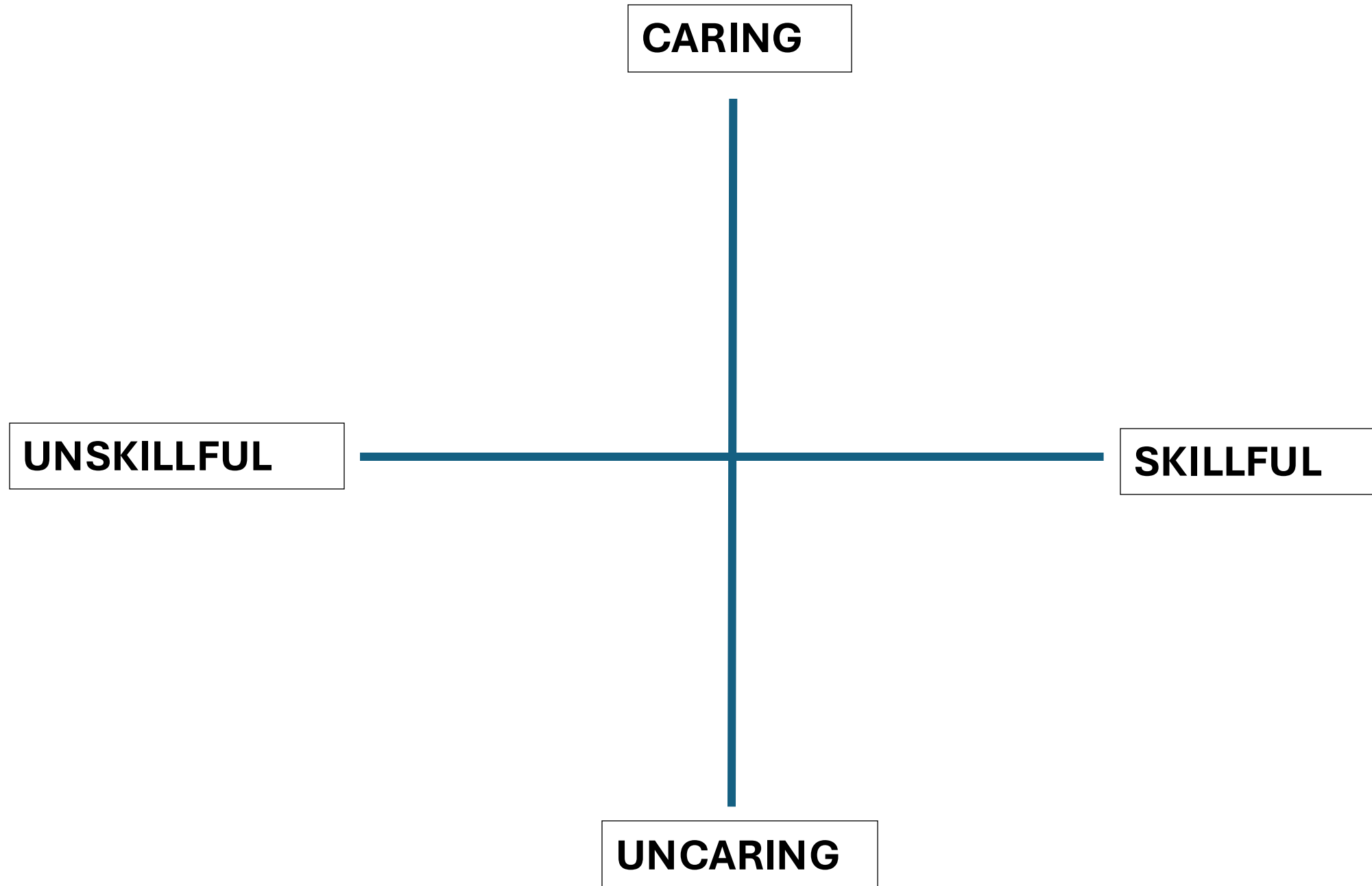
- Warm
- Enthusiastic
- Driven
- Slow talking
- Focussed
- Emotional
- Authoritative
- Flexible
- Serious
- Succinct
- Structured
- Direct
- Wordy
- Impatient
- Confrontational
- Curious
- Calm
- Sincere
- Knowledgeable
- Empathic
- Organised
- Clear
- Fun-loving
- Quiet
- Business-like
- Kind
- Fast talking
- Compassionate
- Anxious

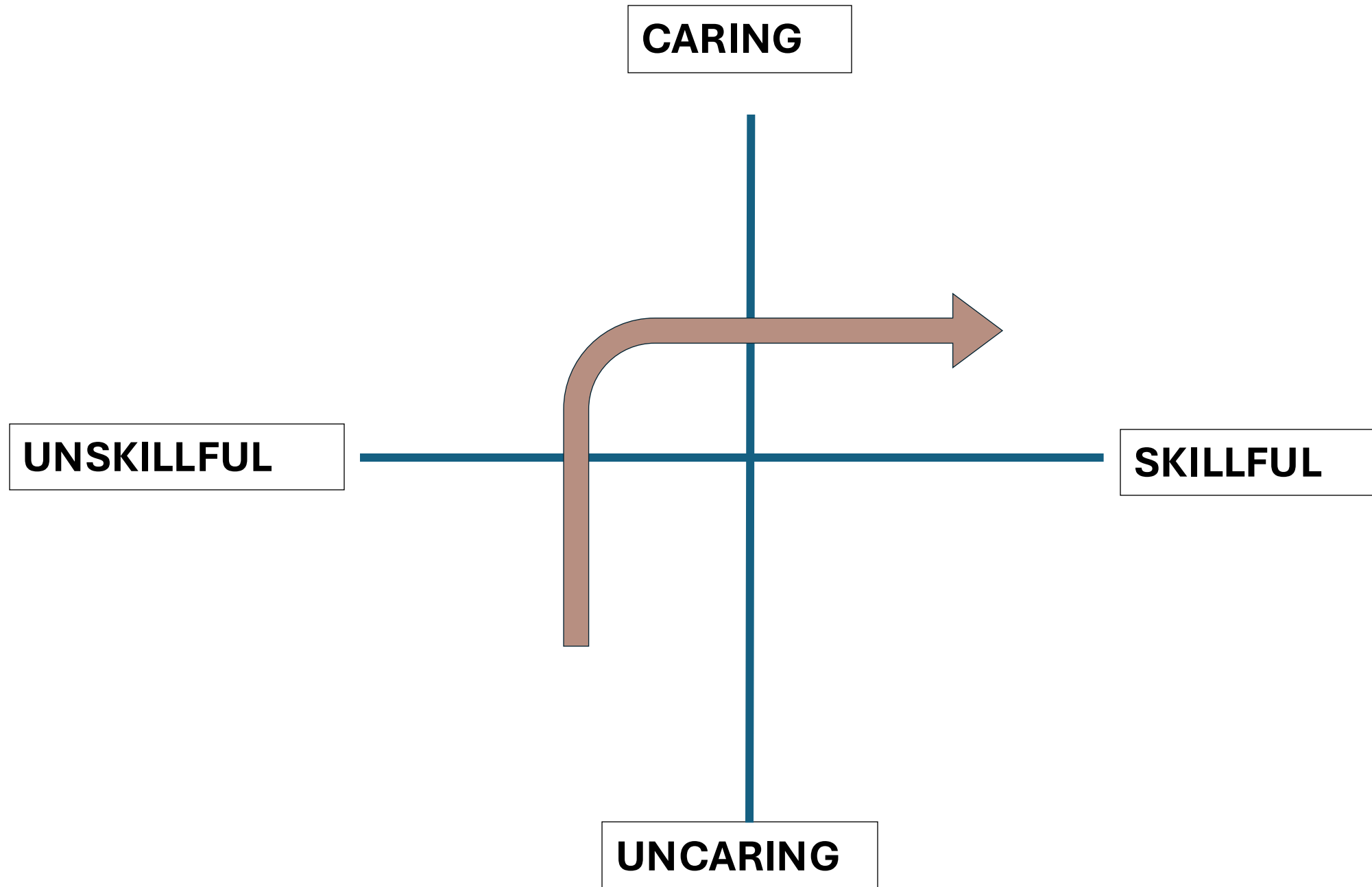
## Your personal qualities

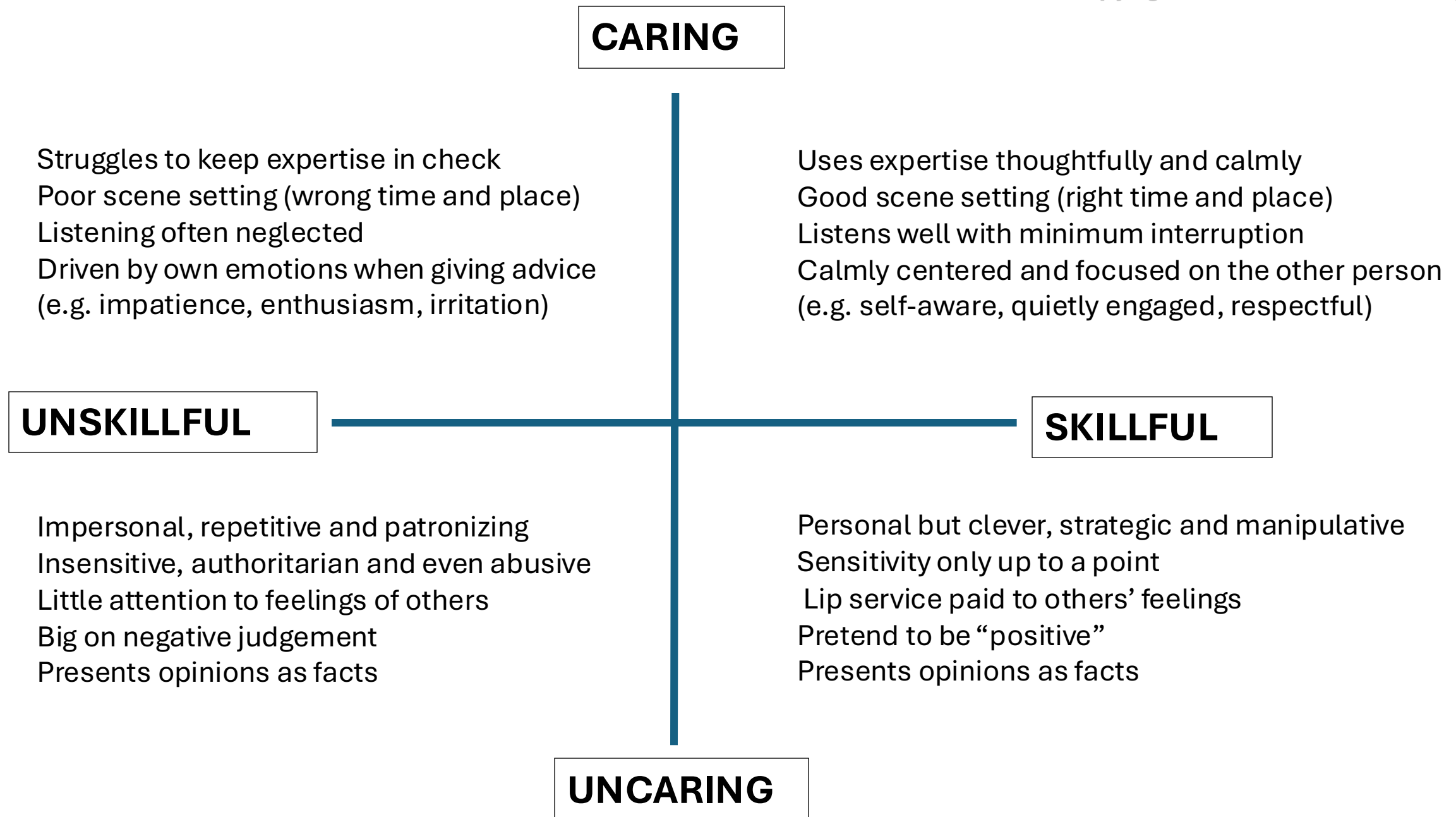
- What are your personal qualities?
- Share these with the person sitting next to you
- Are there some qualities you would like to embrace more in your practice?

## Steve's 6C's

- Let go of: **Complexity, Clutter & Cleverness**
- Hold on to: **Calm, Curious, Compassionate (& Clear!)**











Thank-you and  
goodbye