Motivational Interviewing

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Traditional Approach
Tell Someone How They Can Fix Their Problem

- Video: https://vimeo.com/163889321
Addressing Ambivalence

- Ambivalence:
  - Feeling two ways about a thing (e.g. ...)
  - Common prior to and during habit change

Examples:
- Difficulty scheduling appointments
- Missed appointments
- Intervention plans not being followed
- Goals of family have little substance
- Treatment progress uneven
- Family members not forthcoming about important issues
Principles of Motivational Interviewing: The Spirit of MI

• Collaborative
• Evocative
• Honoring patient autonomy
• Guiding more than directing
• Dancing more than wrestling
• *Listening at least as much as telling*
O.A.R.S.

Before beginning: ask permission

Build rapport → Open ended question → Reflective listening → Summary statement

Affirmations
O.A.R.S.
Open-ended Questions

• Invites person to reflect and elaborate
• Helps to understand their internal frame of reference
• Creates impetus for forward movement to help the person explore change
Closed-ended vs Open-ended Questions

- **Closed-ended**
  - Did you...
  - Can you...
  - Will you...
  - Is it...

- **Open-ended**
  - To what extent...
  - How often...
  - Tell me about...
  - What, if any,...
#2 Practice Open-ended Questions

- **Speaker:** Describe what you are working on

- **Listener:** *Goal of understanding the dilemma.* *Give no advice.*
  - Why might you want to make this change?
  - How might you go about it, in order to succeed?
  - What are three reasons to do it?

- **Observer:** Reflect on interaction and provide feedback using worksheet as a guide.
  - How did it go?
  - What did you notice (body language, tone, likelihood of change)?
  - How did the speaker feel? How did the listener feel?

- **2-3 minutes each**
O.A.R.S.: Affirmations

- Statements of recognition about strengths
- Helps person feel change is possible
- Point out strengths where only failure is perceived by individual
- Consider partial successes
- Use resistance
- Examples:
  - I see you had breakfast once this week
  - Although you didn’t succeed, I saw how hard you worked
  - I see your struggling with this, but it’s shows you are interested in changing because you’re here
O.A.R.S.: Reflective Listening

• Helps you understand what’s working or not

• Statement, not question

• Trust and rapport will deepen even if you don’t get it “right”
Reflective Listening

- Starts with:
  - So...
  - Sounds like...
  - You...
  - So, one hand...But on the other...

- Use 2-3 reflections before moving on to next question

- Can be a skill to use when “stuck”
  - If you are right, emotional intensity of session will deepen.
  - If wrong or person not ready to deal with, they’ll correct you and the conversation moves forward
O.A.R.S.
Summaries

- Communicates interest in the person and helps develop rapport
- Can shift direction if necessary
- How to do this:
  - Begin with announcement that you are about to summarize
  - Be selective and concise
  - Note ambivalence
  - Invitation to correct anything
  - End with an open–ended question
#5 Practice OARS

- **Speaker:** Describe what you are working on

- **Listener:** *Goal of understanding the dilemma* using open-ended questions, affirmations, reflective listening and summaries. Refer to handout.

- **Observer:** Reflect on interaction and provide feedback using worksheet as a guide.
  - How did it go?
  - What did you notice (body language, tone, likelihood of change)?
  - How did the speaker feel? How did the listener feel?

- 2-3 minutes each
Example of MI-Informed Approach

Video clip: https://vimeo.com/163889322

Group observations
- What do you think you can try tomorrow?
- What do you need more practice with?