

Change Talk: Positive Conversations for Physical Activity

Module 4: Motivational Interviewing Key Skills



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Learning Objectives

1. Able to use core MI skills and techniques including encouraging change talk, reflective listening and OARS
2. Confident to have conversations to build motivation to change with clients/patients
3. Aware of the common traps and roadblocks in conversations about change

Motivational Interviewing

Phase 1

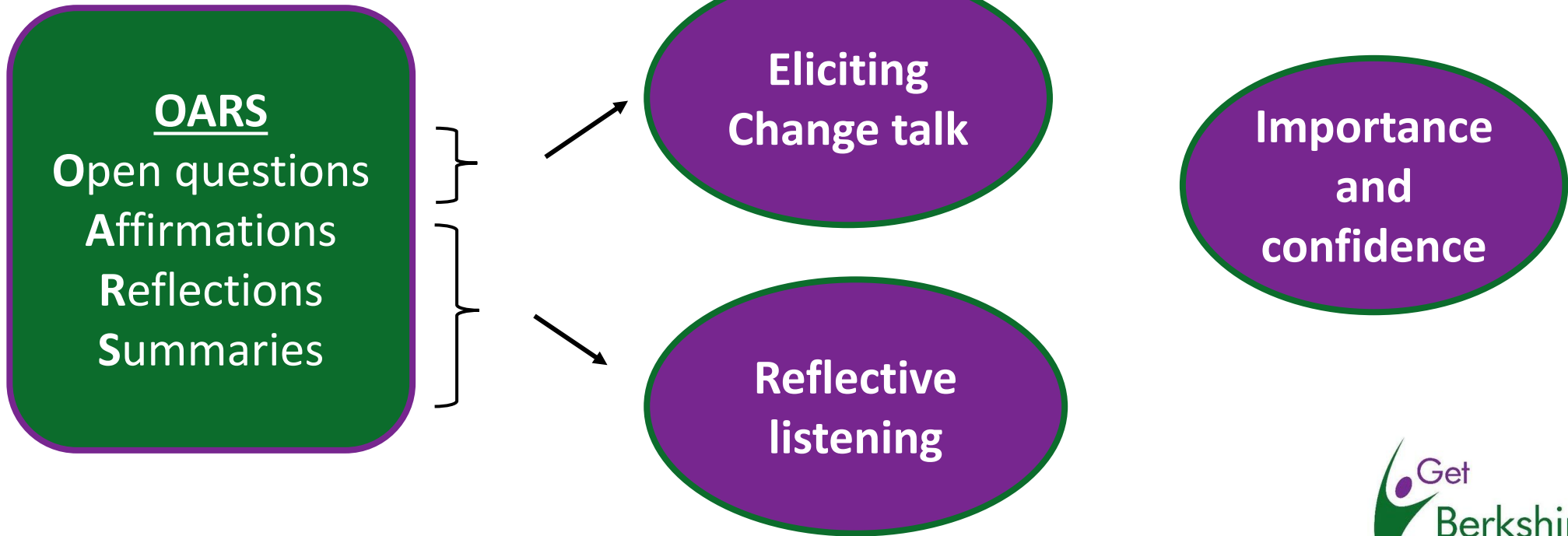
- **Building motivation:** Your motivational interviewing skills toolkit = OARS, Encouraging change talk, Reflective listening, Confidence + Importance

Phase 2

- If there is readiness to change, moving on and **negotiating a plan of action for change**



Phase 1 - Building motivation



OARS – Core MI Skills

- **O**pen questions
- **A**ffirmations
- **R**eflections
- **S**ummaries



Open ended questions

- Questions that can't easily be answered with yes or no, or with short answers with limited information
- Invite elaboration and thinking more deeply
- Create momentum to help client explore change
- When might closed questions be appropriate?
- The problem with why questions



What?
How?
Tell me about...
Explain ...



Open ended questions



“Everyone is telling me to exercise more. I’m always saying I will but it’s just not that easy. I know I’d feel better. I’ve heard a million times about what’s going to happen if I don’t”

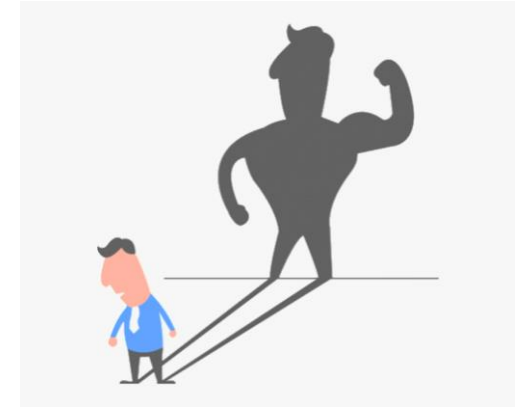
What could you ask to help explore this change?

In what ways would it make you feel better?
What’s stopping you right now?
What causes you worry about not exercising?



Affirmations

- Affirmations build self-efficacy
- Recognize and affirm client's strengths
- Reframe behaviors as positive qualities
- Must be genuine and congruent
- Clients feel change is possible, even when previous efforts are unsuccessful
- Creates momentum to help client explore change



Character Strengths & Skills



Affirmation



“I’ used to go to the gym all the time. It was tough but I kept going. I did well for the first few months, figured out a way of fitting it in, and then I had a busy few weeks and went back to square one. I want to be fitter but it’s not that simple”

What could you say to affirm their character strengths?

- Sounds like you really tried hard to make this change
- You did really well fitting this I with your busy schedule
- You seem pretty determined and just need to find the strategy that works for you



Reflections

- Way of expressing empathy
- Core intervention to guide towards change
- Client feels counsellor understands issues from their perspective
- Focus on positives of change and negatives of status quo
- Requires careful listening and reflective responses



So you ...
It sounds like...
I'm hearing that ...
You're feeling...

Reflect



“I’m doing more walking than I was, I’m enjoying the time outside, but what they say to do seems so much. 10,000 steps! You’ve got to be joking. I don’t think I’ll ever get to that amount.”

What could you say to reflect the positives?

- You’re really enjoying your walking right now
- You’ve managed to increase your walking and enjoy being outdoors more



Summaries

- Special type of reflection – recapping of what has been said
- Communicates interest, understanding and calls attention to key elements
- Can strategically select information to include and exclude
- Highlights client's ambivalence and promote discrepancy
- May shift direction and prepare client to move on

So you want to
...
and when you do
this you feel
...
But you find it's
difficult because
...



Summaries



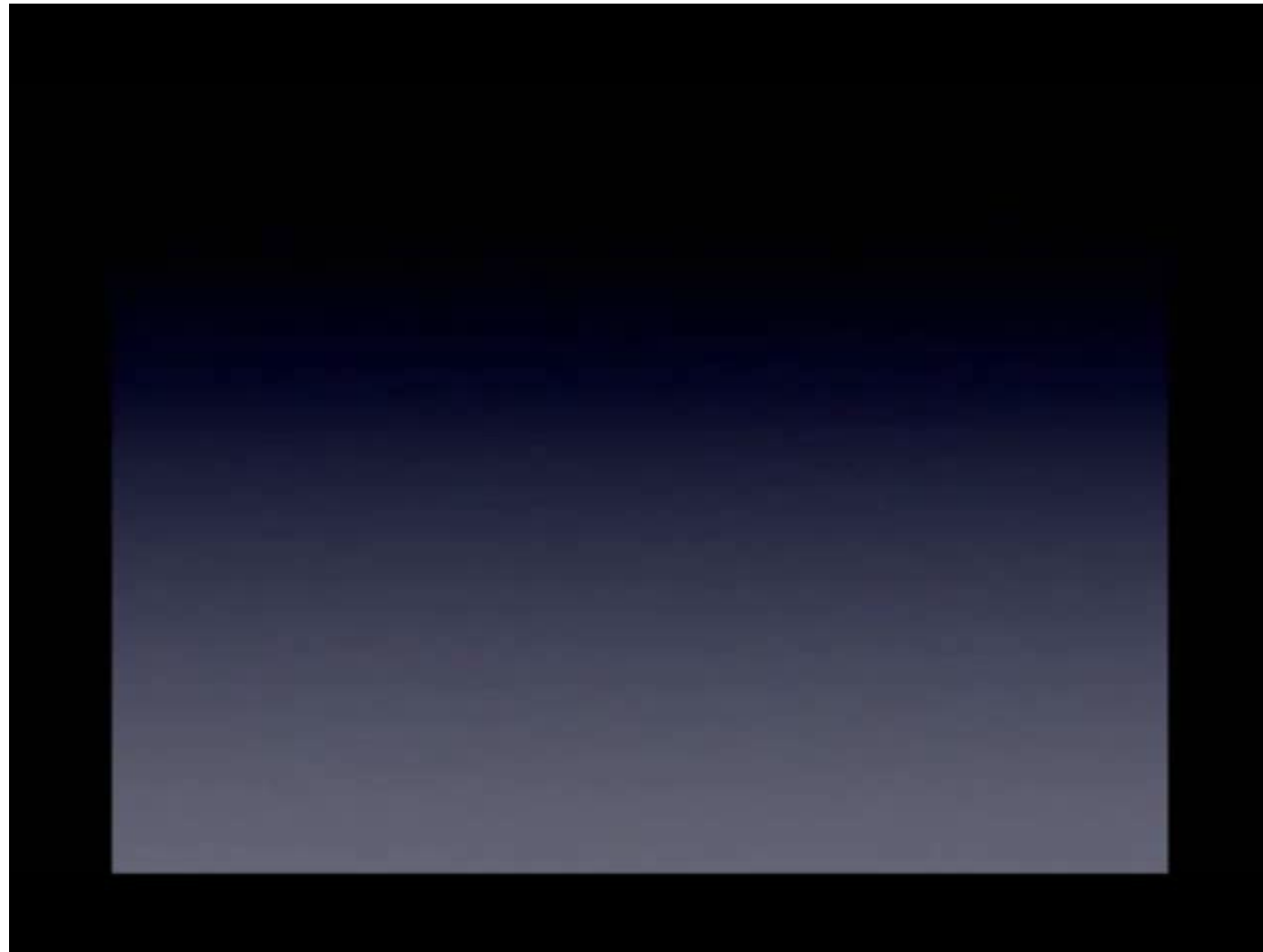
“I’m doing more walking than I was, I’m enjoying the time outside, but what they say to do seems so much. 10,000 steps! You’ve got to be joking. I don’t think I’ll ever get to that amount.”

What could you say to summarise the conversation to highlight their ambivalence?

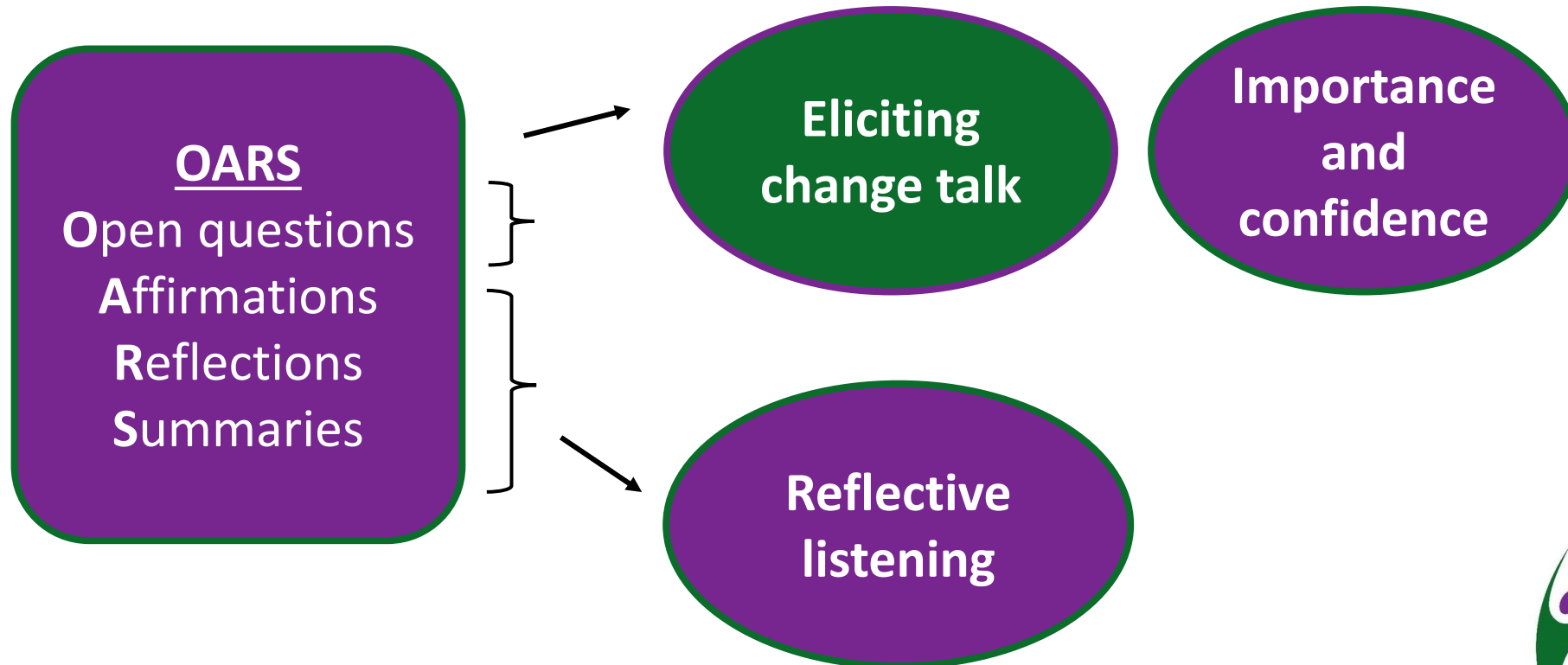
You’re walking more and enjoying it but because of what you have heard you think it may not be enough



OARS Recap



Phase 1 - Building motivation



Eliciting Change talk

- What is 'change talk'?
 1. Recognition of the problem
 2. A concern
 3. Determination to change
 4. An optimism for change
- How do you encourage this type of change talk?
 - Asking evocative (open) questions
 - Also Affirmations, Reflections and Summaries too
- Remember - Let the client take the positive, not the negative side!

***“People learn best
by that which they
themselves have
discovered”***



Questions to Elicit Change Talk

1. Recognising the problem

- What things make you think *this* is a problem?
- What difficulties have you had because of *this*?

2. A concern

- What is it about *this* that makes you/others concerned?
- What worries you about *that*?

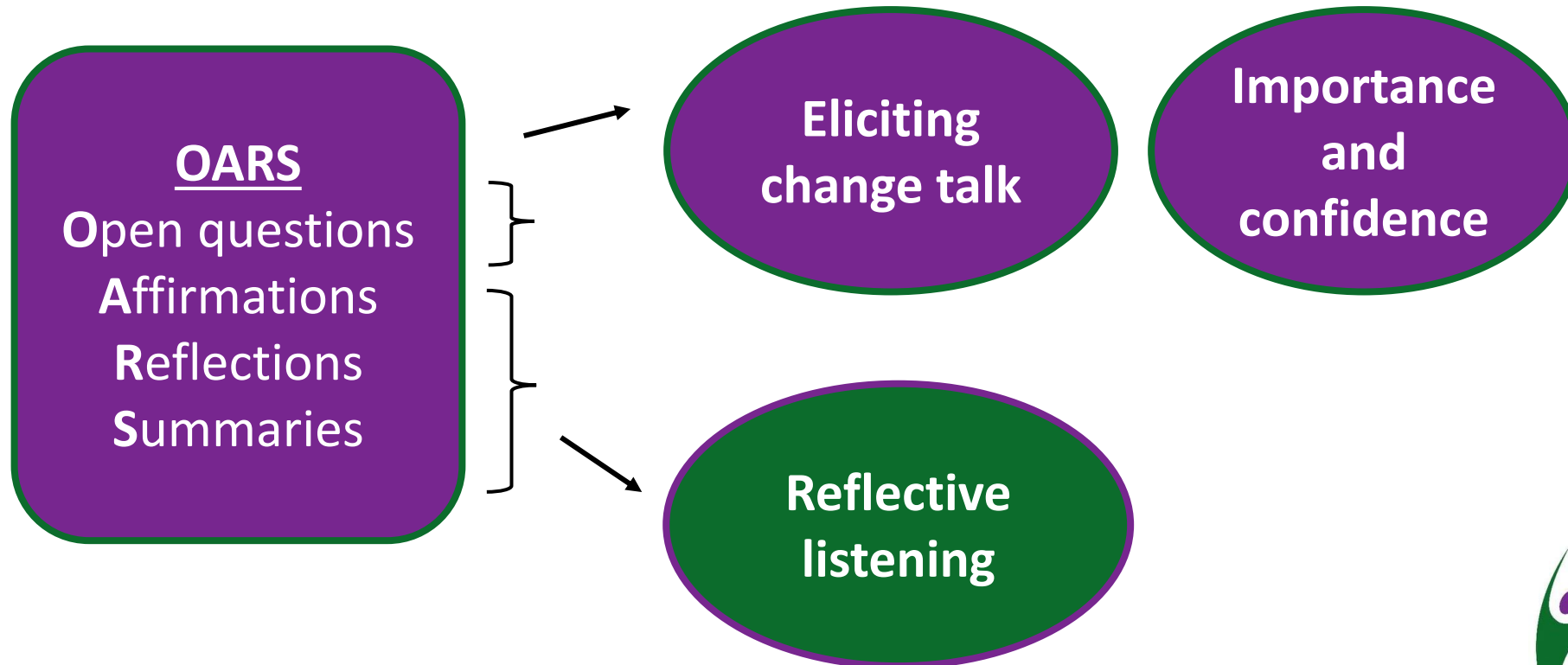
3. Determination to change

- If you were 100% successful in making *this change* what would be different?
- What are you going to have to do to *make a change*?

4. Optimism for Change

- What makes you think that if you decide to *change*, you could do it?
- What do you think would work for you, if you decided to *change*?

Phase 1 - Building motivation



Reflective listening

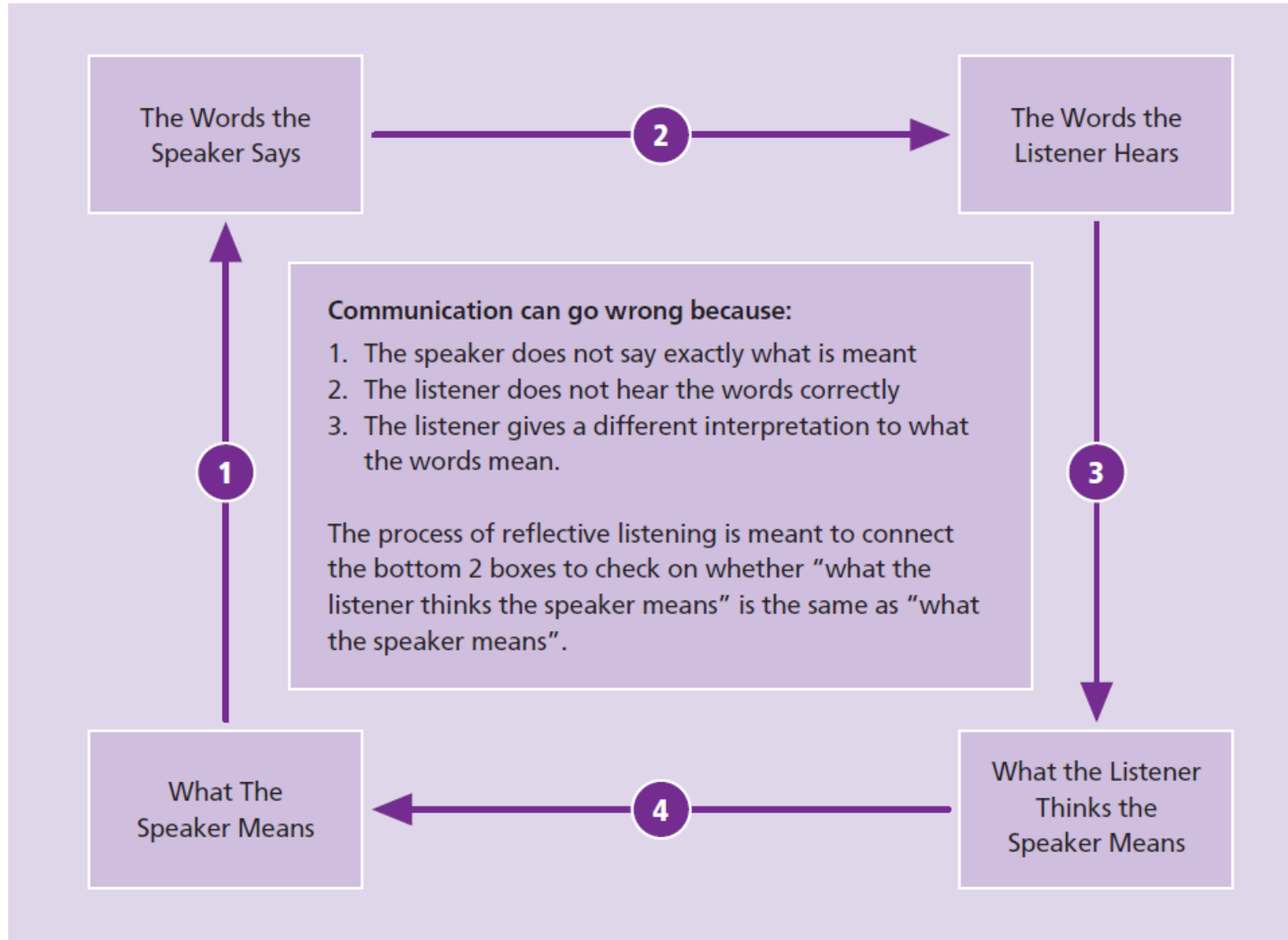
- Essential foundation skill
- Reflect back their thinking
- Lets them know you are listening and trying to understand
- Forms a hypothesis of what you think they mean and tests this by feeding it back
- Helps promote rapport
- Can use reflective listening to roll with resistance

Rolling with resistance recap

- Often caused by our approach
- Persuasion and arguing doesn't work
- People will be less likely to change

**So where can it
all go wrong!**





Examples:

- **Client:** *“But I can't quit drinking. I mean, all of my friend's drink”!*
- **Counselor:** *“Quitting drinking seems nearly impossible because you spend so much time with others who drink”.*
- **Client:** *“Right, although maybe I should.”*
- **Client:** *“My partner is always nagging me about my weight and trying to get me to exercise. Its all she ever talks about, telling me I am unfit”.*
- **Counselor:** *“It sounds like she really cares about you and is worried about your health. However, it seems it's the way she expresses it that makes you angry - tell me about that”*

Avoiding common counselling traps

Common traps can **increase resistance** and lessen likelihood of successful outcome

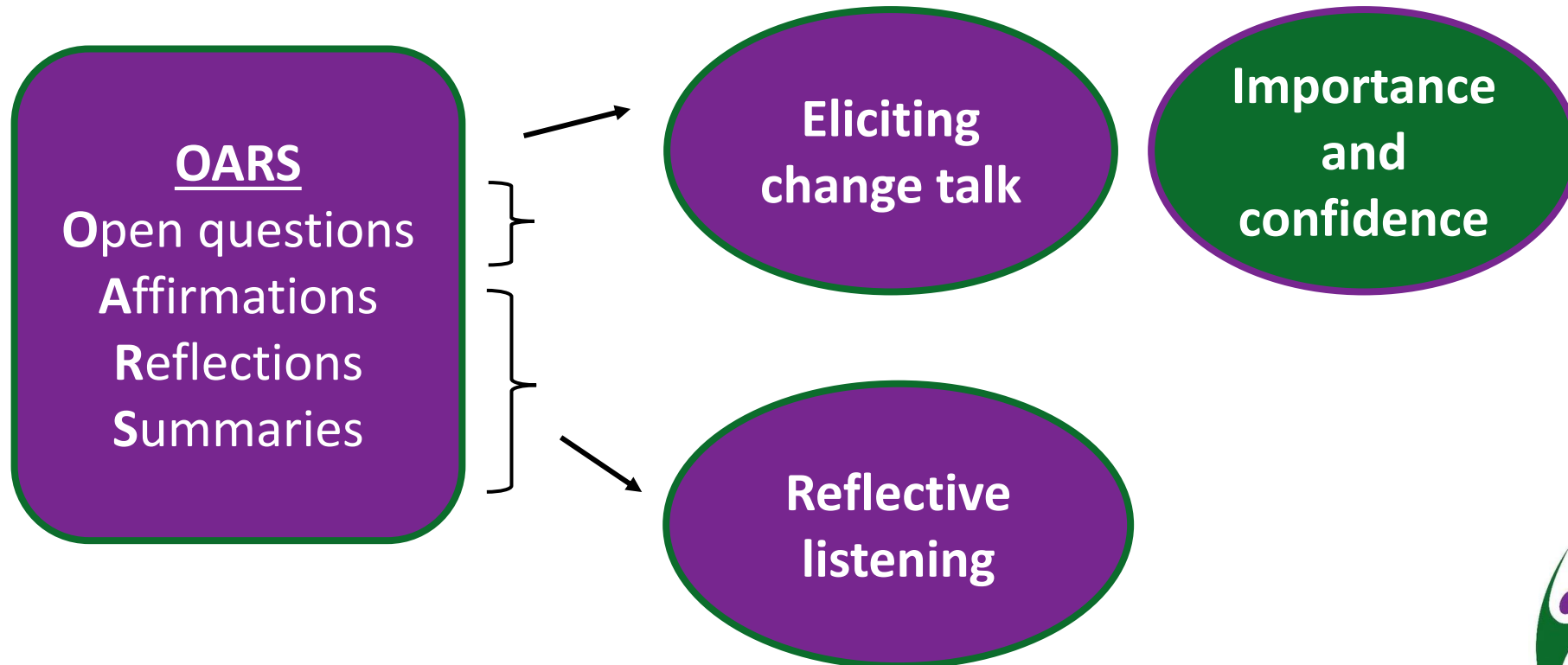


1. Question Answer Trap
2. Confrontation/denial Trap
3. Premature Focus Trap
4. Expert Trap
5. Labelling Trap
6. Blaming Trap

+ Roadblocks = responses that are not reflective listening



Phase 1 - Building motivation

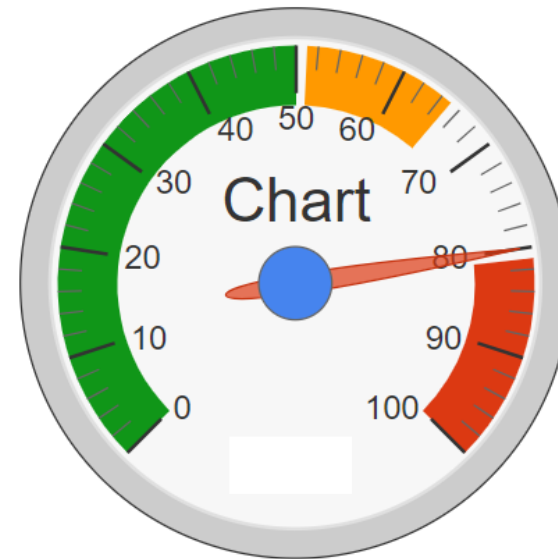


Importance and Confidence Tool

Readiness to change is determined by only two things

1. How important we have decided the change is
2. How confident we are that we can make that change

Scaling questions (1 to 10) followed by evocative questions can elicit change talk



Importance and Confidence Tool

On a scale of 1 to 10, how important is it for you to make a change in this area of your life?

0 1 2 3 4 5 6 7 8 9 10

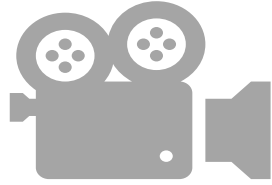
1. Why have you put yourself there and not nearer to 0?
2. What would move you closer to 10?

On a scale of 1 to 10, how confident are you to make a change in this area of your life?

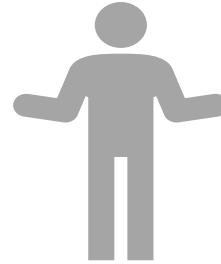
0 1 2 3 4 5 6 7 8 9 10

1. Why have you put yourself there and not nearer to 0?
2. What would move you closer to 10?

Bringing it all together!



You are about to see a video demonstration of MI in action



Please think about (and write down)

Evidence that the counsellor is showing the spirit & principles of MI

What skills and techniques do you spot being used?

What is your overall impression of the session

Anything he may have missed?



Key Takeaways from Today

- Phase 1 of MI is about building motivation and helping to resolve ambivalence
- Key skills
 - OARS
 - Reflective Listening
 - Eliciting Change Talk
 - Assessing Readiness through
 - Importance & Confidence



Thoughts and reflections

- Your key takeaways?
- Any light bulb moments?
- Anything you don't understand?
- Questions?



End Module 4: Motivational Interviewing Key Skills

See you next time to discuss Readiness to
Change, Change Plans and session roadmap