Motivational Interviewing
An Evidenced-Based Telehealth Approach to Working With People

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Motivational Interviewing
Openness to a way of thinking and working that is collaborative rather than prescriptive, honors the client’s autonomy and self-direction, and is more about evoking than installing. This involves at least a willingness to suspend an authoritarian role, and to explore client capacity rather than incapacity, with a genuine interest in the client’s experience and perspectives.

Miller & Moyers

4 Key Elements of the Spirit of MI

Partnership
Acceptance
Compassion
Evocation
Partnership

• MI is done “for” and “with” a person
• An active collaboration
• People are the undisputed experts of themselves
• Exploration and support rather than persuasion or argument

Acceptance

• Profound acceptance of what the person brings
• Interviewer’s personal approval or disapproval is irrelevant
• Unconditional positive regard
• Equipoise – not influencing person toward specific choice or change.
• Accurate empathy
• Affirm the person’s strengths and efforts.
• Accepted as they are, people are freed to change

Compassion

• Actively promote the client’s welfare
• Give priority to the client’s needs
• Our services are for the client’s benefit, not our own
**Evocation**

- Evoke (call forward) what the client already has within them to change
- Understand the client’s strengths and resources
- Genuine interest in the client’s perspective

**4 Processes in Motivational Interviewing**

- **Engaging** = Developing Rapport
- **Focusing** = What they want to change
- **Evoking** = Their motivation for change
- **Planning** = What they’re going to do

**How is MI Different**

- Traditional...
  - Invoke info
  - Logical persuasion
  - Tell what to do
  - Tell why to do it
  - Push! Push! Push!
- **Motivational Interviewing**
  - Evoke concerns
  - Collaborate on plans
  - Support positive talk
  - Gently pull, with open questions and reflections
Motivational Interviewing

IS

• Client Centered
• Client does MOST of the Talking
• Client sets the agenda
• Client comes up with ideas, alternatives and solutions
• Client determines IF they want information
• Evocative method for facilitating change
• Assistive collaborative relationship

Motivational Interviewing

IS

• A Method of Enhancing Intrinsic Motivation
• It is about finding what is inside a person that makes them want to change.
• A Tool to Explore and Resolve Ambivalence
• Focuses on the present interests, concerns and perspectives of the individual
• Is a method of communicating rather than a set of techniques

Motivational Interviewing

NOT
“What’s the matter with this person?”

IS
“What matters to this person?”

NOT
“Why isn’t this person motivated?”

IS
“For what is this person motivated?”
No one sees what you see
Even if they see it too

Be Kind
(And Listen)
For everyone you meet is fighting a battle you know nothing about.

~Toby Mac

Motivational Interviewing

- Core Skills
  - Open Ended Questions
  - Affirmations
  - Reflections
  - Summary