



Motivational Interviewing: Overview and a Demonstration –

Crafting powerful open ended questions

Therese Shumaker, MS, RD, CTTS

Michael V. Burke, EdD, CTTS

Global Tobacco Dependence
Treatment Summit

May 24, 2016

Disclosures

- Neither Therese Shumaker or Michael Burke have any conflicts to disclose

Learning objectives

At the end of the presentation the participants will

- Explain mechanisms by which motivational interviewing skills encourage behavior change
- Describe a model that can inform the content and timing of open ended questions
- Construct targeted open ended questions

Change

- It is hard – ‘breaking habits takes a persistent application of attention, energy and skills’
- Especially regarding life-long habitual or addictive behaviors
- Nested in environmental factors that work to maintain the ‘status quo’ behavior

WHAT HELPS PEOPLE CHANGE

“People are generally better persuaded by the reasons which they have themselves discovered, than by those which have come into the mind of others.”

(Pascal, 1670)

Gentle persuasion vs. insistence



MI A technical definition

- MI is a collaborative goal-oriented method of communication with particular attention to the language of change. It is intended to strengthen personal motivation for and commitment to a target behavior change
- By eliciting and exploring an individual's own arguments for change
- Eliciting skills, resources and strategies for enacting change behaviors

The Spirit of Motivational Interviewing

- Partnership
- Acceptance
- Compassion
- Evocation

MI Skills for effective communication

OARS –

- Open ended questions
- Affirmations
- Reflective listening
- Summary statements



Two approaches

Traditional patient education

- Instruct
- Fixed process
- Provide information at teachable moments

Patient centered Communication strategies

- Engage and guide
- Based upon patient's needs and strengths
- Elicit change talk

Assumption...

- My patient will be motivated once I share my knowledge (expertise)



Experiential exercise

- Select a behavior about which you're thinking of making a change
 - but just haven't changed yet
 - Examples could include:
 - healthy sleep schedule
 - increase fruit and vegetable consumption
 - more quality time with children
 - more exercise
 - Etc...
- Team up in pairs
- One from each team turn to back of room
 - Explain to your team-mate about the behavior you want to change

Traditional approach

Encourage change in this way...

1. Explain why your partner should make this change.
2. Give at least 3 benefits that would result if they made the change.
3. Emphasize the long term value they will find through making the change
4. Provide clear specific advice on how to make the change.
5. Tell your partner to go do it.

Coaching approach:

Encourage change by asking these open questions:

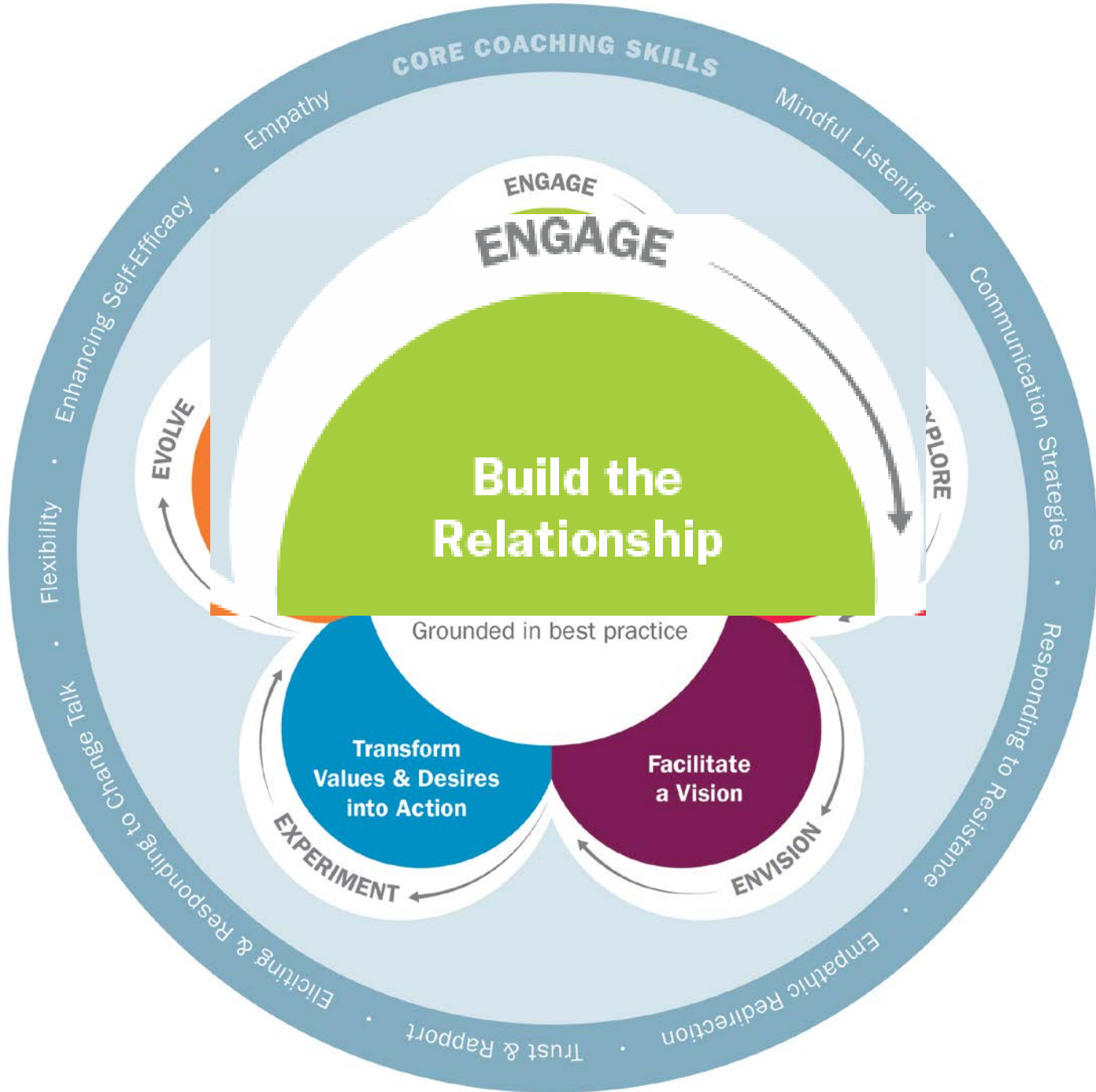
1. “Why would you want to make this change?”
2. “What are the three best reasons to do it?”
3. “When you succeed in this, how will things be different/better for you?”
4. “What are some things you could do to succeed?”
5. “So what is the next step for you?”

Discussion

Powerful open ended questions

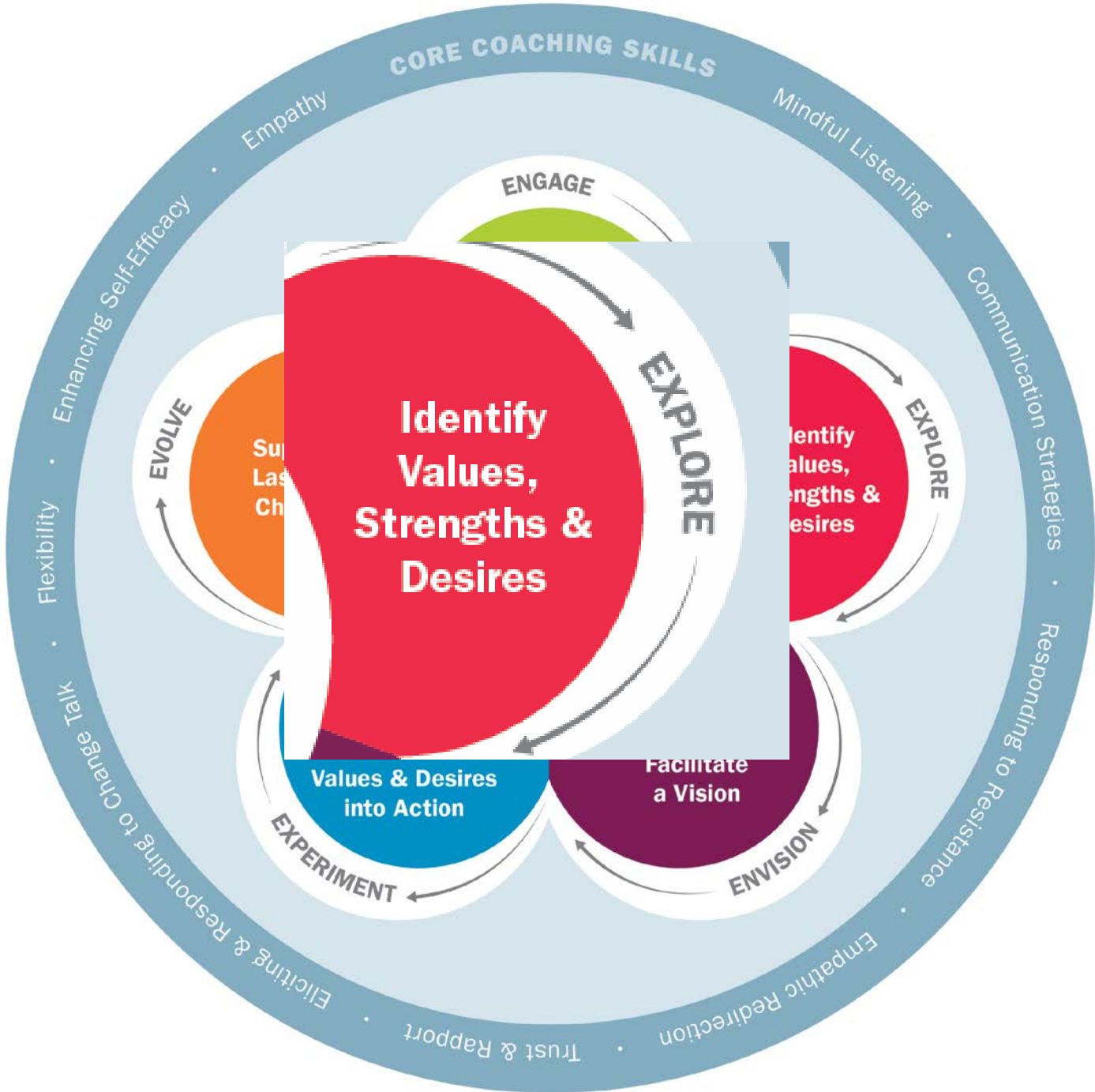
- Leading the dance
- What questions, when?





Examples of questions (Engagement)

- What is it that brings you here?
- What are your thoughts and feelings about quitting smoking?
- How does your smoking (or being smoke-free) fit in with your life, your values, your culture?
- What would be important things for me to know about you?



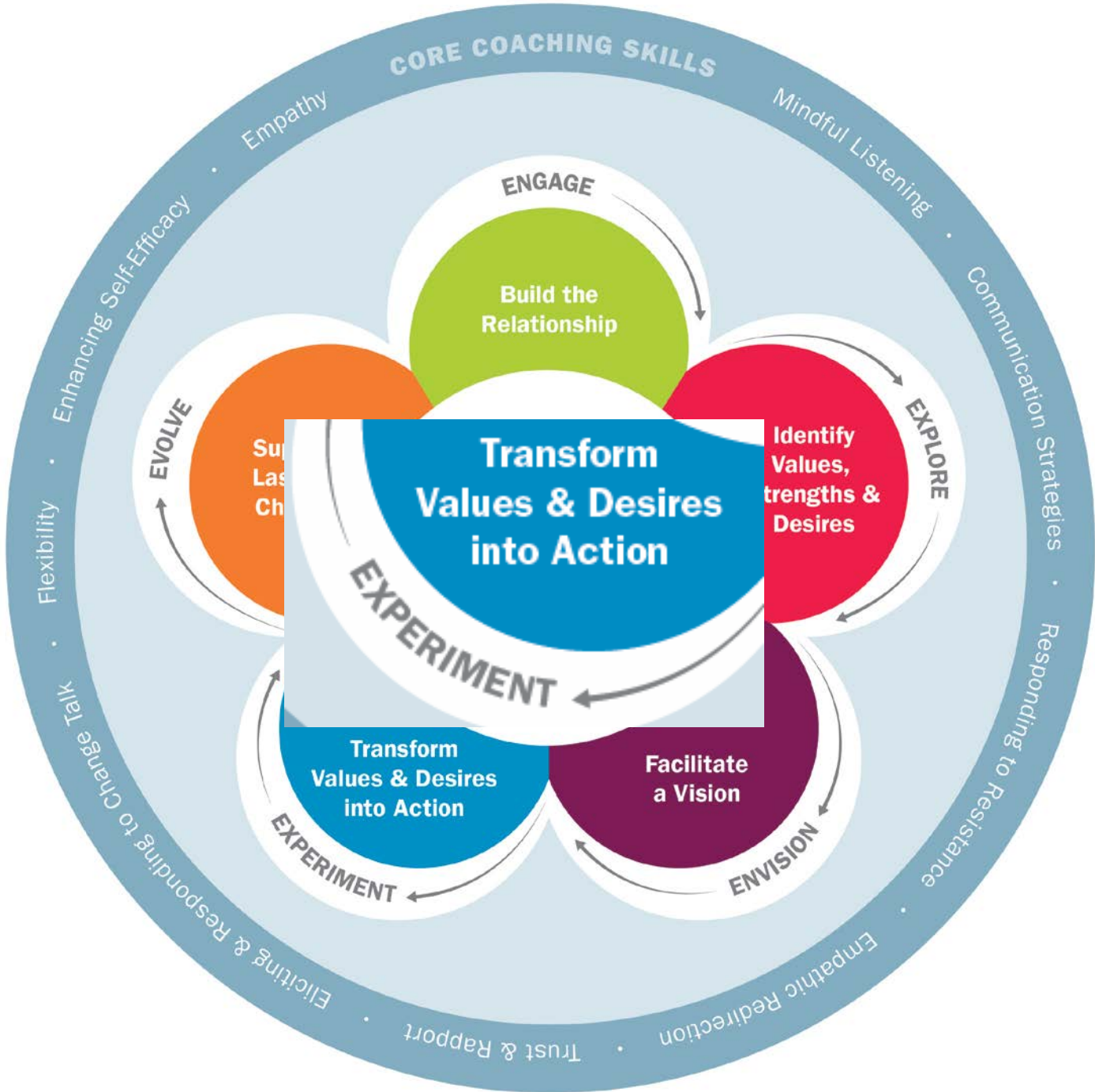
Examples of questions (Explore - strengths)

- Given what you know about yourself, how could you make this change successfully?
- What value do these changes bring to your life?
- What would it mean to you if you were to quit smoking?



Examples of questions (Envision)

- What will your life look like a year from now after you have successfully quit smoking?
- Given what you know about yourself, how could you make this change successfully?
- What will be different.....?



Examples of questions (Experiment)

- When are you thinking about doing this?
- What's the next step you need to take to make this happen?
- What will make this work for you?
- How might you try..?



Examples of questions (Evolve)

- What are some of the things you will be doing differently a year from now because of this change?
- What support will help you make this change permanent?
- How can people in your life help to make this change long lasting? What will you say to them to help them to be supportive?
- How might you celebrate the anniversaries of your success?



Brief demonstration

MAYO
CLINIC



Discussion

Summary

- Motivational interviewing skills help us access our patients' expertise in their life
- Well crafted open ended questions can succinctly help a patient move toward change more effectively than traditional approaches
- Engage, explore, envision, experiment, evolve