



MI-CCSI
Partnering to Better Care

Advanced Patient Engagement Resource Packet

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1. GETTING STARTED ACTIVITY

This activity is to be completed individually. Be ready to share with the group.

Write out what you already know about helping people:

2. AMBIVALENCE ACTIVITY

This activity is to be completed individually. Be ready to share with the group.

Ambivalence is normal.

Intent: This exercise is to help you understand the normalcy of ambivalence.

NO CHANGE	
Pros	Cons
CHANGE	
Cons	Pros

3. SOME CHARACTERISTICS OF SUCCESSFUL CHANGERS

(Excerpted from *Motivational Interviewing*, 2nd Edition, William Miller & Stephen Rollnick, Guilford Press)

Accepting	Truthful	Committed	Prayerful
Active	Relaxed	Competent	Trusting
Adaptable	Assured	Concerned	Unique
Adventurous	Brave	Confident	Understanding
Affectionate	Doer	Considerate	Responsible
Affirmative	Effective	Courageous	Attentive
Alert	Experienced	Creative	Bright
Alive	Knowledgeable	Decisive	Eager
Ambitious	Open	Dedicated	Effective
Anchored	Organized	Determined	Faithful
Assertive	Reasonable	Die-hard	Loving
Resourceful	Solid	Unstoppable	Optimistic
Persistent	Steady	Stubborn	Patient
Positive	Vigorous	Thorough	Sensible
Thoughtful	Willing	Winning	Wise
Quick	Worthy	Zealous	Zestful
Spiritual	Straight	Flexible	Focused
Forgiving	Forward-looking	Free	Happy
Healthy	Hopeful	Imaginative	Ingenious
Intelligent	Persevering	Thankful	Powerful
Tough	Receptive	Unstoppable	Reliable
Bold	Diligent	Earnest	Energetic
Fearless	Mature	Orderly	Perceptive
Skillful	Stable	Strong	Visionary

4. LISTEN LIKE ENZO ACTIVITY

- a. Storyteller – share a story about a dilemma you, someone you know, experienced.
- b. Listener – listen like Enzo (see below).

Listen with...

**PRESENCE—
UNDIVIDED
ATTENTION**

Patience

Eyes, ears and
heart

Acceptance and
non-judgment

Curiosity

Delight

No interruptions



**SILENCE:
INSIDE
AND
OUTSIDE**

5. ACTIVITY: BRAINSTORM SOME IDEAS TO CULTIVATE CHANGE TALK (CCT)
AND SOFTEN SUSTAIN TALK (SST)

CULTIVATE CHANGE TALK!

What will you do to encourage change talk?

SOFTEN SUSTAIN TALK!

What will you do with sustain talk?

6. STRATEGIES FOR ELICITING CHANGE TALK

Ask evocative questions and reasons for change:

- Why would you want to make a change in this part of your life?
- If nothing changes, what might happen? What's at stake?
- What are other people worried about?
- How has _____ stopped you from doing what you want to do?
- What are some of your concerns about _____?

Change in the abstract:

- Suppose that you did succeed and are looking back on it now: What most likely is it that worked?
- How did it happen?
- Suppose that this one big obstacle wasn't there. If that obstacle were removed, then how might you go about making this change?
 - If you wanted to, how would you do it?
 - If you were to try again, what might be the best way to do it?

Miracle question:

- Suppose a miracle happened and you _____ in the next six months. What would your life be like then? How do you think your family and friends would respond?

Exception question:

- How did you stop yourself from _____ when you felt depressed?
- What was going on when you were succeeding?

Not ready for change:

- What might need to be different for you to think about changing?
- What would need to happen for you to think about changing?
- If you _____, how would your life be different? What would be the first sign you _____? How would others say you are different?
- If you were to decide one day to change, how do you think you might do it? What is stopping you from putting _____ at the top of your list?

Explore pros and cons:

- What, if any, are some of the advantages for keeping things just the way they are? On the other hand, what are some of the reasons for making a change?

Ask for more detail or an example:

- What do you mean when you say _____?
- When was the last time that happened? Give me an example. What else?

STRATEGIES FOR ELICITING CHANGE TALK Continued

Looking back:

- What were things like before _____? What were you like back then?
- How has _____ stopped you from growing, from moving forward? Way back then, what was inspiring you to _____?

Looking forward:

- How would you like things to turn out for you? Where would you like to be?
- Where are you now? Where would you like to be?
 - If you could make this change immediately, and it would already be here, how might things be better?
- What would be the best results you could imagine if you made a change?
 - If you were to gaze into a crystal ball after you _____, what kinds of things would you see yourself doing? What's your vision?
 - How might your life be different if you _____? How might it impact your relationships and other aspects of your life (e.g., work, free time)?

Querying extremes:

- What is the worst thing that could happen if you stayed this way?
- What are your worst fears about what might happen if you don't make a change? What concerns you the most about _____?

Use change rulers:

- How ready are you ...?
- How interested are you ...?
- How important is it to you to ...?
- How motivated are you ...?
- How committed are you ...?
- How much energy do you have to ...?
- How confident are you ...?
- How hopeful are you ...?

Explore Goals & Values:

- What do you want in life? What's important to you? What values do you live by?

Come Alongside:

- Explicitly side or empathize with the negative (status quo) side of ambivalence.
- Perhaps _____ is so important to you that you won't give it up, no matter what the cost

7. SKILLS OBSERVER SHEET

Demonstration observation: Take notes of examples or just make a check mark if you hear it!

Spirit:

- Partnership:
- Empathy:

Skills:

- Open Minded questions:
- Simple Reflections
- Complex reflections:

Affirmations:

- Seeking collaboration:
- Emphasizing autonomy:
- Ask-Offer-Ask:

Avoiding:

- Giving advice without permission, warning, labeling, arguing, criticizing

8. CLOSING REVIEW (SELF-REFLECTION)

Complete in Survey Monkey at: <https://www.surveymonkey.com/r/CWYNQ9Q>

- Something I learned or relearned...

- From this course I gained...

- One thing I learned about myself as a practitioner...

- I am more confident now that I can...

- I am going to integrate MI into practice by...

9. MITI TOOL

This tool will be used by the Subject Matter Expert for the Simulation and Feedback sessions

Motivational Interviewing MITI 4.2.1 Ideas for skill and spirit progression

Global Ratings			Notes
Relational	Partnership	1 2 3 4 5	Do more reflections; translate some of your questions into reflections, remind yourself and the client that they are in change, ask permission
	Empathy	1 2 3 4 5	Go beyond just the client's words when you reflect. Do LOTS of complex reflections- especially those that name feelings.
Technical	Cultivating Change Talk	1 2 3 4 5	LISTEN for change talk. Reflect the change talk. Ask for change talk. HINT: EVOKE Change talk for longer than you think you should.
	Softening Sustain Talk	1 2 3 4 5	Listen for sustain talk. Respond to it with intention. Empathy? Amplified? Double sided or can you just leave it alone?
Behavior Counts (Hash Marks)			Examples
Question	Open		USE the open-ended question words; what. How, tell me about, describe, say more, in what ways... Be curious. Not about facts. Be curious about what concerns they about how things are now, what are their hopes for themselves
	Closed		Avoid fact finding/assessment questions... Avoid having reflections end with a "?"
Reflection/Summary	Simple		Use simple reflections. People will keep talking Saying back what the person said, shows that you're listening. DO repeat change talk.
	Complex		Complex reflections go beyond what the person said. Notice their emotions. Say more than the person is saying but not more than they meant. Complex reflections show a deep understanding of all that the person is sharing with you. Don't miss opportunities to reflect by immediately jumping to a question.
Other Behaviors	MI Adherent: affirmation seek collaboration emphasize autonomy permission before inform.		Learn the starters for affirmations- they way that you.... Shows.... Point out strengths to build confidence and importance. This person is your partner. Ask for their input on the agenda. Check for understanding at the end of a summary (not every time you do a reflection ☺ Remind people they are IN CHARGE of their OWN LIFE! It's so easy to offer up what we think. Of course we have strong thoughts. We can help people do better not by telling them what we think they outta do but by guiding them towards change for their OWN reasons. Avoid saying, I think, you should, you don't want to... I think it would be more beneficial if you. If you can just...
	MI Non-Adherent: persuade, advise, inform w/o permission, warn, confront		

10. RESOURCES FOR YOUR CONTINUED DEVELOPMENT

- **Self-study**

- Miller & Rollnick (2023) book (in press)
- Miller, Moyers, & Rollnick (2013) training DVD o Rosengren (2018) workbook
- Audio record and self-code some samples of practice

- **Further training?**

- Great Lakes Addiction Technology Transfer Center:
<https://attcnetwork.org/centers/great-lakes-attc/home>
- Great Lakes Mental Health Technology Transfer Center
<https://mhccnetwork.org/centers/great-lakesmhcc/home>
- See “Calendar of Events” for US/regional MI trainings
<http://motivationalinterviewing.org/>

- **Create a plan with regular review and update**

- Individual learning plan
- Organization-level implementation/integration plan

- **Learn with others:**

- Current supervisor?
- Community of Practice or Peer Learning Group?
- Hire an MI coach? See MINT website for listings:
<http://motivationalinterviewing.org/>

- **Develop as a trainer?**

- <http://motivationalinterviewing.org/>

Learn more about the Motivational Interviewing Network of Trainers, MINT Trainer Pathway. Feel free to contact Laura (lauraannsaunders@gmail.com) to discuss your next steps.

11.ASK – OFFER– ASK

Component	Task	In Practice
Ask	→ Ask permission → Clarify needs and gaps	▪ <i>May I...?</i> ▪ <i>Would you like to know about...?</i> ▪ <i>What do you know about...?</i> ▪ <i>What would you like to know about...?</i> ▪ <i>Is there any information I can help you with...?</i> Other ways to ask permission: ▪ <i>Would it be okay with you if we talked about...?</i> ▪ <i>Do you mind if we discussed...?</i> ▪ <i>Might I add some thoughts here...?</i> ▪ <i>Would this be the time to fill you in on...?</i>
Offer	→ Provide information in a manageable chunk → Prioritize → Be clear → Support autonomy → Don't prescribe the person's response	▪ What does the person most want/need to know? ▪ Avoid jargon, use everyday language ▪ Offer manageable amounts of information with time to reflect ▪ Acknowledge freedom to disagree or ignore ▪ Present what you know without interpreting it's meaning for the person
Ask	→ Ask for the person's interpretation, understanding, or response	▪ Ask open questions ▪ Offer reflections to the responses and reactions ▪ Allow time to process and respond to the information Sample questions: ▪ <i>What does that sound like to you?</i> ▪ <i>What are your thoughts?</i> ▪ <i>How might you use this information?</i> ▪ <i>What might be a next step?</i>

Adapted from: Miller and Rollnick, 2013

12. DEFINITION OF MI

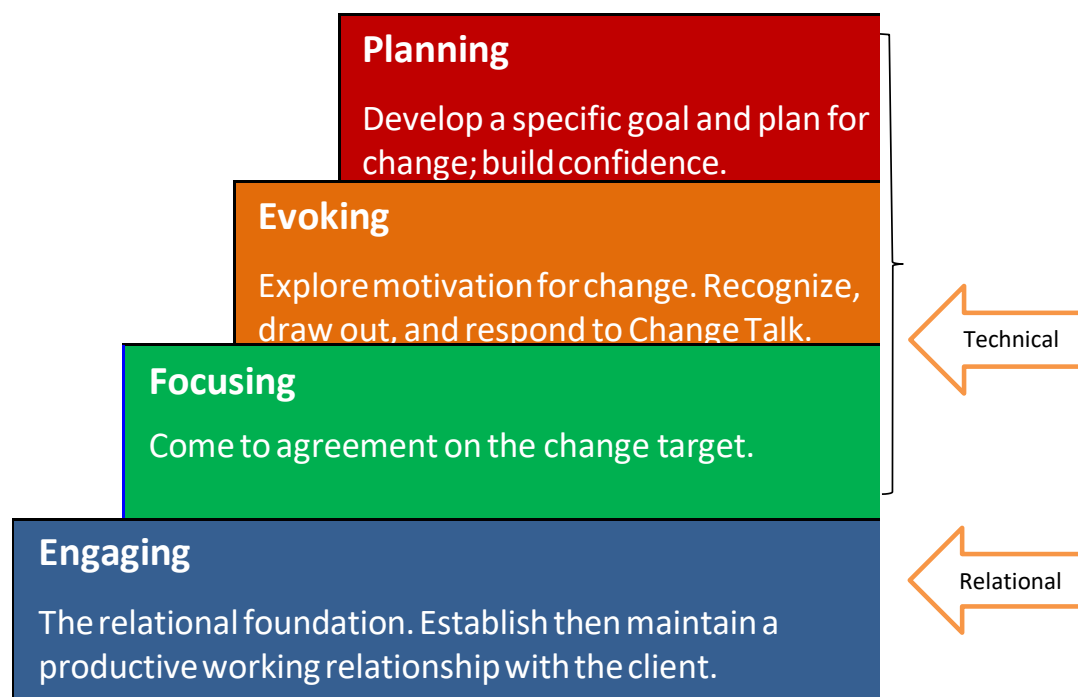
Motivational interviewing is a collaborative conversation style for strengthening a person's own motivation and commitment to change.

Technical definition of MI:

“Motivational interviewing is a collaborative, goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for and commitment to a specific goal by eliciting and exploring the person's own reasons for change within an atmosphere of acceptance and compassion.”

(Miller & Rollnick, 2013, p. 29)

MI Processes:



Skills are applied within each process in unique and creative ways.