

If You Have Five Minutes...

The Mindset and Heart-set of Motivational Conversations

Partnership- establishing an alliance; both parties have expertise – dancing rather than wrestling

Acceptance- demonstrating profound respect for patients intrinsic worth and potential; providing accurate empathy; honoring and supporting self-determination; affirming patients' positive intentions, strengths

Compassion- coming alongside patients in their difficulties, suffering (without trying to “fix” them); actively promoting their welfare; giving priority to their main concerns

Evocation- eliciting patients' own knowledge, wisdom, strengths, and motivation; “you have what you need and together we will find it”

Four Processes that Guide Motivational Conversations

Engaging- the process of establishing a mutually trusting and respectful helping relationship

- Includes being welcoming, showing genuine interest, seeing the “good stuff,” learning a bit about the patient as a person; offering a sense of hope
- Avoiding “traps” that promote disengagement

Focusing- clarifying a particular hope, goal, or direction for conversation about change

- Focus can arise from the individual, the external context, or the practitioner
- Three basic scenarios: 1) Focus is already clear; 2) Several options exist from which to choose; or 3) Focus is unclear and there's a need to explore

Evoking- eliciting patients' own motivation for change

- Involves exploring ambivalence
- Primary emphasis is on recognizing and eliciting the side of ambivalence that leans towards change
- Elicit various aspects of motivation; preparatory change talk (desire, ability, reasons, importance) *and* mobilizing change talk (commitment, next steps)

Planning- developing a specific change plan that the person is willing to implement

- Includes looking for signals of readiness from the individual
- Developing a plan is not a final but a beginning step
- Implementation requires a specific plan *and* intention or commitment to carry it out

Four Conversational Skills

Asking *evocative questions*

Affirming strengths

Offering *reflective statements* to convey empathy, highlight ambivalence, or shine a light on “change talk”

Providing *summaries* to clarify what has been said and draw ideas together

Selected Questions to Explore Ambivalence and Strengthen Motivation

- Regarding this issue / dilemma, what's okay about how things are now? And what's not okay? What concerns do you have?
- If you choose not to do anything about it, what would be at stake?
- If you *were* to make a change (moving in a positive direction as you see it), **why** would you do so? In other words, what would be your reasons for doing so?
- Of the reasons you just gave, what would you consider to be your **best reason**?
- If you *were* to make this change, **how** would you go about it to be successful (e.g. What do you think would work for you)?
- Given everything going on in your life currently, **how important** or urgent is it for you to make this change? (Can use 0-10 scaling question. At what number would you place yourself? Why a ___ and not a (several numbers lower)? What would move it to a (next highest number)?)
- If you did decide to make this change, **how confident** are you that you could be successful in doing so? (A scaling question works well here also)
- **Who or What** could be helpful to you in supporting this change?
- What, if anything, do you think you might do as a very **next step** to move towards this change?

Providing Information and Advice

A few considerations:

- It is alright to express your concerns
- There are many pathways to change; your way may not be the way of another
- Focus on helping the person evaluate options
- Offer information and advice, don't impose it

Method: Elicit-Provide-Elicit

Elicit

- Ask what the person already knows
- Ask what the person would like to know
- Ask permission to provide information/advice

Provide

- Prioritize what the person most wants to know
- Be clear; use everyday language
- Offer small amounts of information with time to reflect
- Acknowledge freedom to disagree or ignore

Elicit

- Ask for the person's response, interpretation, understanding