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Empowering Client's to Change

- Presented at DuPage County Adult Protective Services Conference, July 13, 2016
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 - Acknowledgments
- The material contained within this presentation has been adopted and or adapted from the work of William R. Miller, PH.D., Stephen Rollnick, PH.D authors of Motivational Interviewing: Preparing People for Change, 2nd Edition and from a presentation by Carol Johnstone, M.A., Johnstone Consulting, “Diving into Motivational Interviewing”.
- Video clip can be found at www.motivationalinterviewing.org

Objectives for Today

- Stages of Change and Change Theory
- What helps people change
- Putting the pieces together about change
- Using Motivational Interviewing as a tool for change

Empowering Client's to Change

- Why is self-empowerment so essential?

Stages of Change

- **Precontemplation Stage**
 - Precontemplators usually show because someone else pressured them
 - Resist change
 - Change the topic when you bring it up
 - It's never their responsibility to change, place blame on genetics, family, society,
 - They feel pretty hopeless

Stages of Change

- **Contemplation Stage**
- They know they have a problem
- Start thinking about how they can solve the problem
- Struggle to understand their problem, its causes and wonder about possible solutions
- Tell themselves “someday they are going to change”

Stages of Change

- When contemplators start to move from this stage, they begin to change their framework and begin to think about “more about the future than the past.
- At the end of this stage there is anticipation, activity, anxiety and excitement.

Stages of Change

- **Preparation Stage**
- Planning to take action and making final adjustments before they begin to change their behavior
- There is still a lot of **AMBIVALENCE**
- Need a lot of convincing

Stages of Change

- **Action Stage**
- Clients will overtly change their behavior and their surroundings
- Make the move they have been preparing for
- Change is visible to others.

Stages of Change

- **Maintenance Stage**
- Change never ends with action.
- Without a strong commitment to maintenance, there will surely be relapse back to Precontemplation or contemplation state.

Stages of Change

- Most successful self-changers go through the stages three or four times, before they make it through the cycle of change without at least one slip
- Most will return to the contemplation stage of change.
- Slips give the client an opportunity to learn.

What Helps People Change

- Natural Change- positive change often occurs without formal treatment.
- People often change when the pain of staying stuck in same place is greater the pain caused by change.
- Brief Intervention Effect- One consistent finding in research is that even relatively brief interventions under certain conditions can trigger change.

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

What Helps People Change

- Faith/Hope Effects- often called the self-efficacy and the power of faith and hope. Believing that one can change is very powerful.
- Counselor Effect- the way the clinician interacts with the client appears to be at least as important as specific approach or school of thought from which her or she operates.

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

What Helps People Change

- Carl Rogers in his book “On becoming a person” states “Counselors need only offer three critical conditions to prepare the way for natural change: accurate empathy, non-possessive warmth and genuineness”.

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

Putting the Pieces Together

- Change occurs naturally
- Interpersonal interactions strongly influence the likelihood of change
- The clinician by whom one is treated is a significant determinant of treatment dropout, retention, adherence and outcomes.
- An empathic counseling style seems to facilitate change, its absence may deter it.

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

Putting the Pieces Together

- Clients who believe that they are likely to change do so.
- Clients whose counselors believe that they are likely to change do so.
- Clients who are told they are not expected to improve do not.
- What people say about change is important

Excerpt from: Miller, W. R. and Rollnick S. *Motivational Interviewing, Preparing People for Change*, 2nd ed. Guilford Press 2002

Putting the Pieces Together

- Client statements that reflect motivation/commitment to change do predict behavior change.

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

Motivational Interviewing

- Why motivational Interviewing?
 - Motivational Interviewing is a collaborative conversation to strengthen a person's own motivation for and commitment to change.
 - It is a person-centered counseling style for addressing the common problem of ambivalence about change by paying particular attention to the language of change

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

Ambivalence

- Feeling two ways about change
- Ambivalence is a state of mind in which a person/client has co-existing but conflicting feelings about something.
- It is a fundamental and normal part of the change process: “I want to, but I don’t want to”

• Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

Ambivalence

- “People often get stuck, not because they fail to appreciate the down side of their situation, but because they feel at least two ways about it”

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

Motivational Interviewing

- How does it work?
- Motivational Interviewing is a collaborative, goal-oriented method of communication with particular attention to the language of change. It is designed to strengthen an individual's motivation for and movement forward a specific goal by eliciting and exploring the person's own argument for change with an atmosphere of acceptance and compassion

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

When is MI the right approach

- Situations where client behavior change seems to be indicated
- Ambivalence exists around changing that behavior
- A clear target or issue around which to center the discussion (i.e., medication compliance, eating plan, exercise regime)

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

When is MI the right approach

- There is one more situation to us MI
- The individual does not see the need for behavior change and you want to open the door to change—create some ambivalence about the status quo

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

When MI not appropriate

- Violence and aggression
- Suicidal ideations/plans
- Homicidal ideation/plans
- Severe medical or mental consequences
- Hospitalization is required.

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

Motivational Interviewing

- MI Spirit
 - Partnership
 - Compassion
 - Evocation
 - Acceptance
 - Autonomy
 - Affirmation
 - Absolute worth
 - Accurate Empathy

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

MI Spirit

- Partnership
- “Two people wondering aloud about what’s best” Steve Rollnick
- MI is done “for and “with” a client (not “to and “on” them)
- MI is like a dancing rather than wrestling
- The interviewer seeks to create a positive interpersonal atmosphere that is conducive to change but not coercive

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

MI Spirit

- Compassion
- A deliberate commitment to pursue the welfare and best interest of others.
- MI is not a way to trick people into doing things. Have your heart in the right place so that the trust you engender will be deserved.

Motivational Interviewing

- Four Fundamental Processes in MI
 - Engaging – establishing a mutually trusting and respectful helping relationship to collaborate toward agreed-upon goals
 - Focusing- clarifying a particular goal or direction for change
 - Evoking – eliciting the person’s own motivation
 - Planning - developing a specific change plan that the individual is willing to implement.

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

Motivational Interviewing

- The four processes can be thought of as a set of stairs.

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002

In Conclusion

- “Developing proficiency in MI is like learning to play a musical instrument. Some initial instruction is helpful, but real skill develops over time with practice, ideally with feedback and consultation from knowledgeable others. As with other complex skills, gaining proficiency in MI is a lifelong process.”
William Miller, 2008

Excerpt from: Miller, W. R. and Rollnick S. Motivational Interviewing, Preparing People for Change, 2nd ed. Guilford Press 2002