

Motivational Interviewing Webinar Outline

1. Motivational Interviewing
 - Explores way to resolve conflict and ambivalence
 - Facilitates change
2. Definition of MI
 - Collaborative approach with staff
 - Guiding someone to change by using their strengths
 - Clear direction for change
 - A collaborative conversation to strengthen a person's own motivation for a commitment to change
3. Collaborative vs. Confrontation
 - Partnership between the partner/manager and the staff, from the point of view and experience of the employee
4. Drawing out vs. Imposing
 - Draw out the employee's own thoughts and ideas (not imposing your ideas)
 - Change comes from the employee
 - Lasting change is more likely to occur when the employee discovers their own motivations and skill for change
5. Authority vs. Autonomy
 - Partner/Manager is not the authority figure
 - True power rests within the staff to perform
 - Ultimately it is up to the staff to follow through with making change happen (empower the individual)
 - Staff is responsible for their actions
6. Principles of MI
 - Expressed Empathy
 - Support Self-Efficacy
 - Roll with Resistance
 - Develop Discrepancy
7. Dealing with Resistance
 - Resistance occurs when the employee experiences conflict
 - Have the employee state the problem and develop their own solution

8. OARS

- **O**pen ended questions
- **A**ffirmations of staff's strengths
- **R**eflections - listen
- **S**ummaries of action points

9. CAT

- **C**ommitment: I will make changes at work or in my life
- **A**ctivation: I am ready, prepared, and willing to change
- **T**aking Steps: I am taking specific actions to change

10. Powerful questions

- **What** seems to be happening?
- **What** possibilities do we/you face?
- **What** are we/you going to do about it?

11. Strategies for Behavioral change

- Ask open ended questions
- Ask pros and cons
- Ask positives and negatives
- Ask for more details: in what way, tell me more, what does that look like, when was the last time that happened?
- Look back and forward, what happened before, what happens if that continues

12. Prep questions (Not all questions will apply to each and every situation)

- What does the employee want?
- What are the employee's strengths? What are some possible "red flags"?
- What is the employee's vision? What do you think might increase the employee's energy? What do you think might decrease the employee's energy?

13. Summary