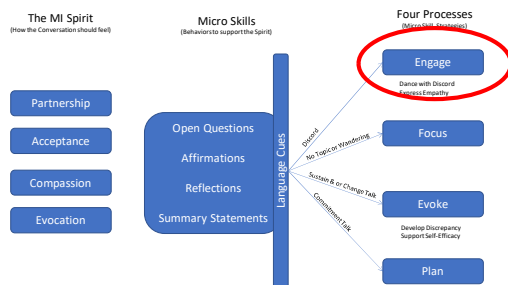


Motivational Interviewing: Engagement Process Strategies

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A Diagrammed Overview of MI Strategy



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Engaging

• "Ironically, it is when people experience acceptance of themselves as they are, that change becomes possible."

• Miller and Rollnick

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Spirit of MI Engagement

Genuine Interest

Trust

Empathy

Collaboration

Emphasizing Autonomy

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Engagement Skills

Open Ended Question Strategies

Reflective Strategies

Collaborative Statements

Autonomy Statements

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OPEN ENDED QUESTION STRATEGIES:

6

REFLECTIVE STATEMENT STRATEGIES

- Empathic Reflections
- Double Sided Reflections
- Selective Reflections
- Amplified Reflections
 - Overshoot
 - Undershoot
- Agreement with a Twist
 - (come alongside then reframe)

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But What About When There Is DISCORD?
(e.g., “verbal punches!”)

Step 1

Don't stand in front of the punch (Don't make it worse)



Step 2

Dodge (Don't be offended or take it personally)



Step 3

Explore the discord and reflect empathy

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USEFULL FOR
ENGAGEMENT
AND
FOCUSING

ASK

TELL

ASK

9

- SLIDES BELOW ARE
OPTIONAL-

10

Express Empathy

- *The primary way to respond to resistance*
- *Communicate respect to the client (avoid superior/inferior dynamics)*
- *Understanding the struggle/challenges without condoning or condemning*
- *Skillful reflective listening is fundamental*

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Empathy

- | IDEAL ADHERANCE | POOR ADHERANCE |
|--|---|
| <ul style="list-style-type: none"> • Counselor shows an active interest in understanding what the client is saying • Client feels like the counselor "gets them" beyond the surface level. | <ul style="list-style-type: none"> • Little effort to gain understanding of complex events and emotions or client's perspective • Counselors low in empathy may probe for factual information or pursue an agenda |

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Dance with Discord

(Roll with Resistance)

- *Discord is **explored** - not challenged*
- *Momentum used advantageously (martial arts)*
- *Perceptions can be shifted*
- *New perspectives are invited - **not imposed***

DO NOT get attached to the outcome
Avoid the trap of conflicting values

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CONTINUED RESISTANCE/ Discord

If the person continues to be resistant, **you** have moved too far ahead of the person in the change process. "**More**" is **not** better. More intensity will produce fewer results.

Shift back to the engagement process with empathy and thought provoking questions.

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Supporting Autonomy

- Asking Permission
(I've worked with other people who have experienced similar things, would you be interested in hearing what they have tried?)
- Providing Choices/Menu's
(e.g. "Some people have tried ____, Others ____ and ____, what do you think about those things?)
- Emphasizing their Expertness, Choices
(e.g. "You know yourself best.", "You would need to decide, I can't make that choice for you.")
- Tentative Speech
(e.g. "we could" instead of "we will" etc.)

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Responding to Resistance/Discord

