



Manthey Consulting

Motivational Interviewing  
(Section 5: Evoke)

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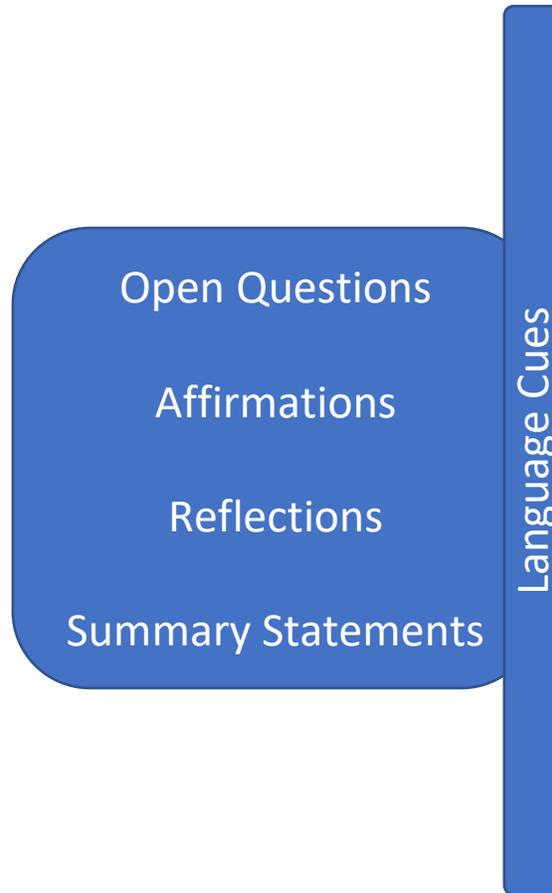
MINT Member

# A Diagrammed Overview of MI Strategy

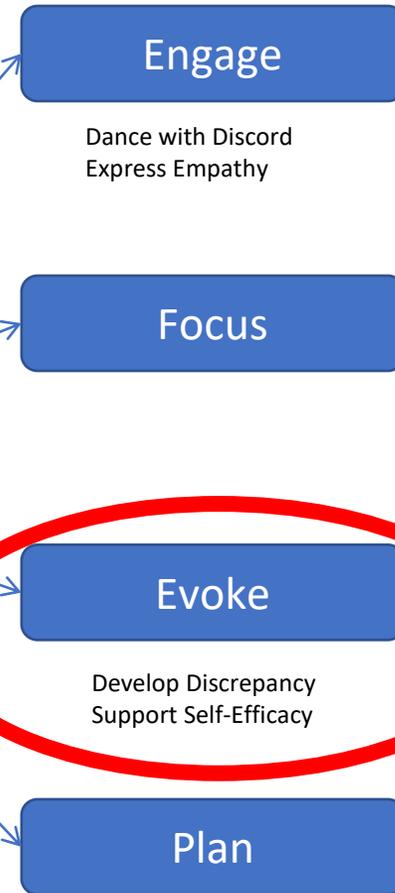
**The MI Spirit**  
(How the Conversation should feel)

- Partnership
- Acceptance
- Compassion
- Evocation

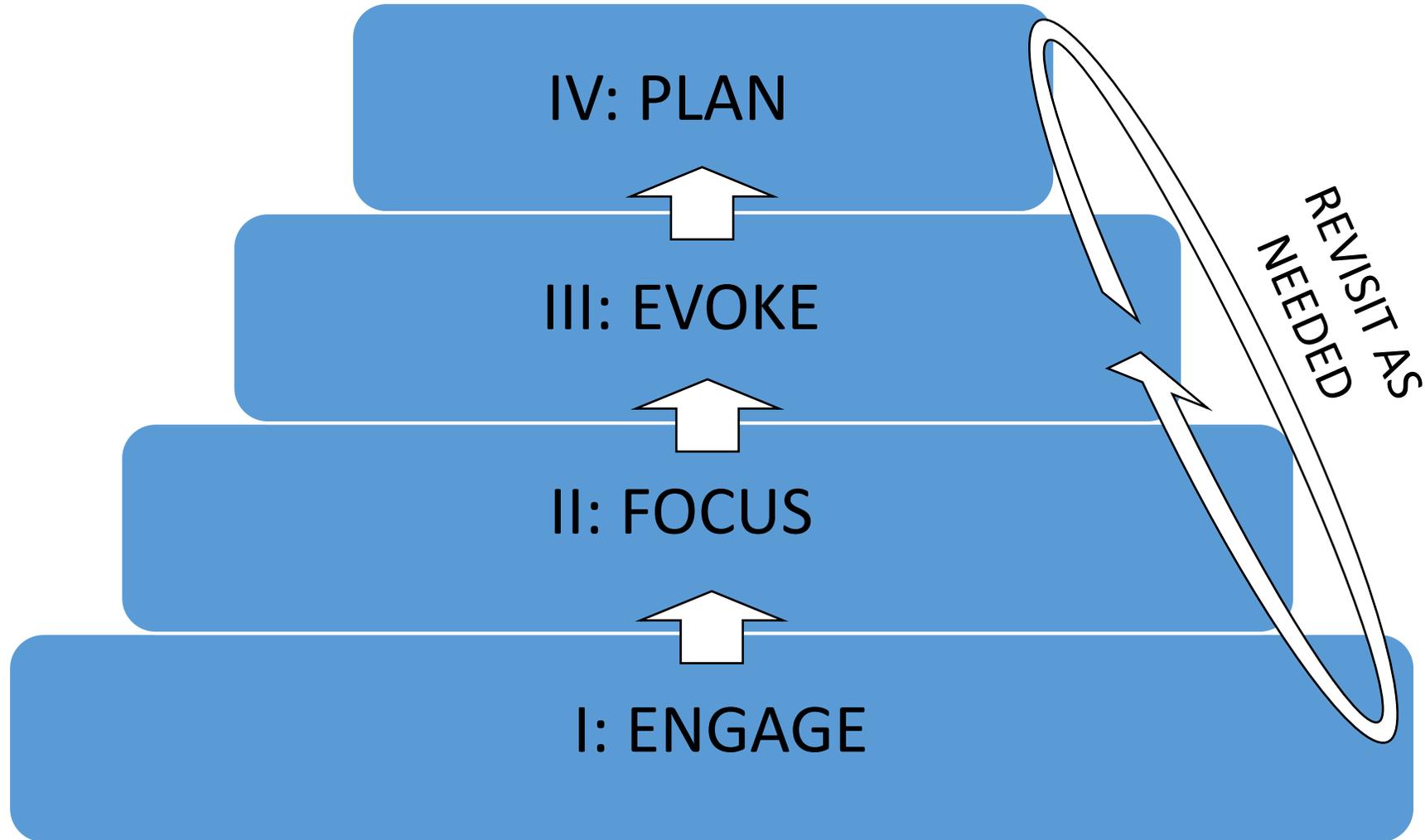
**Micro Skills**  
(Behaviors to support the Spirit)

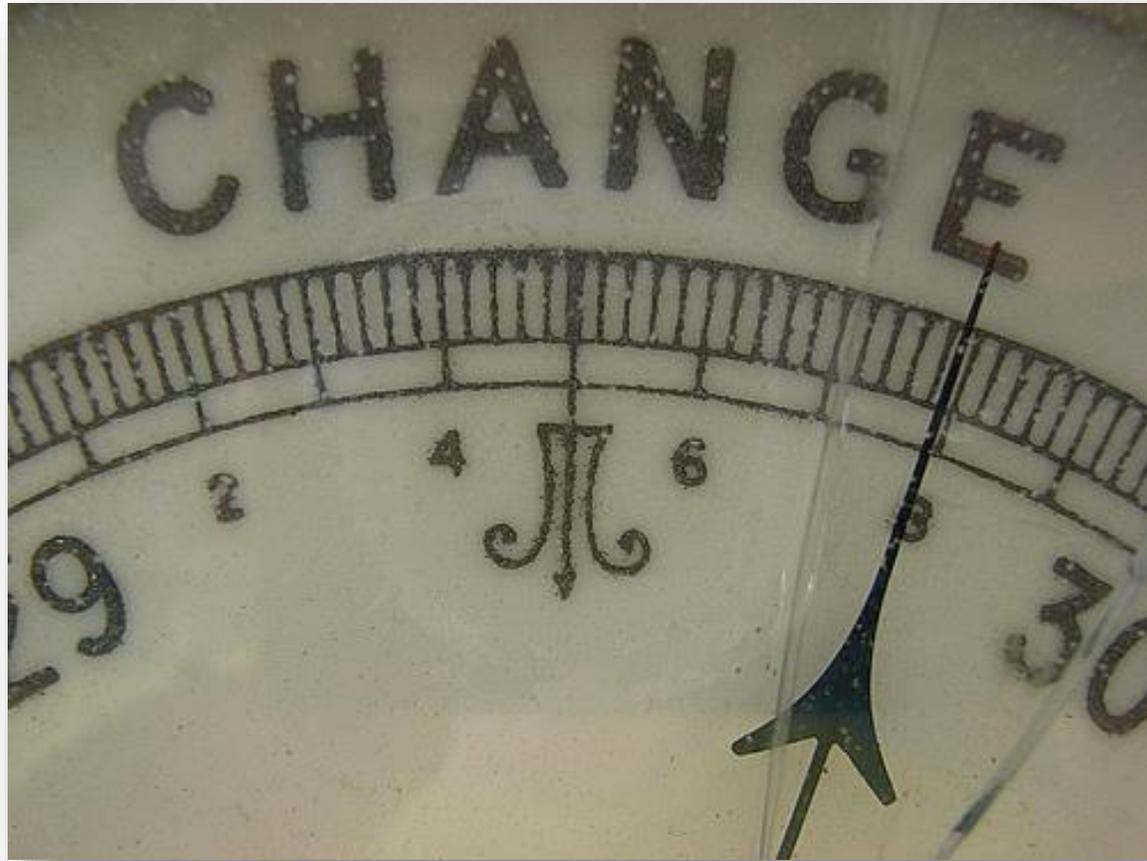


**Four Processes**  
(Micro Skill Strategies)



# The Four Processes of MI





# There is a Flow

“Your task is not to memorize this or that clever technique with clients, but rather to listen with curiosity for the persons own inherent motivation for change.” Miller and Rollnick

# Developing Discrepancy

- The challenge is to first intensify and then resolve ambivalence by developing discrepancy between the actual present and the desired future



# Develop Discrepancy

- *Awareness of consequences is important*
- *Conflict between present behavior and goals/values*
- *Difference between where they are and where they want to be*
- *Client holds the most convincing arguments for change*

# Amplify Ambivalence

- *Ambivalence is normal*
  - *Exploring ambivalence helps remove obstacles*
  - *Resolving ambivalence moves toward behavior change*
- *Strategically **add weight** to the pros and cons*
- *Sift through the discrepancies and elevate the deeper/emotional issues*

# AMPLIFIED AMBIVALENCE



# Eliciting Change Talk

- Is the primary method for developing discrepancy.
- Hearing oneself state the reasons for change increases the discrepancy between ones goals and present actions.
- The greater the discrepancy, the greater the perceived importance for change.

# Rescue Change Talk From the Jaws of Ambivalence



**Change  
Talk**

# Sustain Talk

Desire for Status Quo

Inability to Change

Reason for Status Quo

Need for Status Quo



Commitment to Status Quo



**NO BEHAVIOR CHANGE**

# Change Talk

Desire for Change

Ability to Change

Reason to Change

Need for Change



Commitment to Change

Activation

Taking small steps



**BEHAVIOR CHANGE**

PA

“Acceptance facilitates change, while perceived expectation of change generates resistance”

People are often more persuaded by what they hear themselves say than by what other people tell them.

When are People Motivated to Take Steps Toward Change?

## **Importance**

- Recognition of Problem / Need
- Cost / Benefit
- Expectancies
  - Goals
  - Values

## **Confidence**

- Specific Behavior
- Global Efficacy

## **Readiness**

- Urgency
- Timing



# Change Talk

DESIRE for Change: *“I want to...”*

ABILITY for Change: *“I could...”*

REASONS for Change: *“I should...”*

NEED for Change: *“I have to...”*

Work with these to strengthen

**COMMITMENT** to Change: *“I will...”*

# Responding to Change Talk

## **E: Elaboration**

Ask for elaboration, more detail, in what ways, specific examples

## **A: Affirm**

Express appreciation or admiration

## **R: Reflection**

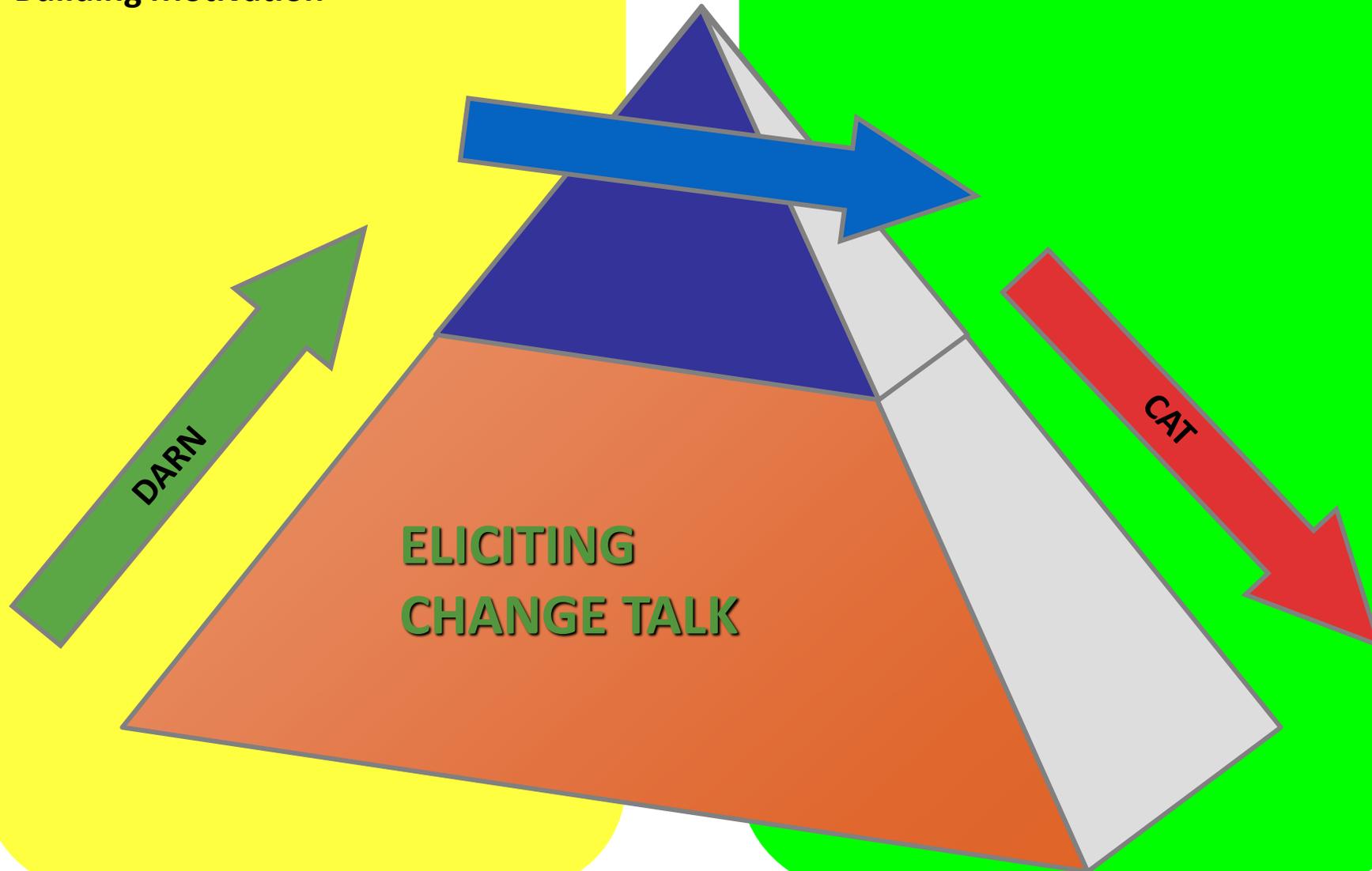
Simple, Complex

## **S: Summarize**

Collect and focus the change talk

Exploring Ambivalence/  
Building Motivation

Strengthening Commitment



ELICITING  
CHANGE TALK

DARN

CAT



“Early in the MI session  
the skill is often to  
discern a ray of change  
talk, like spotting a  
lighthouse in a storm or  
detecting a signal within  
noise.

*It is not necessary to  
eliminate the storm or  
the noise, just follow the  
signal.”*

Miller and Rollnick 2012

# **Eliciting Change Talk: MI Becomes Directive**

**I**mportance/Confidence Ruler

**Q**uerying Extremes

**L**ooking Back / Looking Forward

**E**vocative Questions

**D**ecisional Balance

**G**oals and Values

# CHANGE TALK STRATEGIES

## **IMPORTANCE**

- Importance Ruler
- Looking Forward Questions
- Worst Case/Best Case Questions
- Evocative Questions
- Exploring Values
- Exploring Long-Term Goals

## **CONFIDENCE**

- Confidence Ruler
- Looking Back Questions
- Mining for Affirmations
- Evocative Questions
- Hypothetical Change Questions

# Importance/Confidence Ruler

## **IMPORTANCE SCALE:**

*How important is it for you right now to...? On a scale from 0 - 10... what number would you give yourself?*

0 \_\_\_\_\_ 10

## **CONFIDENCE SCALE:**

*If you did decide to change, how confident are you that you would succeed? On a scale from 0 -10... what number would you give yourself?*

0 \_\_\_\_\_ 10

## **IMPORTANCE SCALE:**

*“An eight? Explain to me why you are an eight and not a seven.”*

## **CONFIDENCE SCALE:**

*“You’re at a six? What would it take for you to move from a six to a seven?”*

# QUERYING EXTREMES

TARGET BEHAVIOR



**Worst Case Scenario**



**Best Case Scenario**



**LOOKING  
FORWARD**



TARGET BEHAVIOR



**LOOKING  
BACK**

# Decisional Balance Scale

## Value/Benefits of NOT Changing

*What do you like about what you're currently doing?*

*What do you like about...?*

*Why is it working for you ...?*

*What are some other reasons?*

## Value/Benefits of Changing

*Why is it important to make this change?*

*What effects would (change) have on you?*

*What other benefits would there be if you made this change?*

## Cost/Consequences of Changing

*What things are keeping you from changing?*

*What types of problems/stressors could the change cause?*

## Cost/Consequences of NOT Changing

*What is the primary concern you have about your current behavior?*

*What are other consequences if you don't make any change?*

**SUSTAIN**

**CHANGE**

# Decisional Balance Scale

## Benefits of NOT Changing

*What do you like about what you're currently doing?*

*What do you like about...?*

*Why is it working for you ...?*

*What are some other reasons?*

## Benefits of Changing

*Why is it important to make this change?*

*What effects would (change) have on you?*

*What other benefits would there be if you made this change?*

## Consequences of Changing

*What things are keeping you from changing?*

*What types of problems/stressors could the change cause?*

## Consequences of NOT Changing

*What is the primary concern you have about your current behavior?*

*What are other consequences if you don't make any change?*

**SUSTAIN**

**CHANGE**

# EVOCATIVE OPEN QUESTIONS

**Desire:** “What are some of those driving feelings that make you want to change?”

**Ability:** “What are some skills/strengths or past successes that let you know you can do this?”

**Reason:** “Why would you want to make this change?”

**Need:** “What difficulties make it a necessity to change soon?”

**Commitment:** “So what is **one thing** you are willing to do?”



# EXPLORING GOALS AND VALUES



- ❖ What are some of the goals or values you hold?
- ❖ How does your behavior fit/conflict with your values?



ACTIVITY