

# Motivational Interviewing: Engagement Process Strategies

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MINT Member

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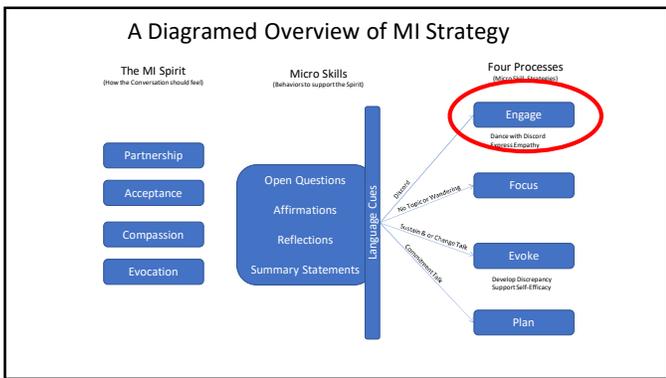
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Spirit of MI Engagement

- 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:

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**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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**USEFUL FOR ENGAGEMENT AND FOCUSING**

**ASK**

**TELL**

**ASK**

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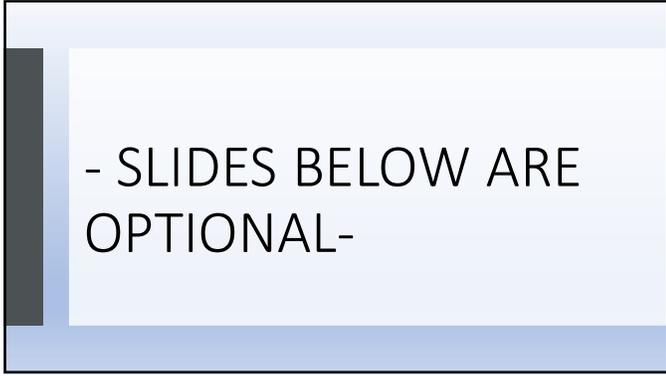
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### Dance with Discord

(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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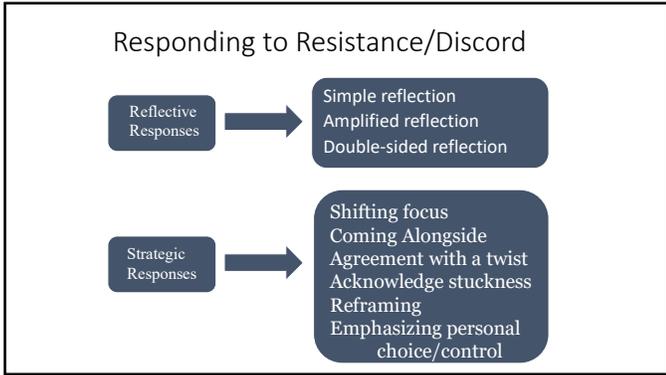
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