

Principles of Motivational Interviewing



Express empathy

Apply reflective listening which is key to express empathy. This involves listening to the client and rephrasing what the client has said rather than telling the client what to do.



Develop discrepancy

Assist the client in developing discrepancies between their current state and their ideal state. It is important to enable the client to recognize these discrepancies.



Avoid arguments

Avoid arguing with the client especially when the client is resilient and unwilling to change. Let the client make their own arguments rather than presenting your arguments.



Support self-efficacy

Encourage the client to change through increasing self-efficacy. Self-efficacy directly impacts client change because the client believes they have the capability to change.

Core Skills to Motivational Interviewing

Skill	Description	Purpose
<p>O</p> <p>Open Questions</p>	<ul style="list-style-type: none"> • Ask the patient open-ended questions • Allow the patient to reflect and elaborate in response to questions • Let the patient do most of the talking 	<ul style="list-style-type: none"> • Establish a safe environment, and build a trusting and respectful relationship • Explore, clarify, and gain an understanding of the patient's world • Learn about the patient's past experiences, feelings, thoughts, beliefs, and behaviors • Gather information
<p>A</p> <p>Affirmations</p>	<ul style="list-style-type: none"> • Recognize and reinforce success • Express a positive statement about what the patient has already done or a personal strength or ability • Show empathy for the patient's situation 	<ul style="list-style-type: none"> • Build rapport and affirm exploration into the patient's world • Affirm the patient's past decisions, abilities, and healthy behaviors • Build the patient's confidence and self-efficacy
<p>R</p> <p>Reflective Listening</p>	<ul style="list-style-type: none"> • Mirror what the patient is saying • Rephrase what the patient says in your own words 	<ul style="list-style-type: none"> • Reflect the patient's thoughts, feelings, and behaviors • Demonstrate to the patient that you're listening and trying to understand their situation • Offer the patient the opportunity to "hear" their own words, feelings, and behaviors reflected back to them
<p>S</p> <p>Summarizing</p>	<ul style="list-style-type: none"> • Apply reflective listening when closing the conversation or transitioning to a different part of the conversation • Paraphrase and/or pull out key points from the conversation 	<ul style="list-style-type: none"> • Keep the patient and care team "on the same page" • Close the conversation with a plan of action • Help the patient see the bigger picture • Highlight the most important elements of the conversation