



Introduction to



Motivational Interviewing

For Social Prescribing Link Workers

Dr Tim Anstiss





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This session

- Motivation
- Motivational Interviewing
- Spirit and Principles **Demo**
- Processes and Skills **Q and A**
- Tools and Strategies

30 mins at end optional practice





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THE ACADEMY FOR
HEALTH COACHING


Aims

- Deepen your understanding of:
 - What motivational interviewing is
 - How it might be used in the conversations link workers have
- Provide an opportunity to practice
 - Optional, last 30 mins of session





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| Dr Tim



- Medicine
- Occupational Health and Sports Medicine
- Motivational Interviewing trainer
 - Trained thousands of healthcare professionals in MI, health coaching and shared decision making
- Several national and international health behaviour change projects
 - Cancer, Physical Activity, Weight loss (UK)*
 - Hepatitis elimination - Uzbekistan*
 - Hazardous Drinking - Russia, Slovenia*
- Online courses around wellbeing, confidence, taming your inner critic, developing your compassionate mind and inner coach



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Build motivation

People change their behaviour when it is important enough to them
and when they think they can do it

Question

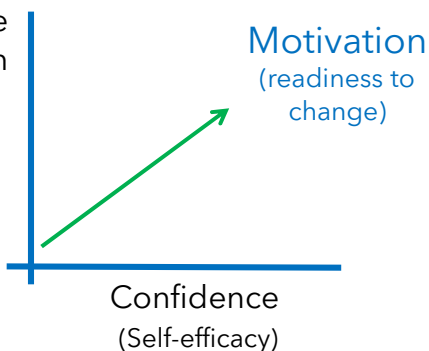
How do we strengthen
importance in the mind of
the patient, and strengthen
their self-efficacy?

One answer

Use motivational interviewing

Importance
to the person

(not you !)



Leave the house
Join a group
Do voluntary work
Change accommodation

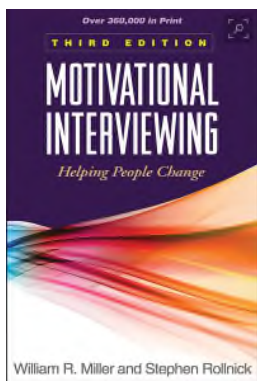
*'When readiness is
present, little else
may be needed'*

Bill Miller



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Definitions



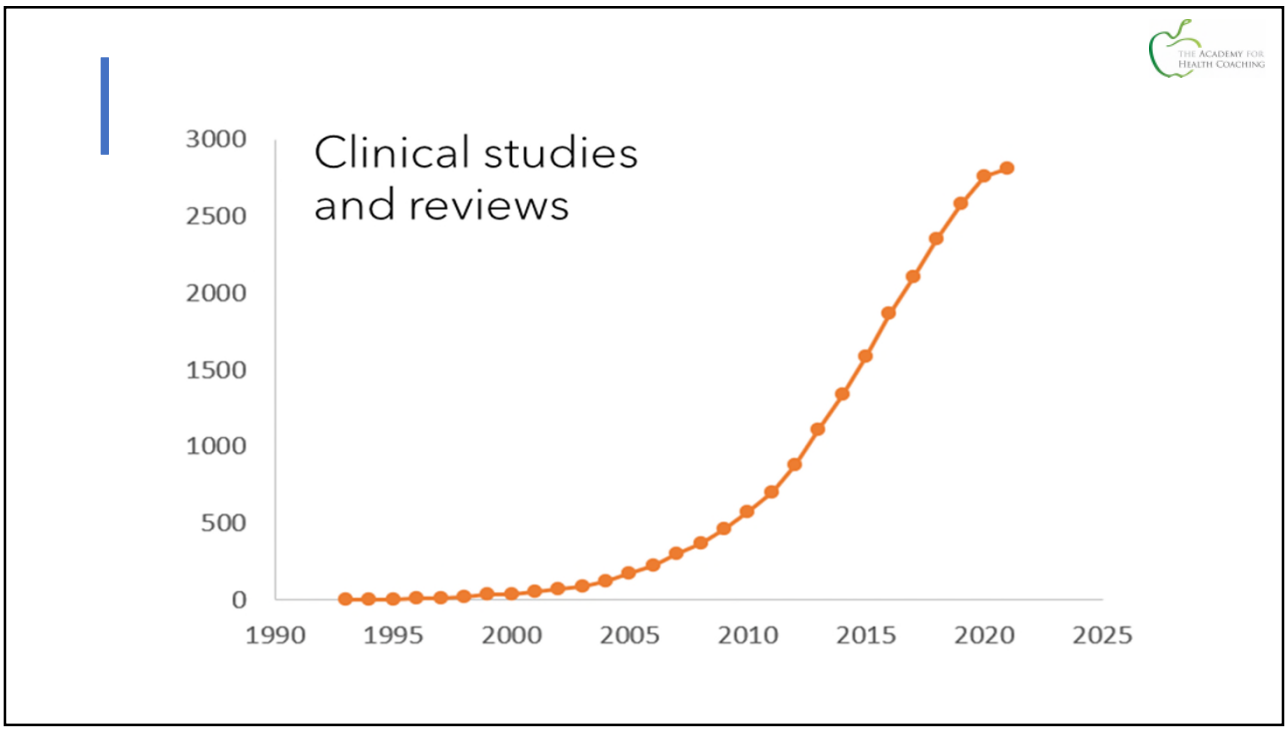
A person centred conversational style

*For strengthening a person's own
motivation and commitment to change*

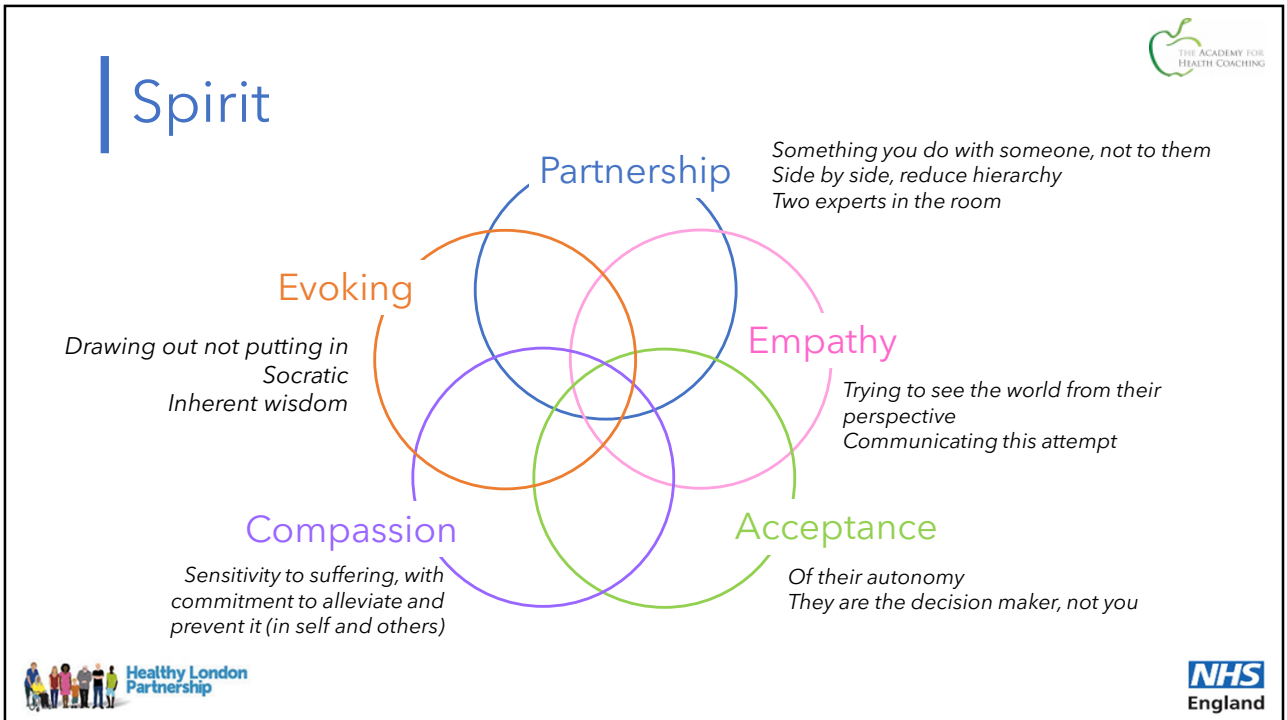
*Within an atmosphere of acceptance and
compassion*




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Some Principles

- Build the Relationship
- Avoid Arguing
- Resist the Righting reflex
- Explore Ambivalence


- Develop Discrepancy
- Understand their perspective
- Empower (encourage optimism and hope)
- Support Self Efficacy



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Ambivalence





- Unsure
- In 'two minds'
- Undecided
- Wanting and not wanting something at the same time
- A very natural state
- A very common state
- Not pathological
- People get stuck
- Can stay stuck for years !

e.g:

- Leaving the house*
- Having counselling*
- Eating better*
- Becoming more active*
- Going back to work*
- Dating*
- Learning to drive*

Your role ?

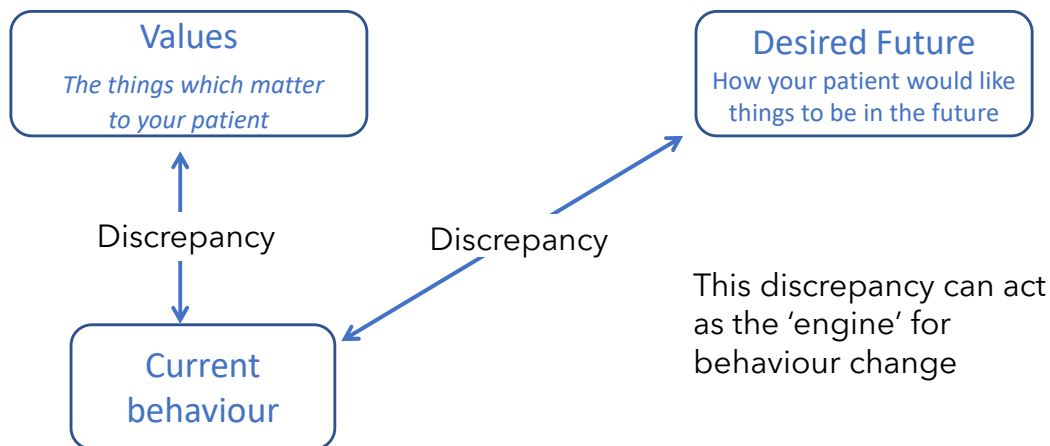
- Help the person explore their ambivalence
- Help them think it through for themselves
- Help them decide what's best for them



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Develop discrepancy



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Change the conversation..

what's the matter with you?



What matters to you ?

What do you enjoy doing?

Who or what gives your life meaning and purpose?

'How might your life change, do you think, if you joined that group?

'If you were able to keep up an active lifestyle and become more fit - what impact might that have on your life?

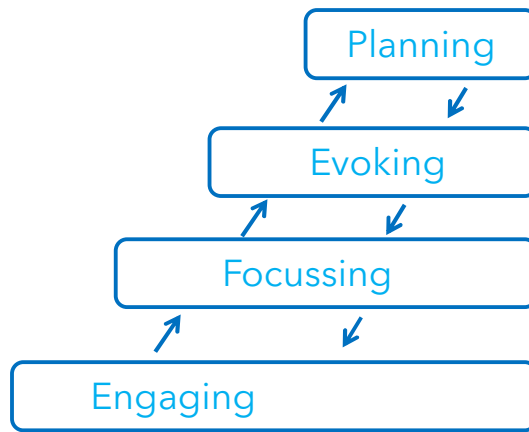
'What kind of things do you really enjoy doing, or do you find really important to do?'



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4 Processes



- Don't rush into planning
- Develop the momentum of the conversation
- Summarise and ask 'so, what's next?...'
- Let them tell you their plan
- The person may decide not to change

- Draw out their reasons and ideas
- Draw out their hopes and concerns
- Listen for and strengthen change talk

- Let them decide the focus (at first)
- Focus may change
- You can 'shift the focus'
- Avoid 'premature focus' trap

- Get the person talking
- Ask open questions
- Listen
- Involve them in agenda setting



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4 micro-skills



- O Open questions
- A Affirmations
- R Reflections
- S Summaries



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Open questions

What do you know about what a link worker does?

What do you think will happen if you stay as you are?

How important is it for you to become more active?

0 _____ 8 _____ 10

Why 8? Why is it important to you ...?

What changes might you make in the coming weeks?

How would you get started?

What would help you to be successful?



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Affirmations



Positive statements about the person

- Values
- Achievements
- Strengths
- Effort

Genuine Short Not same as praise or complement

You are taking your health seriously

Your family is important to you

You have been really trying to be a good mum

You've made some changes and things are getting better



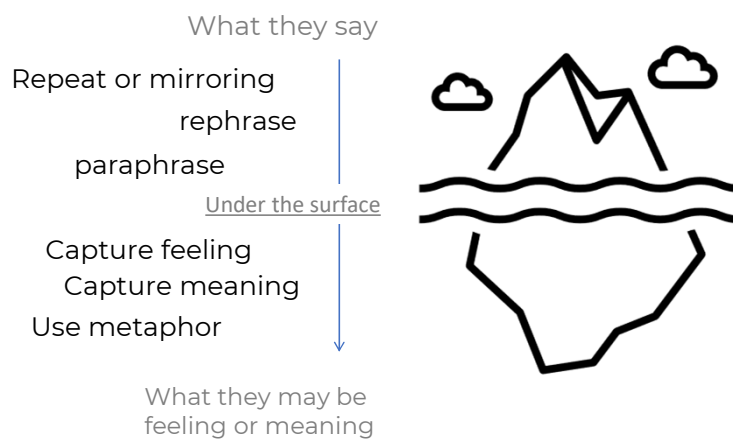
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Reflective Listening



- Core skill in motivational interviewing
- aka: accurate, empathic listening
- A very active process
- Helps you check you've understood correctly
- Helps the other person:
 - Feel listened to and understood
 - Understand themselves better
 - Keep talking
- Many practitioners find challenging
- Requires practice and discipline

Surface or deep?





Starters

Reflective listening statements sound like

You're wondering if...

You're hoping...

It's important to you that...

You really care about...

You want.../want to...

You're realizing...

You're finding...

It seems like...

You've been really thinking about...

You've put a lot of thought into...

You're the kind of person who...

On the one hand...on the other

In some ways...in other ways

Part of you realizes that...

You're tired of the same thing...

You really want to make a change...



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Summary



So, can I summarise...

Your main concerns are about losing your independence

And you've noticed you've also lost some confidence

We talked about ways staying independent and becoming more confident, and you felt joining a friendly local group, and getting out of the house each day, for instance walking in the park with a friend, would be good first steps.

You also felt it might be good to talk with your son about your worries

So ...what do you think you will do?

(the 'key' question')

She tells you her decision

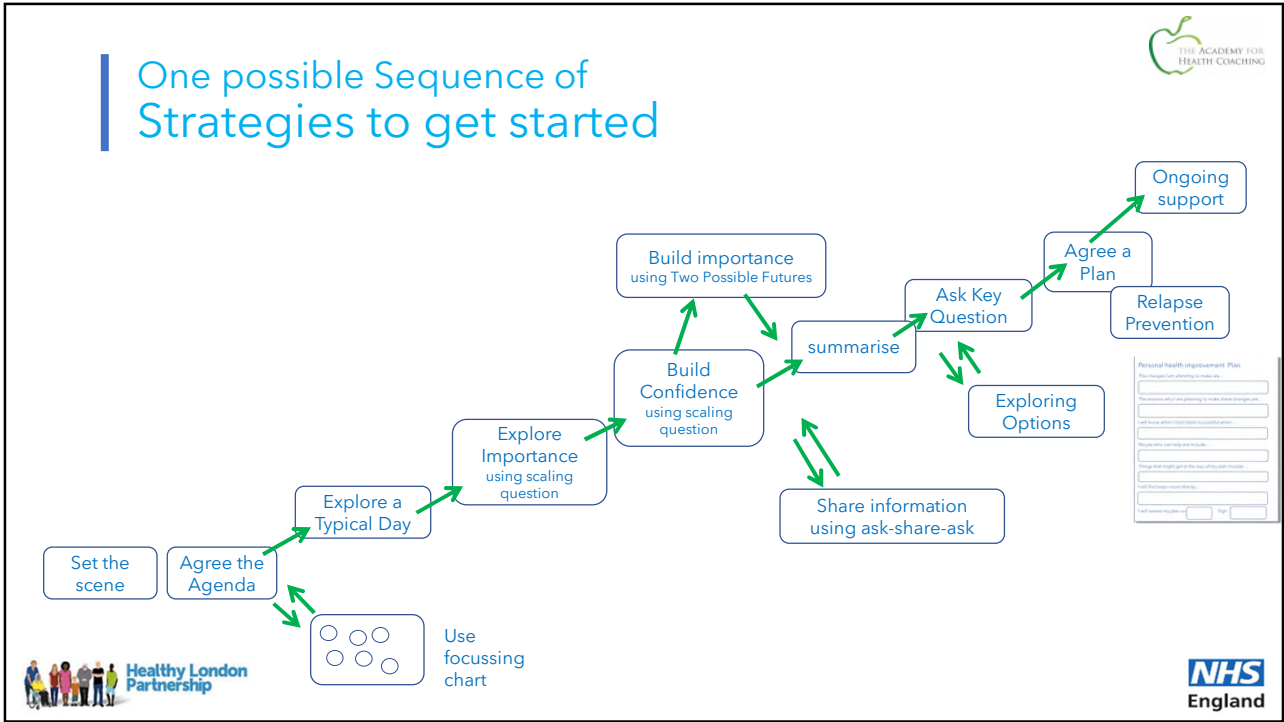
You don't tell her



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- Agreeing the focus
- Typical Day
- Sharing Information
- Exploring (and building) Importance
- Exploring (and strengthening) Confidence / self-efficacy
- Transition to a person-centred plan



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Set the scene Agree the agenda

Example

Hi, my name is...

Now we have about 40 minutes together

Can I explain a little about my role?

I'm here to help you think about X and Y...But I'm not here to tell you what to do

I can share with you some of the things that I, and other people have found helpful - but it's really up to you what you do with this information

How does that sound?

What would make this conversation most helpful from your perspective?

Now there is a range of things we could talk about today.

[show focussing chart]

Which of those would you most like to talk about?

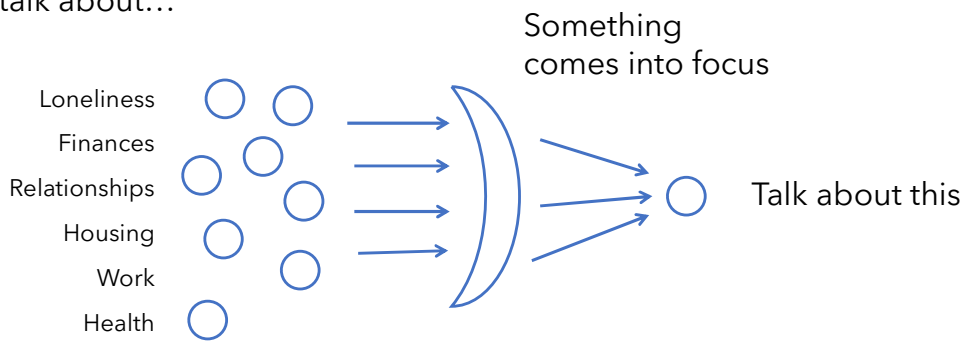


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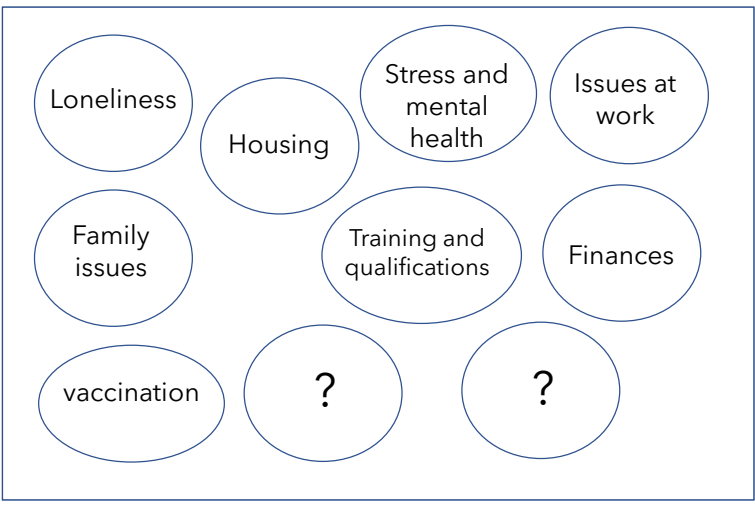
Focusing

All the things you could talk about...



Agenda setting chart ..

Here are some things which other people often talk about with me...



What would you like to talk about with me today?

(And I would like to have a quick chat about x)





A Typical Day

"Perhaps to get started, I wonder if you might talk me through a typical day for you, so that I can better understand:

- *How your life has changed since you started the new job*
- *How stress shows up in your life at the moment*

"I'd like you to take me through this day, a step at a time, and tell me how XXXX fits into the day."

- Follow the person's description
- Use simple open ended questions and reflective listening
- Don't jump in with suggestions, or leading questions
- Don't be surprised if you hear change talk



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Building importance



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Build importance by evoking their reasons

I'm just wondering, on a scale from 0-10, how important is it that you leave the house more often each week?

0 _____ 4 _____ 10

Why 4 and not a lower number, why is it important to you?

What else makes this important to you?

What else?

Discover their reasons for changing



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Build Confidence

And lets say you did decide to lose some weight...how confident are you that you could be successful?

0 _____ 3 _____ 10

Why 3 and not a lower number ... why are you a little confident?

Why else do you think you could do this?

What would have to happen for your confidence to be 5 or 6?

What else would help?

Can I share with you things other patients have told me they find helpful?

What do you make of those ideas?

The key question



Summarise →

*So, what's next?
What do you think you will do?*



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Decisional Balance

Focus?

- Making friends
- Going back to work
- Taking a course
- Getting vaccinated
- Writing a book
- Eating better
- Learning a new skill
- Getting back into sport

Good things

Less good things

• Explore – be politely curious
 • Use your OARS
 • Ask 'what else'

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Change

staying the same

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Good things

Less good things

• Explore – be politely curious
 • Use your OARS
 • Ask 'what else'

• Explore – be politely curious
 • Use your OARS
 • Ask 'what else'

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Sharing information and advice

What's it like when people tell you things that you already know?

How often do patients have unhelpful beliefs about blood pressure?



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Use Ask ... Share ... Ask

Ask what the person already knows

Ask if you can share more

Share the information in a neutral way

Ask what the person makes of what was said

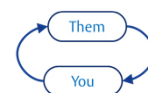


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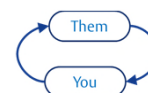


Information Sharing using A-S-A

Ask *What do you know about what a link worker does?*
What do you know about some of the benefits of exercise for older adults?
What do you already know about some of the benefits you might be entitled to?
What are your thoughts about how to become less lonely, over time?
What do you know about the benefits and risks of the vaccine?



Ask *Can I share with you a few more things?*
Can I share with you what the research shows?
Would it be ok if I shared with you what other people find helpful?



Share *So some people do this, some people find this helpful, and I also know a few people who do this...*
The evidence suggests that people who do X tend to find Y
We often suggest that people start with A and B and see what happens

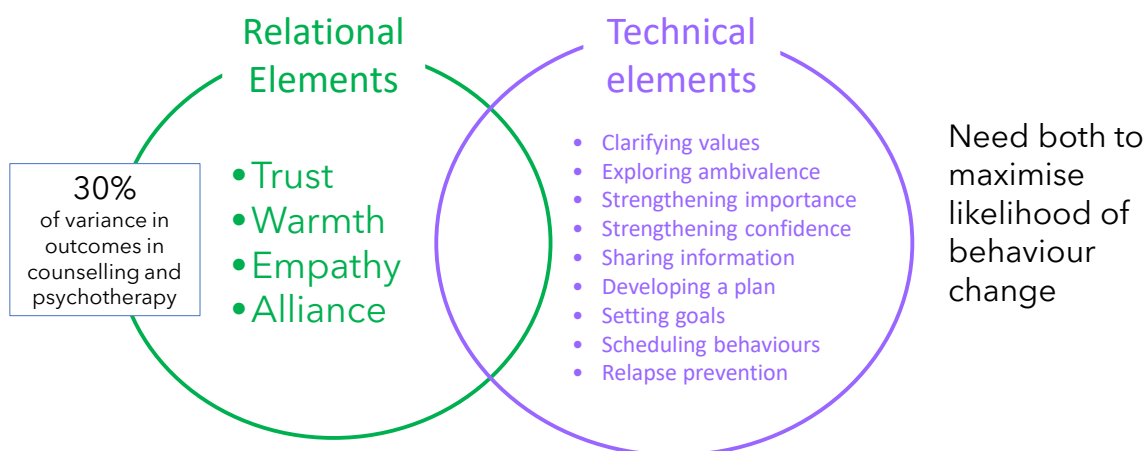
Ask *What do you make of what I've just said?*



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2 components or aspects...



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Key Question

Summarise
and then ask:

So ... what do you think you will do?

If they say....

*I think I will change
or
I'm going to do ...*

*I'm not sure I'm ready to
change..*

*What do you think I
should do?*

Perhaps.....

Help them develop a plan

Empathise. Thank them. Let them know they
can always return and explore the issue in the
future

Tell them you can't decide for them

Offer to look at options again

Tell them what's right for them depends on their values and
goals and their desired future

Ask them if they want to think it through with a friend or
relative



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Agreeing a plan

Get behavioural

- Ask about

- how the person will make progress towards their desired future
- when they might get started
- how often, how much, when, who with, what help from others,
etc

Stay in Evoke
mode - draw
the plan out
from them

- Ask about problems that may be encountered
- Ask about way round problems
- Ask what help / support they might need



Bit of relapse
prevention

Anticipatory coping

If -- then statements



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Tools and Strategies Developing a Plan and Strengthening Commitment

- 'How do you think you might get started?'*
- 'What's the easiest thing you might do, to get started?'*
- 'When do you think you might do this?'* *'What else might you do?'*
- 'How long do you think it might be before you noticed a difference?'*
- 'Where would you like to be in, say, 4-5 weeks time?'*
- 'Can I share with you some things other people have told me they find helpful?'*
- 'Can I share with you some of the things we offer people, to help them stay healthy?'*
- 'What might get in the way of your plan?'*
- 'How could you find a way round that?'*

Offer a summary of their plan at the end.
Perhaps have them write it down.



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Personal health improvement Plan

The changes I am planning to make are...

The reasons why I am planning to make these changes are...

I will know when I have been successful when...

People who can help me include ...

Things that might get in the way of my plan include ...

I will find ways round this by...

I will review my plan on

Sign

Sample personalised Lifestyle plan (with reasons)



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Summary



- MI is a collaborative, person centred conversational style
- Aims to help a person explore and resolve ambivalence about change
- It doesn't matter how many reasons you have for your client to change
 - What matters is how many reasons they have
 - And their confidence about changing
- Motivational interviewing may help...
 - *Deliver better outcomes*
 - *Improve relationships*
 - *Deliver shared decision making*
 - *Improve clinician wellbeing (perhaps)*
- In line with, and helps to deliver, the NHS agenda
- It is learnable