Ten Strategies for Evoking Change Talk

1. Ask Evocative Questions – Use Open-Ended Questions
   
   Examples:
   - Why would you want to make this change? (Desire)
   - How might you go about it, in order to succeed? (Ability)
   - What are the three best reasons for you to do it? (Reasons)
   - How important is it for you to make this change? (Need)
   - So what do you think you’ll do? (Commitment)

2. Ask for Elaboration
   
   When a change talk theme emerges, ask for more detail:
   - In what ways?
   - How do you see this happening?
   - What have you changed in the past that you can relate to this issue?

3. Ask for Examples
   
   When a change talk theme emerges, ask for specific examples.
   - When was the last time that happened?
   - Describe a specific example of when this happens.
   - What else?

4. Looking Back
   
   Ask about a time before the current concern emerged:
   - How have things been better in the past?
   - What past events can you recall when things were different?

5. Look Forward
   
   Ask about how the future is viewed:
   - What may happen if things continue as they are (status quo).
   - If you were 100% successful in making the changes you want, what would be different?
   - How would you like your life to be in the future?

6. Query Extremes
   
   Ask about the best and worst case scenarios to elicit additional information:
   - What are the worst things that might happen if you don’t make this change?
   - What are the best things that might happen if you do make this change?

7. Use Change Rulers
   
   Ask open questions about where the client sees themselves on a scale from 1 – 10.
   - On a scale where one is not at all important, and ten is extremely important, how important (need) is it to you to change _______?  
     - Follow up: Explain why are you at a ___ and not (lower number)?
Motivational Interviewing Handout

- What might happen that could move you from ____ to a ____ [higher number]?
  - How much you want (desire),
  - How confident you are that you could (ability),
  - How committed are you to ____ (commitment).

8. Explore Goals and Values
   Ask what the person’s guiding values are.
   - What do they want in life?
   - What values are most important to you? (Using a values card sort can be helpful here).
   - How does this behavior fit into your value system?
   - What ways does _______ (the behavior) conflict with your value system?

9. Come Alongside
   Explicitly side with the negative (status quo) side of ambivalence.
   - Perhaps ________ is so important to you that you won’t give it up, no matter what the cost.
   - It may not be the main area that you need to focus on in our work together.
Motivational Interviewing: Preparing People for Change
Miller and Rollnick

Support Self-Efficacy
- Set hand-on goals, resistance is a signal to change stategies
- Be on the lookout for your own resistance, be aware when the resistance arises, adjust your techniques, what it means to you
- Human beings have a built in desire to set things right
- Avoid resistance

Roll with Resistance
- Allow client to make own movement for change
- Know your/point of view
- Choose an outcome that aligns with the clients goals
- When expressed take the clients perspective, identify and explain any barriers
- Help the client identify own obstacles

Develop Disturbance: This is accomplished by Inthrough
- Empathy is normal
- Empathy helps shift from the client's experience and emotions
- Effective feedback is fundamental to expressing empathy
- Accompanying empathy change

Express Empathy

The early stages of treatment
O.A.R.S.: 4 Strategies of Motivational Interviewing in
- Open-ended questions
- Affirmations: “I am just interested in...”
- Reflective listening: “You're saying that...”
- Rephrasing: “It sounds like you...”
- Reflection of feeling: “You must be feeling...”

Summarize
- Provide a summary of the key points
- Restate the information in your own words
- Ask the client if they understand what you have said
- Open-ended questions to encourage the client to express their feelings

Reflective Listening
- Encourage the client to express their feelings
- Listen actively and reflectively
- Acknowledge the client's feelings and express empathy
- Support and promote self-efficiency

Affirm
- Convey that our role is about the consumer
- Understand the client's experience and emotions
- Open-ended questions that encourage the client to express their feelings
- Reflective listening to encourage and validate the clients feelings
- Rephrasing to help the client articulate their feelings
- Reflection of feeling to connect with the client

O.A.R.S.: 4 Strategies of Motivational Interviewing in
- Open-ended questions
- Affirmations
- Reflective listening
- Rephrasing