

CCI-PHASE Motivational Interviewing



Community of Practice

05

Identification

01

Pre-Contemplation

04

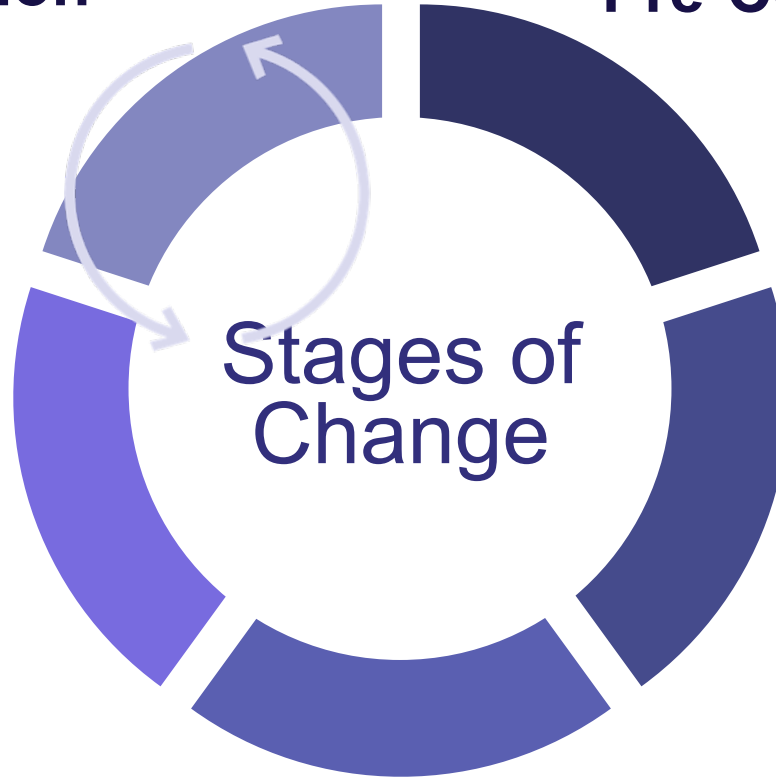
Action

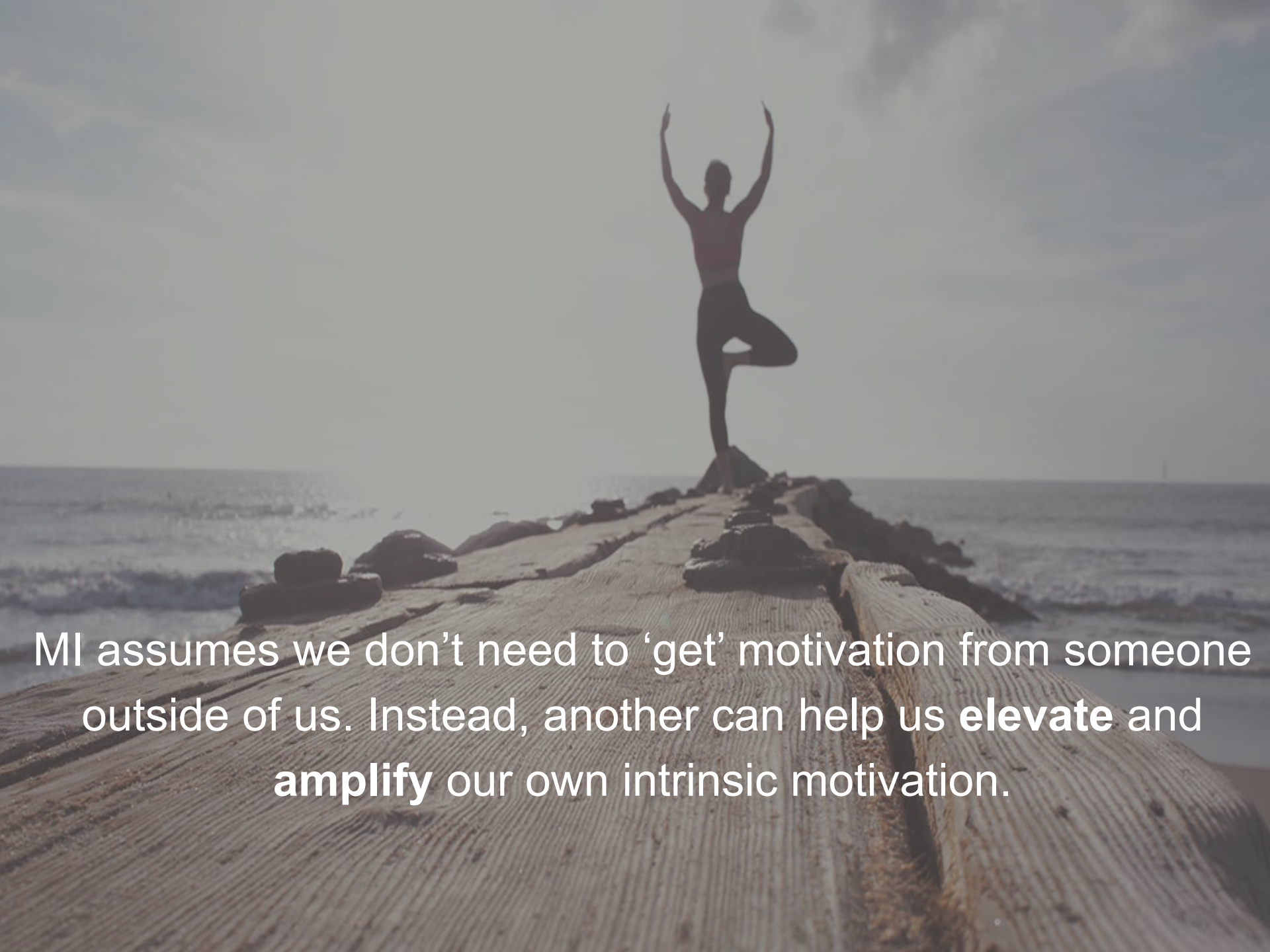
02

Contemplation

03

Preparation





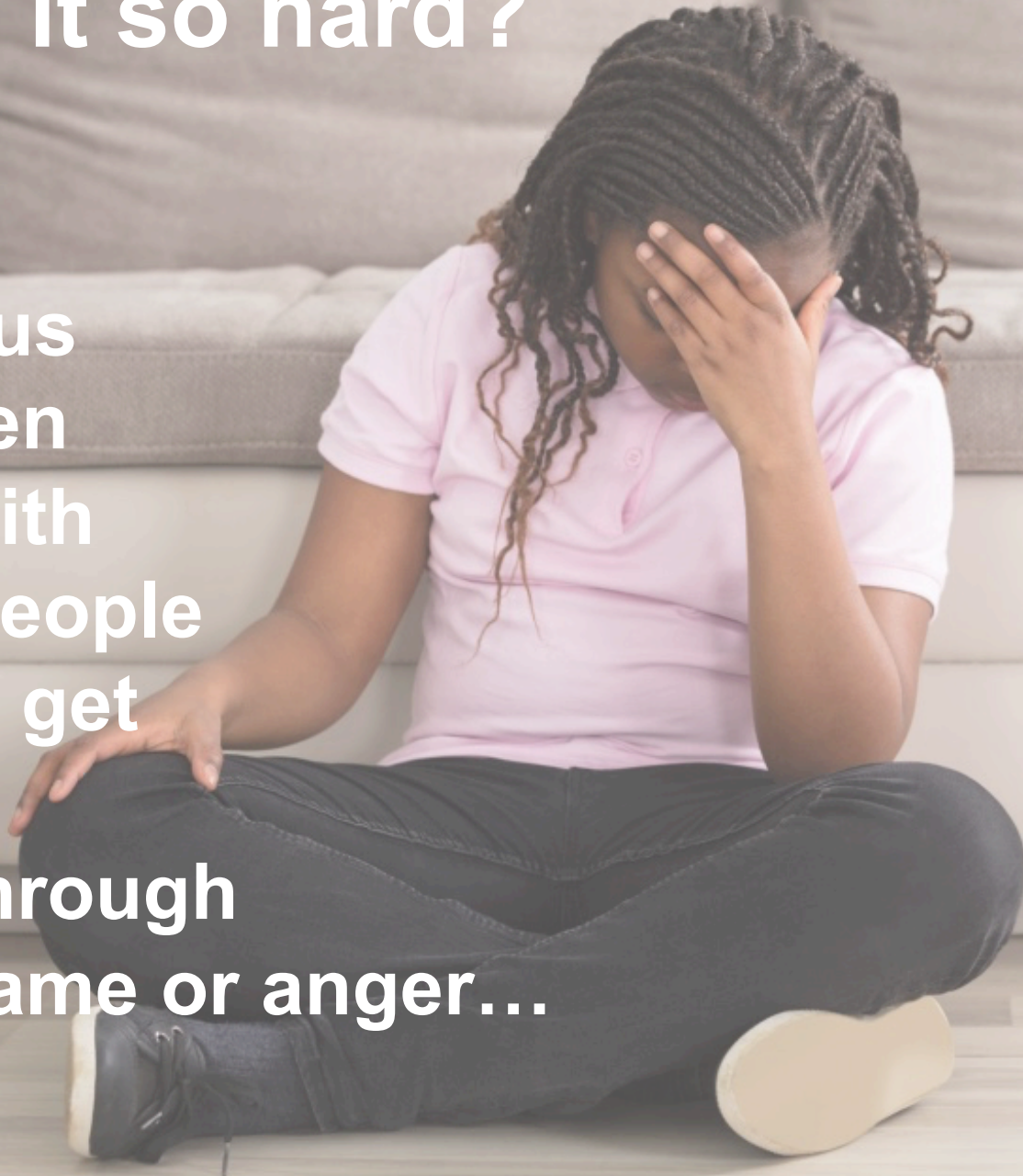
MI assumes we don't need to 'get' motivation from someone outside of us. Instead, another can help us **elevate** and **amplify** our own intrinsic motivation.

- 1. Empathic Presence**
- 2. Skillful listening**
- 3. Eliciting of thoughts, feelings, values, goals and motivations**



Why is it so hard?

Most of us
have been
raised with
(good) people
trying to get
us to do
things through
fear, shame or anger...



'If you keep getting grades like this, you'll never get into a good college'

F E A R

'Next time I catch you with pot, you will be grounded for months'

P U N I S H M E N T

'I'm really disappointed in you. I thought you were better than that'

S H A M E

Principles



- Empathy
- Autonomy
- Relationship
- Respect

MI WORKS:



In person



On video



On the
Telephone

Principle MI Strategies

Open-Ended Questions

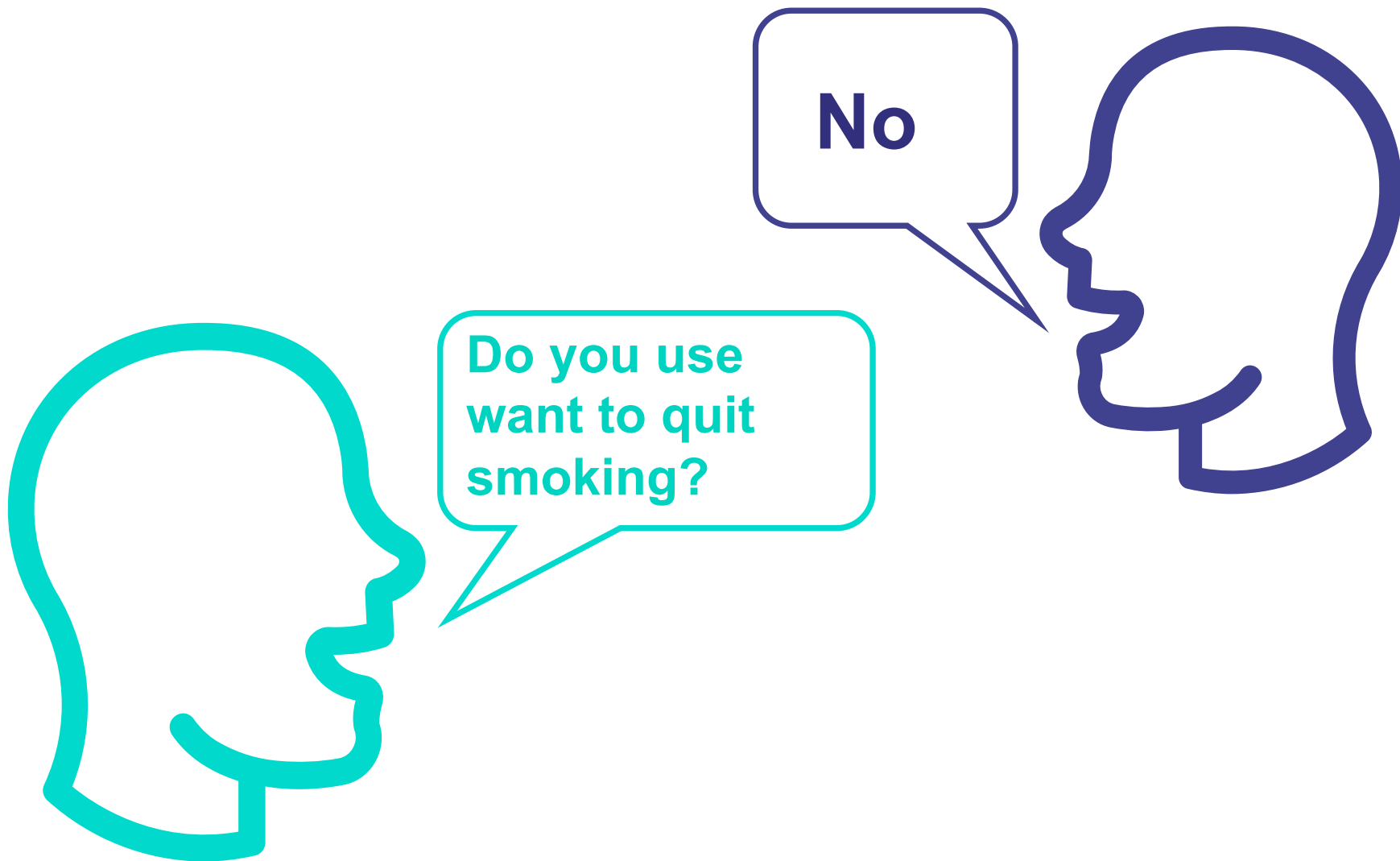




**Sure Chat,
Chat, Chat...**

**Tell me more about
'not worrying' about
your blood
pressure?**

Closed Questions



Do you use
want to quit
smoking?

No

Narrow Questions



4 months

**How long since
you took your
medication?**

Stems:

- Tell me more (about)....
- How (did you/are you)....
- What (are your/do you)...





~~Which~~ medications are you taking?



~~Are you~~ checking your blood
sugars?



~~Do you~~ want to quit drinking?



What are your thoughts about starting this medicine?



How are you doing with checking your blood sugars?



Tell me more about your feelings about drinking



Demonstration:

Open Ended Questions

Open Ended Questions Practice!



Step 1



**Groups
of 3**

Step 2

Practicer: ask partner
an open- ended
question about their
work

partner: IRL answer
Practicer: ask another
open-ended question in
follow up

Step 3

Switch

Principle MI Strategies: Reflective Listening



**Reflective
Listening
is Vital
on the
phone**



Types of Reflective Listening



01

Summary

02

**Selected
exact words**

03

**Double-sided
reflection**



Demonstration:

Reflective Listening

Reflective Listening Practice

Practice

Groups of 3

Practice



Partner: Share
something real you
are worried about
Practicer: Reflective
Listening

Practice



Switch

MI Facilitator Resources:

- Updated MI **slide decks**
- Tips for **facilitating practice** episodes
- Sample **evaluations**
- Options for **breaking up** workshops
- Guidelines for creating **MI congruent** workshop environments



[CCI MI CoP webpage](#) or www.rsourced.com