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## **Motivational Interviewing Aide Memoire**

Unconditional Positive Regard is about offering support, recognising the client chooses to accept or refuse your offer more often based on their experience of previous helping contacts and their sense of you today.

Reflect on the good teacher exercise and recall what made them so good at what they did.

Our job is not to fix our clients. When using MI we are driven by a desire to UNDERSTAND the client, as everything they do makes sense in their world view.

Resistance is purposeful and can be recognised as what we are doing is not being experienced by the client as helpful or understanding.

To reduce resistance

- change what you are saying or doing
- avoid arguing with the client

### Open Ended Questions

Who?

What?

Where?

When?

Why?

How?

Use these questions to elicit information and encourage ELABORATION.

Rather than asking 'Is there anything else that can help you?' consider 'What, who, etc .. else can help you?'

When clients answer is in general terms use open ended questions to encourage and support more specifics

C: It will improve my health.

H: In what ways?

C: My lungs, my blood pressure and just the way I feel

H: so you will notice several improvements, how will it improve your lungs?

Helper can encourage further elaboration if information on lungs is consistent with target behaviour change and then explore improvements to blood pressure and way client feels.

### **REMEMBER:**

'I learn who I am as I hear MYSELF speak'

It's what the client says that they remember most.

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## Affirmations – Noticing the client as they are.

For many of us having positives noticed is a very unusual experience and one normally followed by a request for something.

To be effective, take your time getting used to this skill, particularly as you will need to be offering your affirmations in an unconditional manner. Notice others (TV, radio, friends and colleagues) use affirmations – note the tone of the voice, timing and content.

Think of values as the source of some affirmations. Examples include:

- Accomplishment
- Intimacy
- Creativity
- Justice
- Fun
- Credibility
- Dependability
- Family
- Fidelity
- Friendliness
- Open-mindedness
- Punctuality

It is also helpful to explore how to translate familiar criticisms of people into positive character assets.

- Stubborn – Single-mindedness
- Sneaky – You are very creative in getting what you need.
- Shy – Sensitive and Considerate

Be conscious of the impact of judgemental thinking on your understanding of clients' behaviour. As you listen to 'excuses' you will hear 'reasons'.

## Reflective Listening

Again take your time as you learn to develop your use of reflective statements.

- What did the client SAY?
- What did the client MEAN in what they said?
- And how does the client FEEL about what they are saying?

We can also integrate affirmations with reflective listening.

- C: There is no way I can go back until I feel better.
- H: So you are committed to coming back to work and it's important that you are as healthy as can be to make that happen.
- or
- H: Being at your best in work is important to you.

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With the readiness ruler you need to listen for language that suggests importance or confidence as an issue.

I'm not sure I want to ...  
I need to ... **IMPORTANCE**  
I have to ...

It sounds like it might not be that important to you. If you measured how important it was on a scale of one to ten, where one means its irrelevant and ten means it's of huge significance how important is it for you to...?

Follow readiness ruler handout.

You may or may not wish to explore confidence and sometimes we don't need to because importance is so low no action is going to be taken until this shifts.

I can't ...  
It won't work ... **CONFIDENCE**  
I've tried before but ...

It sounds like you might want to if you had more confidence it would work out this time.

As with confidence explore why score and not a one.

When the client describes previous efforts and attempts explore these with genuine curiosity.

How long?  
When?  
How did you do it for that long?  
Who helped? How?  
What did you learn to help you plan for the next time?

**AFFIRM, AFFIRM, AFFIRM**

Elicit ideas from the client about every aspect of return to work. Understand their understanding of their ideas. Be careful to avoid judging their ideas as this is likely to cause resistance. The clients' ideas are fertile ground on which to develop meaningful outcomes for everyone.

Refer to training notes for 'key questions' that encourage the client to identify and consider what next and steps to progress the situation. Try not to focus on the last step of any journey with more emphasis on the next step.