

# Inspiring Interviewing

## Motivational interviewing. (MI)

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# Today's Objectives

- Compare and contrast Motivation and Inspiration.
- Learn to use Motivational Interviewing techniques to assist in making behavioral changes.
- Learn how to use techniques such as "The Winning Edge", "Four Classes of Experiences" and "Goal Setting Techniques" to motivate and inspire lasting change.

# Motivation & Inspiration



# Motivation

- Motivation is a push factor. It's an outside force that is compelling people to take action, sometimes even if they don't necessarily want to.
- If a task or goal needs to be completed people often look to someone or something external to push them or "motivate" them.

# Motivation

- Motivation is what people need, to get moving towards a goal.
- Motivation is focused on external rewards.
- External rewards and incentives are effective in motivating people-at least for a period of time.
- Again, they are all external things.

# Inspiration

- Inspiration, is more of a pull or driving force. It's something that comes from within that gets us to proactively give our best effort.
- Inspiration is the inner drive that initially propels, maintains the momentum with energy and speed
- Inspiration is the fire in our belly and the passion in our heart.

# Inspiration

- When someone feels inspired, they will do what they need to do – naturally and willingly.
- Not because they were told to or forced into it. Their desire comes from within.
- They have a persistent desire to achieve it, committed, make time for it and see it as a priority.

# Motivation & Inspiration

- There is a need for both, especially since some people react more positively to rational explanation and incentives than emotional effects and influence.
- Motivation is a short term feeling which rarely last's.
- People have to constantly get more motivation from somewhere outside themselves to feed their drive.



# Inspiration & Motivation

- Motivation and inspiration work well together. They're complementary.
- Motivation works effectively when you want swift action in the short-term.
- Inspiration is a deeper process of engaging people to put their passion into achieving something larger that develops them over the longer term.

# Four Classes of Experiences

## Class One Experience in life:

- Feels good, is good for me, is good for others and serves the greater good.

(Peak experiences in life).

# Four Classes of Experiences

## Class Two Experience if life:

- Doesn't feel good, but is good for me, is good for others and serves the greater good.

(I may not enjoy this but these are the ones that leads to a joyous, fulfilling and successful life.)

# Four Classes of Experiences

## Class Three Experience:

- **Something that feels good but is not good for me, is not good for others and does not serve the greater good.**

(Yes, I'm guilty of doing this)

# Four Classes of Experiences

## Class Four Experience:

- **Something that does not feel good, is not good for me, does not serve others and does not serve the greater good. (I do these things out of fear and old habits)**

# Four Classes of Experiences

My secret to a happy fulfilling life was learning how to convert my class two experiences into a class one experiences.

**Doesn't feel good, but is good for me, is good for others and serves the greater good.**

**To:**

**Feels good, is good for me, is good for others and serves the greater good.**

# Motivational Interviewing (MI)

# Motivational Interviewing (MI)

- *“A client-centered, yet goal-directed counseling method to resolve ambivalence about health behavior change by building intrinsic motivation and strengthening commitment”*

*-Miller & Rollnick, 2002*





# Stages of Change: Meeting Patients Where They Are

- Stages of Change Model
- Stages of Change and Corresponding Needs of Patients
- Intensive Intervention and Motivational Levels/Stages of Change



# Stages of Change

- Provides an Understanding and appreciation of Behavior Change
- Cyclical in nature
- Applicable in Lifestyle Behavior Changes
  - Disease prevention
  - Disease management
  - Anticipates relapse
  - Recognizes barriers to change

# FRAMES

- ***Feedback***: how their use may impact their current and future health
- ***Responsibility***: patient's responsibility to change their behavior
- ***Advice***: based on medical concern
- ***Menu***: variety of options for change
- ***Empathy***: attitude
- ***Self-efficacy***: reinforce patient's belief in their own ability to change

# Express Empathy

- Open
- Nonjudgmental
- Reflective
- Understand patient's frame of reference
- Acceptance and affirmation
- No “authoritative/expert” tone



# **The Winning Edge and Goal Setting Techniques**



# The Winning Edge

## 1. Know Your Outcome and Take Action.

- Decide right now, what you want. The clearer you are on what you want, the more you empower your brain to come up with the answers.
- When you really want something, you empower you brain to get the resources you need. Ask yourself "what's my outcome", "what's my focus". This let's your brain know the direction it's heading.

## 2. How do you take action? "I DECIDE to take ACTION".

- Make a decision that you're not going to settle for anything less than you can be. "I'm going to push myself to the next level".  
"Demanding more from myself than anyone else could possibly expect is true power"

# The Winning Edge

## 3. The Biggest Trap from Taking Action is Fear.

Fear of failure, fear of success, fear of rejection, fear of pain, fear of the unknown.

- The only way to deal with your fear is to face it. Take action in spite of your fears.
- Fear can service us. Fear makes us pay attention, as long as it's your advisor, not your master.
- Listen to your fear, take action in spite of your fears.
- Breaking through fear is like anything else. Start small and build upon it every day. Soon it will become effortless to do what once felt impossible.

# The Winning Edge

## **4. Notice What We're Receiving from our Actions, Be Honest.**

- Are your actions working? Are you getting closer to your goal or further away? Pay close attention and make adjustments accordingly. Don't get locked into tunnel vision. Flexibility is power.
- If what you're doing is not getting you closer to your goal, change your approach. Try something new. If that doesn't work try another approach.
- How often should you keep trying and making adjustments? The answer is, until I succeed. "The magic formula on how a baby learns to walk".

## **5. Negative Emotions (Fear, Frustration, Rejection, Pain) can be our greatest friend. Why, because they can lead us to success.**

- It's impossible to fail. We learn something new from each failure. Our failures actually become a map to our success. As long as you learned from your failures, you have succeeded.



# The Winning Edge

## **6. Mentors & Subject Matter Experts.**

- Success leave clues. Surround yourself with subject matter experts. Find people who have successfully completed the goal you are aiming for and follow their plan. Why re-invent the wheel.

## **7. Success in Life is a Result of Good Judgement.**

- Good judgement is usually the result of experience. Experience is usually the result of bad judgement. I will not be afraid to fail.
- "I learn the hard way" My experiences are the result of bad judgement which eventually leads me to good judgement. It just takes me a bit longer.

# The Winning Edge

## 8. What Will It Cost Me If I Don't Change.

- What will it cost me in the next 2-5 years? What will it cost me emotionally, mentally, spiritually, physically and financially.

**Knowledge is not Power.**

**Knowledge is Potential Power.**

**Knowledge is not enough.**

**You need to follow through.**

# Goal Setting

## **It's good to think BIG.**

- **Whether or not you fully achieve long-term dream goals, chasing after them can allow you to accomplish other big things along the way.**
- **Understanding the different types of goals and how they affect you can be one key to success.**

# Goal Setting

**There are three types of goals:**

- **Outcome**
- **Performance**
- **Process**
- **Separating these goals helps to organize your thought process and allows you to focus on what you want to accomplish.**

# Goal Setting

**An outcome goal is a goal that isn't under your control.**

➤ **It's the dream goal or big picture.**

**You need clear outcome goals to clarify your end destination. The more crystal clear your outcome goal is the more likely you are to succeed.**

# Goal Setting

Outcome goals are used to fuel your drive when you may feel tired, bored or unenthusiastic.

**The big problem with outcome goals are focusing too much on the end result also might create unneeded pressure and distract you from what's most relevant in that moment.**

# Goal Setting

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# Goal Setting

- Performance goals are what you are trying to achieve.
- They are the building blocks that help you reach your outcome goal.
- Concrete measurements such as time, weight and score can help you monitor progress, but be flexible with this.



# Goal Setting

- **Process goals are completely under your control.**
- **They are the small steps you take to get to the performance and outcome goals.**

**With the help of process goals,  
the performance goals can be achieved.**

# Goal Setting

- Process goals can help provide guidance and give you a clearer picture to what your overall goal might be.
- **They are the grind. They are the hard work that leads to the exciting stuff.**
- **“Embrace the Suck” “GRIT Factor”**

# Goal Setting

- Tracking your progress is a critical component of goal attainment.
- **It may take months, or even years of slogging away at your process goals before you see your results.**
- **If you fail to track your results, it's likely that you'll quit long before your end goal is achieved.**

# Goal Setting

- If however, you not only track your progress but also celebrate it, staying focused is a breeze.
- One thing within your control is your attitude.  
"Anything In Life Worth Doing Is Worth Overdoing.  
Moderation Is For Cowards"

Lone Survivor

(Never give up, see everything to the end and take it further)

# Goal Setting

## ➤ **Process Goals (Strategies & Tactics)**

**Personal Accountability**

**Network To Hold Me Accountable**

**Surround Myself With Experienced Subject Matter Experts**

**Performance Goals**

**Honest Evaluation Of My Performance Measures**

**Initiate Timeline Changes**

**Be Flexible**

# Goal Setting

- The most essential but hardest component in accomplishing my goals is to have patience.
- **Without patience -- I %!\*# Quit!**

**“I’ve Only Got Three Choices: Give Up, Given In, Or Give It All I’ve Got...One, Two, Three, Move”  
Gil.**

**(Positive self-talk forged from thousands of miles swimming, cycling, running, lifting and studying)**

# Goal Setting

- **I Wish – Requires No Effort**
- **I Hope – Brain Storming Goals**
- **I Plan – Initiating Goal Setting Strategies**
- **Outcome Goals – The Dream or Big Picture**

# Exploring Motivation using Motivational Interviewing

- Explore Ambivalence (Pros & Cons of Alcohol use)
- Explore Readiness (Importance and Confidence Rulers)
- Explore Goals (quit, reduce, or make no changes)
- Elicit Change Talk ("sounds like you're seriously thinking about making changes regarding your alcohol use, that's great")



# Exploring Pros / Cons

- What do you enjoy about drinking?
- What are some of the negative things about your drinking?
- What concerns do you have about your drinking?
- If you were to change, what would it be like?
- Where does this leave you now?

# Motivation Ruler

- On a scale of 0-10, with 0 as not motivated and 10 being very motivated, what would you give yourself?
- 0-1-2-3-4-5-6-7-8-9-10
- Why are you at 6 and not 4(Lower number)?
- What would have to happen to increase your motivation to change?

# Confidence Ruler

- If you decide right now to stop drinking, how confident do you feel about succeeding with this?
- If 0 was "not confident" and 10 was "very confident", what number would you give yourself.
- Why are you at 5 and not 3?

# Building Confidence

- What would make you more confident about making these changes?
- You sound both motivated and confident to make positive changes in your life, may I ask why you feel so motivated and confident?
- How could you move your score higher?
- How can I help you succeed?

# Assist with Action Plan

- If you were to decide to change, what might your options be?
- What is your next step?
- How will you do that?
- Are there any ways you know about that have worked for other people?
- Is there anything you found helpful in any previous attempts to change?

# Providing Advice-Without Telling What to Do

- Ask for permission:

“There is something that concerns me. Would it be ok if I shared my concerns with you?”

- Preface advice with permission to disagree:

“This may or may not be helpful to you...”

# Simple Advice and Expression of Clinical Concern

- "Reducing your consumption to safer drinking levels can decrease your risk of health problems." "I advise you to
- Cut Back your (alcohol / drug) consumption."
- 10-30% of patients will significantly reduce (alcohol) risky behaviors.

# Responsibility

- Responsibility for change is on patient, not provider.
- Patient's task is to articulate and resolve ambivalence about change.



# Provide Encouragement

- " I believe you can take that next step to....."
- "I believe you'll be able to implement that plan when you have these challenges."

# Patients Have Options

- Your patient has options that they can decide what works best for them. These include:
  - Cutting down on their use
  - Reducing harm associated with use
  - Quitting all use
  - Getting help
  - Absolutely nothing

*You provide the options, let them make the choice*

**Questions?**