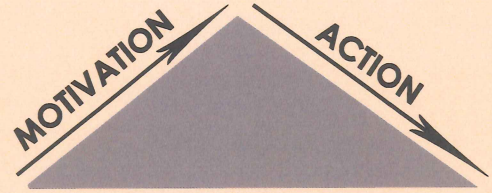


# THINGS TO REMEMBER...

**R**esist the Righting Reflex  
**U**nderstand Motivation  
**L**isten  
**E**mpower



## PROVIDE SUMMARIES

- "Let me pull together what you've said and you can tell me if I've missed anything."
- "What I hear you saying so far is that ..."
- "You said ..."
- "Is that a pretty good summary? Did I miss anything?"
- "We've talked about ..."

## LISTEN REFLECTIVELY

- Listen and reflect back what the client said, verbally or nonverbally
- Use reflections to
  - Roll with resistance
  - Highlight something or encourage more talk like it
- Initiate conversations with an open question and reflect the response
- Try to use more reflections than questions

## PROVIDE AFFIRMATIONS

- "You bring up a good point."
- "You certainly see a number of areas where your current situation doesn't seem to be working."
- "I can tell that you really want to do the right thing here."
- "I'm impressed by how much thought you've put into this."

## HOW TO RESPOND TO SUSTAIN TALK

- Emphasizing autonomy
- Reframing
- Explore pros and cons
- Just listen, don't argue

## ASK OPEN QUESTIONS

- "Tell me about...?"
- "What are some of your thoughts about...?"
- "What are the top three things on your mind?"
- "What concerns do you have?"
- "How has your thinking about ....changed since the last time I saw you?"

## HOW TO RESPOND TO DISCORD

- Reflective listening
- Apologizing
- Affirming
- Shifting focus

"Remember to see the flowers and not just the weeds...."

A photograph of a lush green field filled with numerous yellow dandelions and other wildflowers. In the background, there is a dense line of green trees under a bright sky.



# Motivational Interviewing Roadmap

## Establish agenda for the meeting collaboratively

- State your agenda: "We're here to do/to talk about \_\_\_."
- State expected time: "We'll spend \_\_\_ time together to cover \_\_\_ but I also want to make sure we have time to discuss things you want to talk about."



## Establish rapport (engaging)

- "What do you know about \_\_\_?"
- "What concerns do you have about it?"
- "Tell me a little bit about why you are considering \_\_\_."
- "From your perspective, what happened to get you to this point?"



## Establish a target behavior/action (focusing)

- "What have you thought of?"
- "There are a few things that might work\_\_\_ (provide a list). Which of these sound good to you?"



## Explore motivation and ambivalence (evoking)

- "What are some of the good things that would come out of \_\_\_?"
- "What are some of the downsides of the way \_\_\_ is right now?"
- "Tell me about some of the similar challenges you've been through and how you overcame them?"
- "What are some of the strengths you have? How would these be helpful in accomplishing this goal/task?"
- "If you were going to \_\_\_, what would be the reason to do it?"

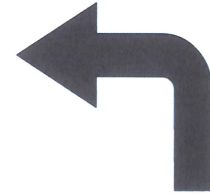


## Consolidate commitment (planning)

- "What are you thinking you'd like to do at this point?"
- "Where does this leave you?"
- "I'm here to support you and your family in the choices you make. I'm not trying to make anyone do anything they don't want to do."



## Closing



## Use Reflective Listening

- "So what you're saying is \_\_\_"
- "It sounds as \_\_\_"
- "What I'm hearing you say is \_\_\_"

## Giving Advice & Suggestions

- "Would it be okay if I told you a little more about it?"
- "There's something that concerns me. Would it be OK if shared my concerns with you?"
- "This may or may not apply to you, but \_\_\_."
- "What do you think of what I just shared?"

