

# Motivational Interviewing (MI)

## SPIRIT of MI

Patient-Centered ● Collaborative ● Caring  
First Priority: Build Trust & Relationship

## THE FIVE MI COMMUNICATION SKILLS

### 1. EXPRESS EMPATHY

- You seem upset, afraid, worried, angry...
- This must be discouraging for you.

### 2. DEVELOP DISCREPANCY

- Repeat back pros and cons stated by patient
- Ask about behaviors that don't support goals
- Ask thought-provoking questions
  - What would have to happen for you to think...
  - What would life be like if you made the change?
  - May I tell you what concerns me?

3. & 4. **AVOID ARGUING/ROLL with RESISTANCE:** "It really is your choice; I am concerned, but only you can decide for yourself." Focus back on main topic.

5. **SUPPORT SELF-EFFICACY:** "That's great that you've taken the medicine." Encourage and praise; focus on incremental goals and words, not big change.

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## CHANGE TALK/RULERS

"On a scale of 1 to 10\*, how ready are you to \_\_\_?"

"On a scale of 1 to 10\*, how confident are you \_\_\_?"

"On a scale of 1 to 10\*, how important is it to you \_\_\_?"

1. "Why a 6 and not a 1?"

2. "What would have to happen for it to be a 7 or 8?"

[\*remember to anchor the scale: 1=not at all, 10=very]

-Focus on **benefits of change**

-Focus on **prior successes** at the target behavior

-Focus on **vision of a future** with the changes

-Ask about desires, abilities, reasons, needs for the change

## **ESTABLISH RISK/SUSCEPTIBILITY**

1. Tell me what you know about what these lab values (A1C, BP, lipid panel) put you at risk for?
2. Affirm
3. May I share some additional information with you?
4. What do you think about your blood pressure level now that you know these things?

OR: Knowing these things, what goals would you like to set for your health?

OR: Knowing these things, what would you like to see happen for you regarding your cholesterol?

## **OPEN-ENDED QUESTIONS**

1. What are your thoughts? What do you think?
2. Tell me what concerns you most?
3. What is your understanding about how small changes in eating can help lower your blood sugar?
4. Which ones seem like something you could try?
5. What do you see as the benefits of cutting out soda?
6. What gets in the way of physical activity for you?

## **ASKING PERMISSION TO GIVE ADVICE/INFO**

1. Assess understanding ("What are some things you can do to remember to take your medicine?")
2. Affirm what they suggest, if they do
3. Ask permission to share additional info ("May I share with you ideas others patients have tried?")
4. "What are your thoughts about these options?"

## **AGENDA SETTING**

1. What are some things you can do to lower your blood pressure?
2. Affirm
3. May I share with you some additional ways? [tell]
4. We can talk about [A], [B], & [C]. Which of these would you like to talk about first?
5. Now that we've talked about B, A or C next?

## **INCREMENTAL GOALS**

1. Encourage small changes to build confidence for bigger change
2. Use language that implies small change ('healthy eating,' 'getting activity,' 'cutting back,' instead of 'diet,' 'exercise,' and 'quitting').