

## Behaviour change: a motivational interviewing approach to consultations

Hertfordshire Diabetes Conference  
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## Aims of the session

- 1) To gain a greater appreciation of the practical potential for Motivational Interviewing within routine clinical care
- 2) To reflect on current practice around supporting behaviour change
- 3) To practice core MI skills in relation to a patient consultation
- 4) To find out about options for further skill development



## What is motivational interviewing?

MI is a collaborative, goal-orientated style of communication which pays particular attention to the language of change.

It's aim is to strengthen personal motivation and commitment to a specific goal (like increasing physical activity) by exploring the person's own reasons for change in an atmosphere of acceptance and compassion.



## Motivational interviewing in action

- [http://www.healthcheck.nhs.uk/commissioners\\_and\\_providers/training/training\\_videos1/](http://www.healthcheck.nhs.uk/commissioners_and_providers/training/training_videos1/)
- 2 video clips:
  - How not to do it: Prescriptive Approach to Sharing Risk Message "Health Profession has the Solution" (2.5mins)
  - How to do it: Using MI to share risk message (3.5 mins)



## THE PRINCIPLES OF MI

- R**ESIST THE RIGHTING REFLEX
- U**NDERSTAND / EXPLORE CLIENTS' MOTIVATIONS
- L**ISTEN WITH EMPATHY
- E**MPower THE CLIENT, ENCOURAGE OPTIMISM
- S**UPPORT SELF EFFICACY



## Ambivalence

- Unsure.....in two minds
- Passing through ambivalence is a natural state
- People get stuck – sometimes for years!
- Identify when behaviour is inconsistent with the client's goals or ambitions.
- With MI we don't necessarily wait for the client to be ready for change



## Core Skills

Open ended questions

Affirmations

Reflections

Summaries



## Open ended questions

Examples:

- What would be your best reason for making this Change?
- What might you hope to gain from making this change?
- How confident are you in making this change?
- What could help with your confidence?
- What specifically will you do?
- What might get in the way of you making this change?
- When do you think you might start?



## Affirmations

- Noticing what is right about someone
- A recognition of strengths, values, effort...
- Look for change talk!

Examples:

- I can see you are really trying to stop smoking even though you are finding it challenging....
- You are someone who can stop smoking – you managed to quit for three weeks.....
- You are the kind of person who cares a lot for other people....



## Reflections

- Key element of empathic listening – requires practice
- Aims to check your understanding
- Make the person feel heard and understood.
- Encourages them to keep talking.
- Simple reflections – changing one or two words
- Complex reflections – paraphrasing, metaphor



## Summaries

- Use periodically to provide feedback and check understanding
- Helpful before changing direction/topic
- Helps people hear what they have said
- Can help people feel listened to and understood



## Discussion

- How did you find using the MI core skills?
- What are you going to take back into your own practice?
- Action Plans



## Next steps?

- Consider using MI in your consultations
- Think about the skill mix in your team
- Consider further training needs
- Communication is key to success
- Health Psychology in Public Health Network
- Commit to your action plan



## References

- Miller, W. R., & Rollnick, S., (2013). Motivational interviewing: Helping people change. New York: Guilford Press.
- BMJ online MI module: <http://learning.bmj.com/learning/moduleintro/motivationalinterviewing.html?moduleId=10051582&searchTerm>
- Motivational Interviewing Network of Trainers (MINT) <http://motivationalinterviewing.org/trainer-listing>
- Health Psychology in Public Health Network [www.hpphn.org.uk](http://www.hpphn.org.uk)



Thank you!

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