“The way in which you talk with patients about their health can substantially influence their personal motivation for behavior change.”

-- Rollnick, Miller, Butler in “MI in Health Care”

The “way in which we talk” – **How** do we build/EVOKE motivation for change?

1. Relationship
2. Powerful questions
3. Complexify Reflections
4. Listen
5. Contain your righting reflex!!
6. Others??

**What** are we working to build/evoke/uncover/discover?

1. Values, beliefs, dreams, what they hold dear – who do I want to be?
2. Motivators – why does this matter a lot to me right now?
3. Strengths – what strengths, talents, and abilities will I draw upon?
4. Outcomes – what results do I want to achieve?
5. Behaviors – what activities do I want to do consistently?
6. Past successes – what have I previously achieved?
7. Challenges – what challenges will I overcome?
8. Supports – what support team and structures will I put in place

-- Adapted from Moore, Tschannen-Moran in Coaching Psychology manual

**Strategies** for Practice

– Review and PRACTICE
– LISTEN to understand
– **Be curious about the positive!**

**Remember** that most change doesn’t happen in your office or oftentimes even in the conversation. Your job is to stir the pot, to get them to think more, and to build motivation for change.
“Exchanging” Information in a Coach Consistent Way

“Unsolicited advice is the junk mail of life.” - Bern Williams

Providing information is a LAST RESORT, NOT the first tool used, and NOT a hall pass to ignore your righting reflex!!

What do you remember about giving advice in a coach consistent manner?

1. Find out what the patient already ____________.
2. “Mine” for ____________ and ____________.
3. Ask ___________________
4. Tailor your information to meet the ____________ of the patient.
5. Provide ____________ and ____________ for the patient to think about and respond to the information.
6. Acknowledge that the patient is the ____________ on his/her own life.
7. Encourage patient to use the information in the way that ____________ them best.

An MI Approach: Elicit, Provide, Elicit

1. Elicit knowledge and understanding
   - “What do you already know about the effects of ... “
   - “What concerns do you have about ... “
2. Provide clear information or feedback
   - AFTER asking permission
   - “Would it be alright with you if I shared some ideas and/or information with you?”
3. Elicit their interpretation or reaction
   - What do you think?
   - What do you make of this?
   - What do you make of this information?
   - How might this apply to you and your situation?
The Conversation Flow and Building/Evoking Motivation for Change

“If you know the why the how will come.” -- Unknown

“MI is about evoking that which is already present, not installing what is missing” -- Bill Miller

“If you only have a short time with a patient it’s much better to ask them why they’d change rather than to tell them how to change.” -- Unknown

“Most simply put, evoking is having the person voice the arguments for change.” -- Bill Miller

“Be curious, not judgmental.” -- Walt Whitman
PRACTICE EXERCISE #1
Building and Evoking Motivation

“The righting reflex involves the belief that you must convince or persuade the person to do the right thing. (Coaching) MI is a collaborative conversation style for strengthening a person’s own motivation and commitment to change. “Miller and Rollnick, MI

Speaker:
- Discuss something about yourself that you
  - want to change
  - need to change
  - should change
  - have been thinking about changing

But you haven’t changed yet
- i.e., – something you’re ambivalent about

Coach:
- Listen carefully with a goal of understanding the dilemma
- Give no advice
- **Ask these four questions:**
  - Why would you want to make this change?
  - How might you go about it, in order to succeed?
  - What are the three best reasons to do it?
  - How important is it for you to make this change, and why?

- Listen and then give a short summary of what the speaker has said:
- **Then ask:** “So what do you think you’ll do?”
  - and just listen with interest
PRACTICE EXERCISE #2
Using MI’s Elicit-Provide-Elicit Formula

**Step one:** Ask the client what he or she already knows about the topic you want to discuss.

- What do you already know about how to lower your cholesterol levels?
- What have you heard about how smoking affects your COPD?
- From your perspective, when would you consider your weight to be a problem?

**Step two:** Ask the client’s permission to provide information, give an opinion/advice or express concerns. If permission is given, give the information/opinion/advice/concerns in a neutral and non-judgmental manner.

- For someone with your cholesterol level, it is recommended that you consider making changes in your diet and to increase physical activity. For most people, these changes will bring down the cholesterol to an acceptable level.

- As your health coach and based on the information that you provided, I would encourage you to consider quitting smoking. I believe it would make a difference in managing your COPD. Of course, it is up to you to figure out if, how, and when you would do that.

- As your provider, I am concerned that the excess weight you are carrying around is contributing to your health problems. I think that if you can find a way to stop the weight gain and maybe even reduce the weight, it will have a positive impact on your health.

**Step three:** Ask for the client’s thoughts about the information you have provided.

Examples:
- What do you make of that?
- I wonder if that makes any sense to you? I wonder what, of that, makes sense to you?
- *What thoughts you do have about that?*