

Motivational Interviewing

A Tool for Enhancing the Customer Experience

- Relationship building is important
- MI as a tool to help connect
- What MI is all about
- Integrating MI into trainings

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A black silhouette of a person's head and shoulders is positioned in the lower-left corner of the frame. A light pink speech bubble originates from the person's mouth area and points towards the upper-middle section of the image. The background is a solid, deep maroon color.

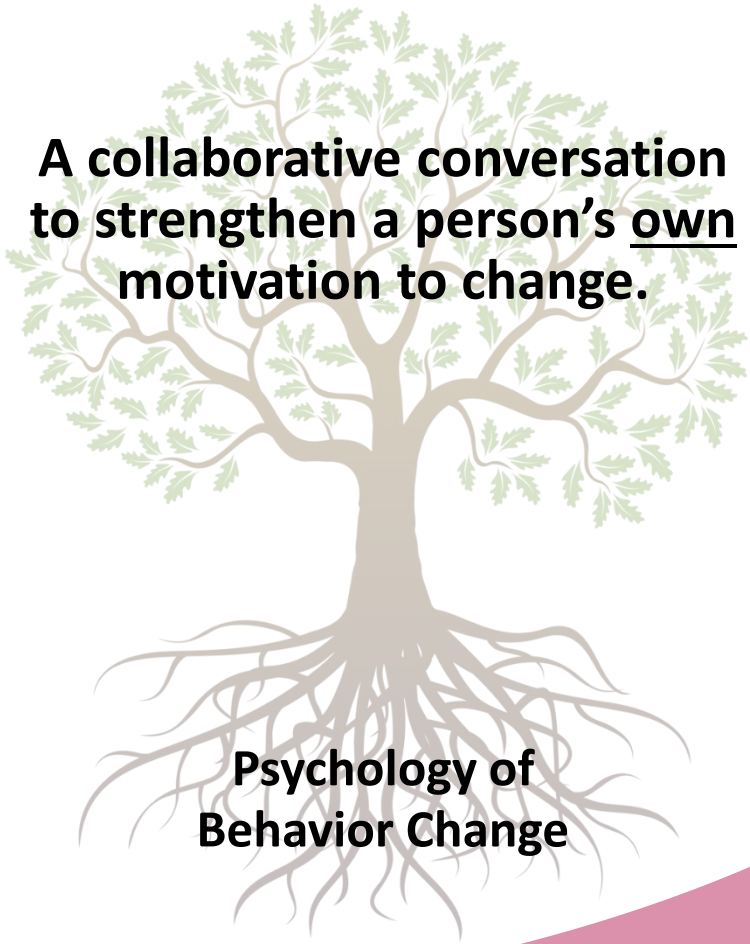
I don't understand why I have
to pay so much money –
I never get to see the kids!

Brief History of MI



Drs. William Miller & Stephen Rollnick

**A collaborative conversation
to strengthen a person's own
motivation to change.**



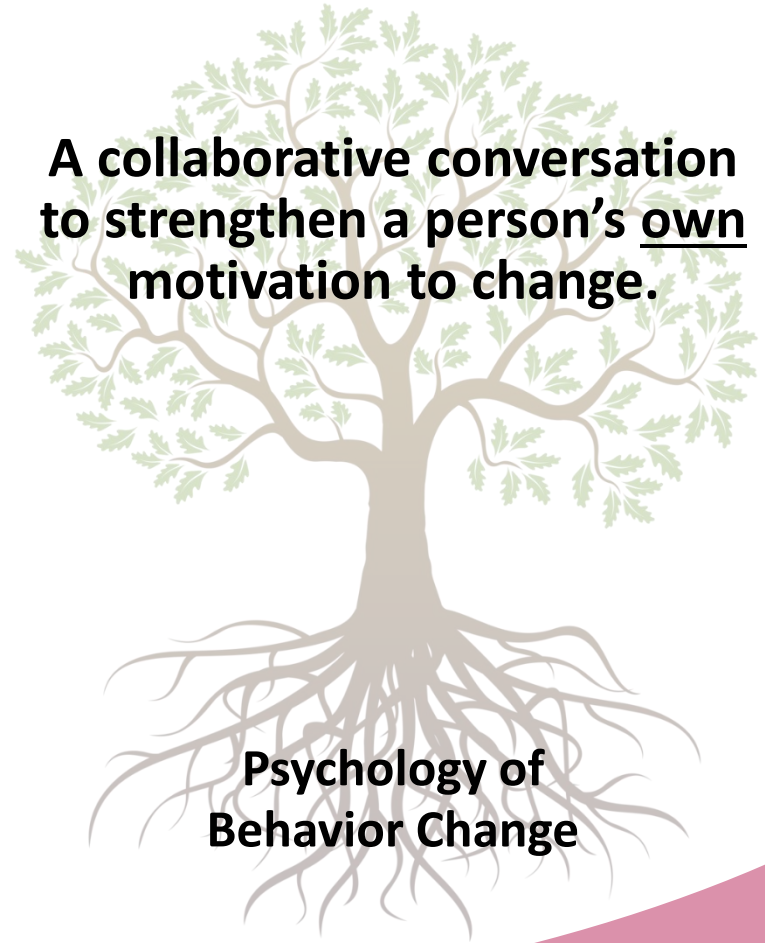
**Psychology of
Behavior Change**

Brief History of MI



I can't seem to find the link to this video, but search on 'Stephen Rollnick what is MI' and you'll get all kinds of hits

**A collaborative conversation
to strengthen a person's own
motivation to change.**



**Psychology of
Behavior Change**

Addiction Therapy

Health management coaching

Social work

Criminal justice

Student advising

Career counseling

Parenting

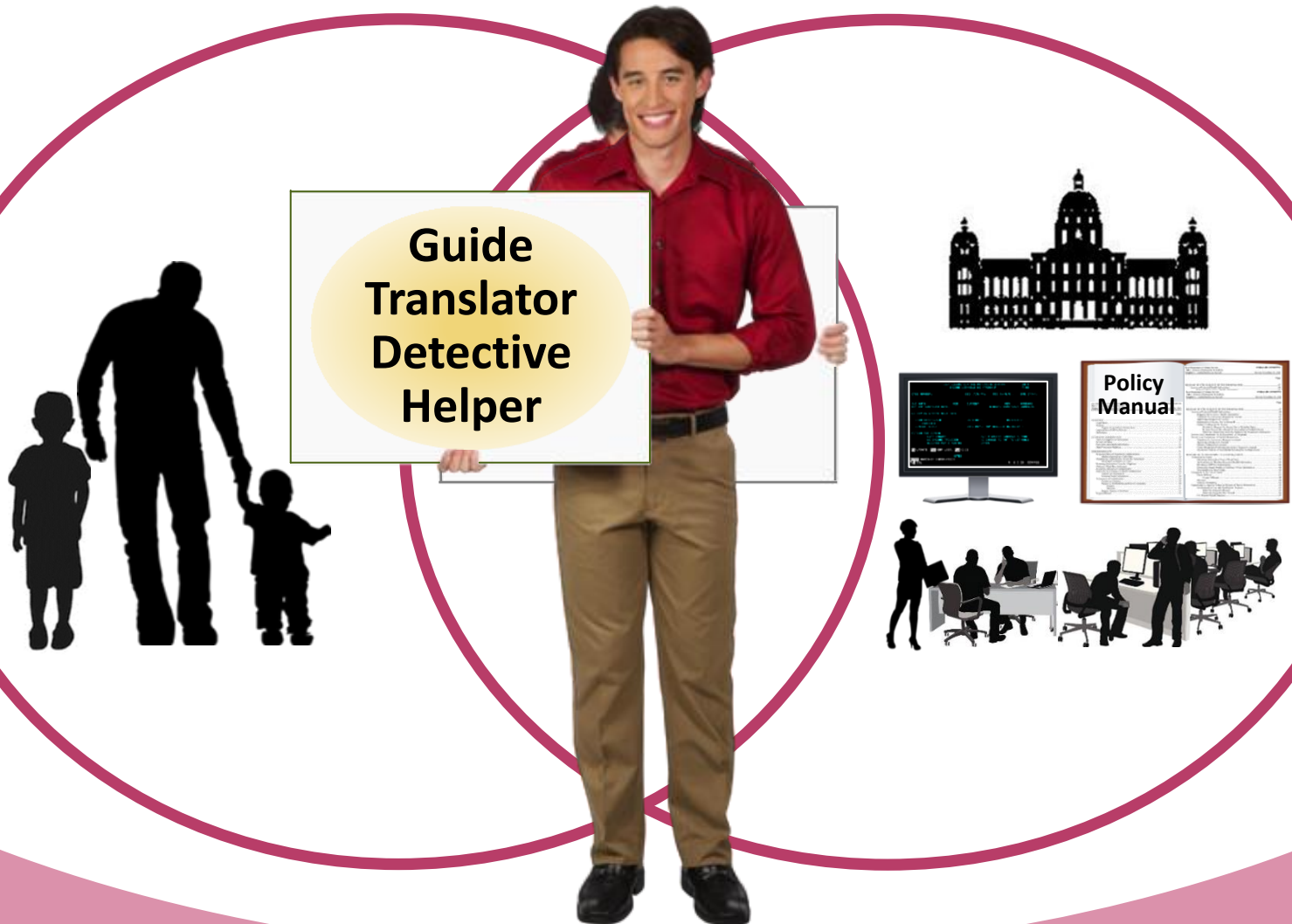
Child Support Offices

Wyoming Michigan Iowa Colorado Washington

Rethinking Your Role



Rethinking Your Role



The Benefits of Relationship Building

- Establishes productive, trusting relationships
- Promotes cooperation, respect & openness
- Reduces 'surprises' from your customer
- Increases collections over time
- Creates confidence in the entire agency



Conversation #1

<https://www.youtube.com/watch?v=80XyNE89eCs>

Conversation #2

<https://www.youtube.com/watch?v=URiKA7CKtfc>

When MI is Most Useful



Research on MI

People more likely to follow through
when THEY come up with a solution
that has meaning for THEM

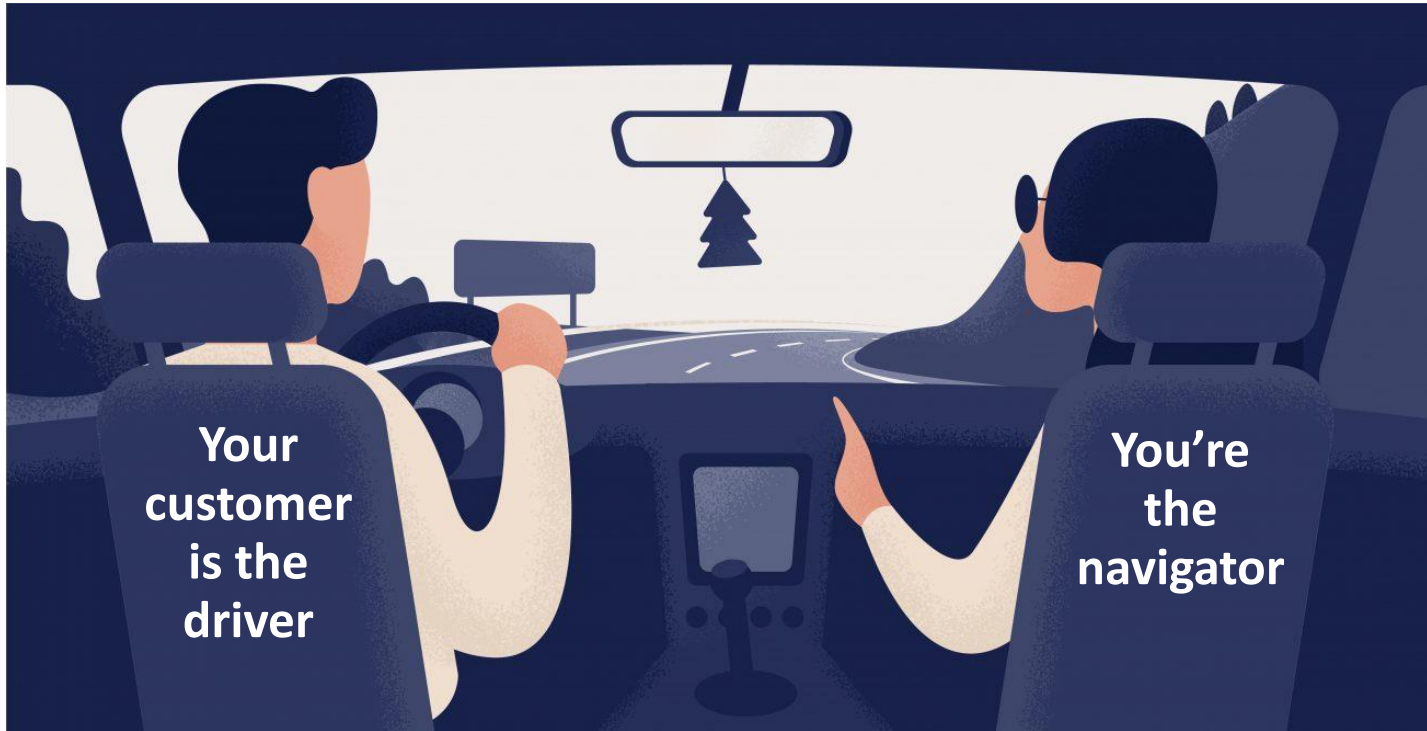
The Spirit of MI

Within every person is the capacity
and potential for change

**Partnership
Acceptance
Compassion
Evocation**



Partnership



Listening instead of telling

Connecting instead of correcting

Guiding instead of directing

Acceptance

Being non-judgmental
Not jumping to conclusions
Managing your perceptions



Everyone is on a ***JOURNEY***

Acceptance

Being non-judgmental
Not jumping to conclusions
Managing your perceptions



Their life experience is different from yours

Compassion

Promoting the person's **welfare**
and prioritizing their **needs**

~~I'm interrupting~~

~~I can't answer questions~~

~~I'll get yelled at~~

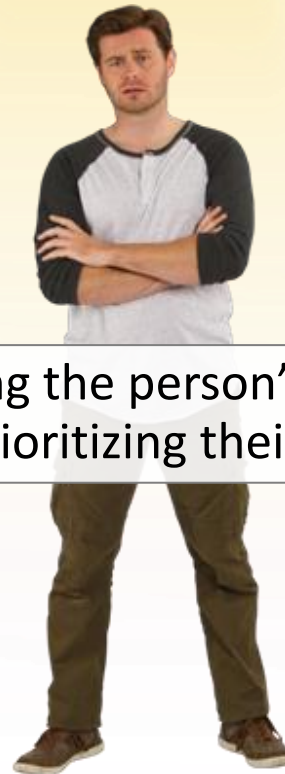
~~I don't have time for this~~

This payor is in trouble, but I can help

I can lean on my coworkers

This payor has reasons, barriers, stressors

Over time I can save time and build trust



Promoting the person's welfare
and prioritizing their needs

Compassion

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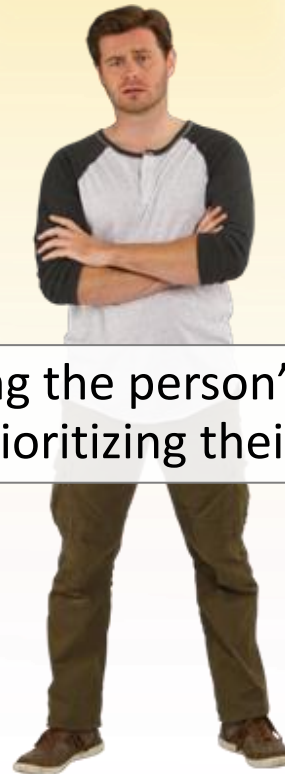
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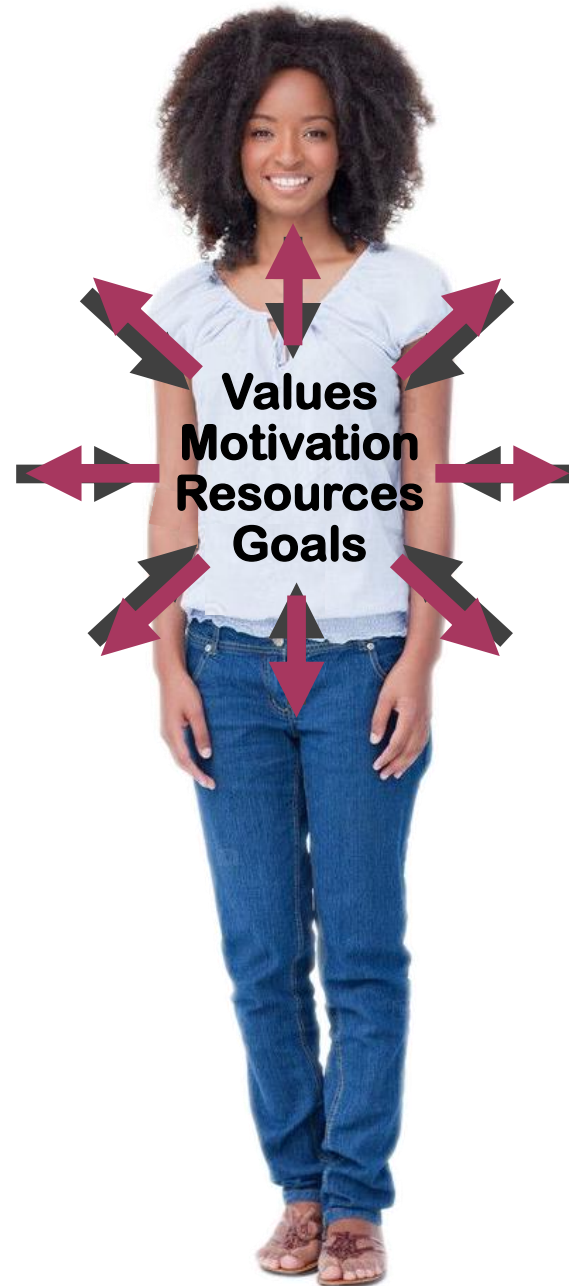


Promoting the person's welfare
and prioritizing their needs

Evocation

The resources and motivation for change reside within the person.

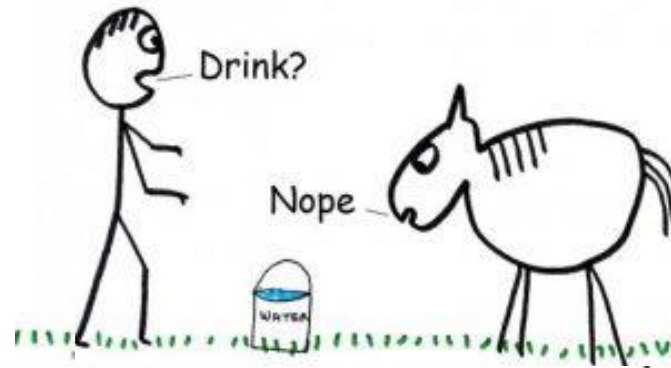
Bringing a feeling, memory, or image to the conscious mind.



Autonomy

Martha's
addition!

Acting independently, making
decisions for oneself



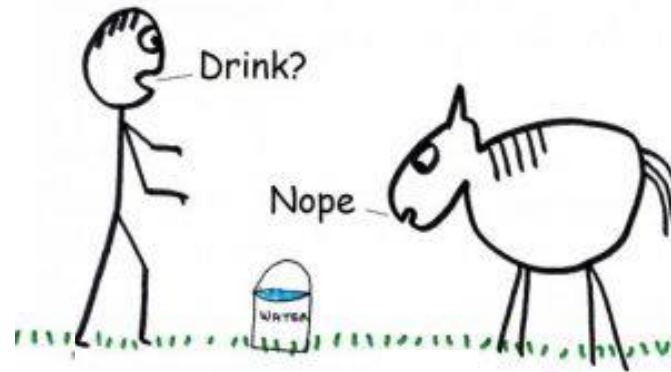
<https://www.facebook.com/Psychwire/videos/491214595390822/>



Autonomy

Martha's
addition!

Acting independently, making
decisions for oneself



**Ask
permission**

“If you’re interested, I can explain what
options you have at this point.”

The Spirit of MI



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The Spirit of MI

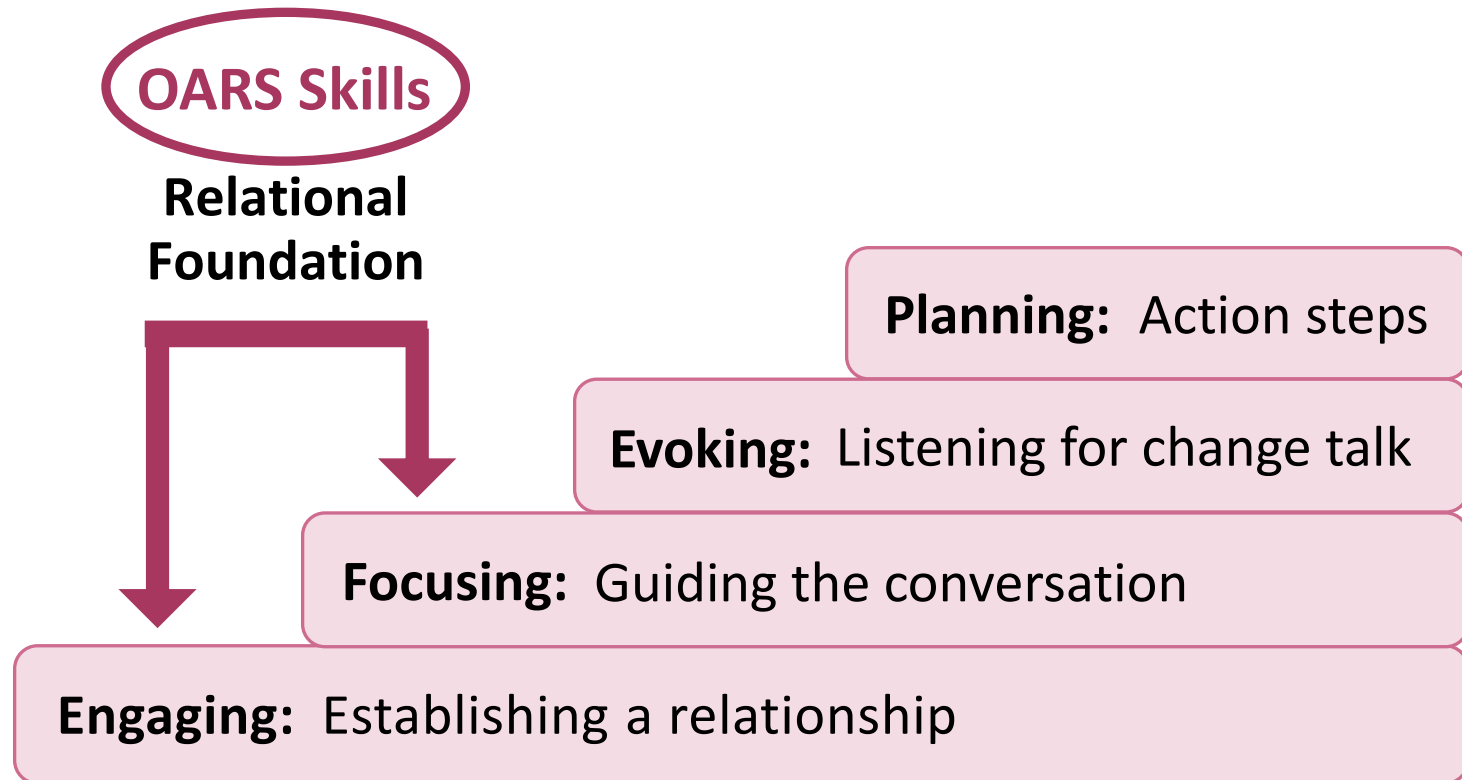


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1. What resonates with you?
2. Questions?

Four Processes of MI



OARS Skills



Open-Ended Questions
Affirmations
Reflective Listening
Summaries

Connect
Engage
Guide
Encourage



OARS Skills



Open-Ended Questions

Affirmations

Reflective Listening

Summaries

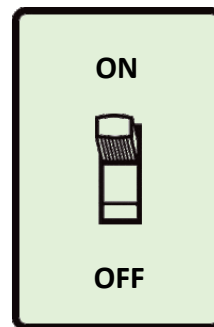
Make a connection

Collect information

Diagnose issue & how to help



"Have you applied with any temp agencies"



OARS Skills



Open-Ended Questions

Affirmations

Reflective Listening

Summaries

Make a connection

Collect information

Diagnose issue & how to help



"I'm sorry to hear you're out of work. What have you tried so far?"



OARS Skills



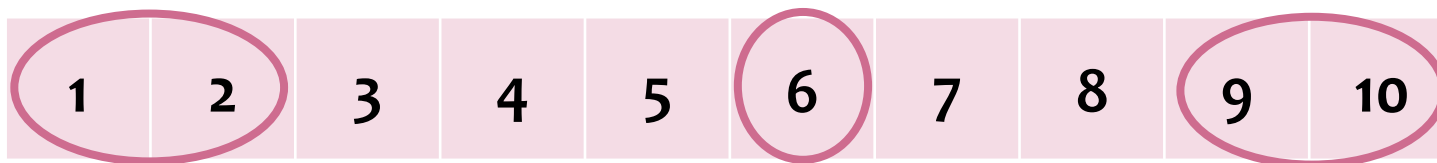
Open-Ended Questions

Affirmations

Reflective Listening

Summaries

“On a scale of 1-10, where 1 is not at all important to you, and 10 is really important to you, where do you fall?”



“Why did you pick a 6 and not a 4 or 5?”



“What would it take to be a 7 or 8?”

OARS Skills



Open-Ended Questions

Affirmations

Reflective Listening

Summaries

$$1 \times 1 = 1$$

$$2 \times 2 = 4$$

$$3 \times 3 = 9$$

$$4 \times 4 = 15$$

Negativity Bias

OARS Skills

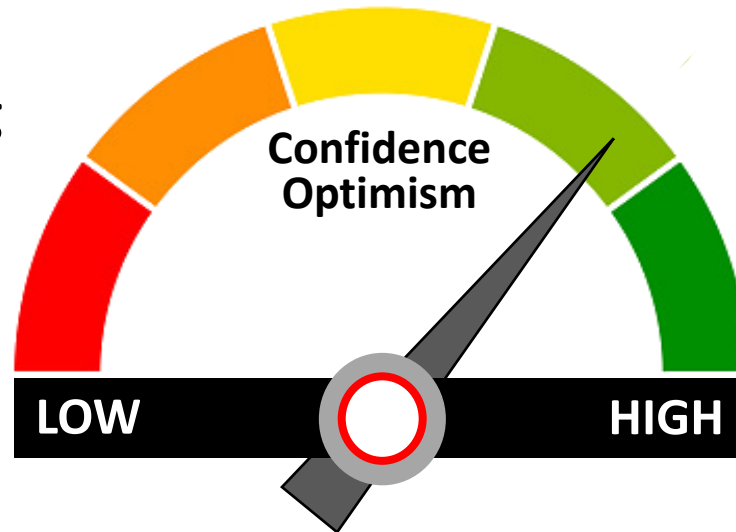


Open-Ended Questions

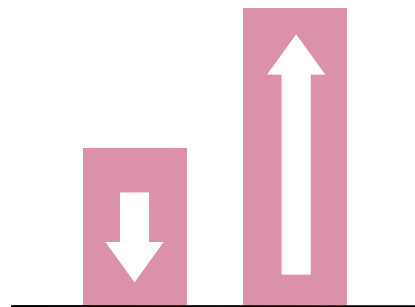
Affirmations

Reflective Listening

Summaries



Connection



Resistance

OARS Skills

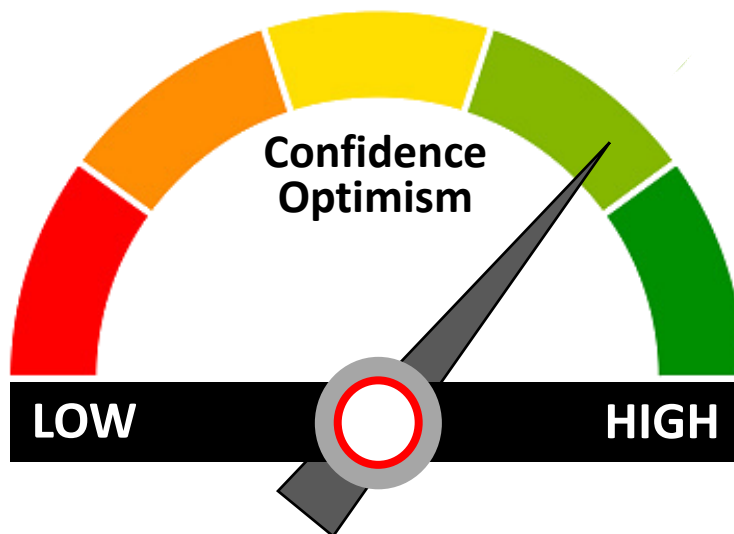


Open-Ended Questions

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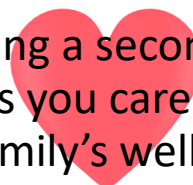


"I'm thinking about taking a second job."



"Wow – that's great!"

"Taking a second job
shows you care about
your family's well-being."



OARS Skills



Rita Pierson

https://www.ted.com/talks/rita_pierson_every_kid_needs_a_champion

OARS Skills



Open-Ended Questions

Affirmations

Reflective Listening

Summaries



*I'm listening
I care
I want to learn more*



OARS Skills



Open-Ended Questions

Affirmations

Reflective Listening

Summaries



When I can't pay, I
worry my kids won't
think I support them

It sounds like you're
worried about how your
kids feel about the money



OARS Skills



Open-Ended Questions

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Summaries



Difficulties



Positive
Efforts

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I don't understand why I have
to pay so much money –
I never get to see the kids!

Implementing MI

Recommendations

1. Learn about MI

psychwire.com



motivationalinterviewing.org

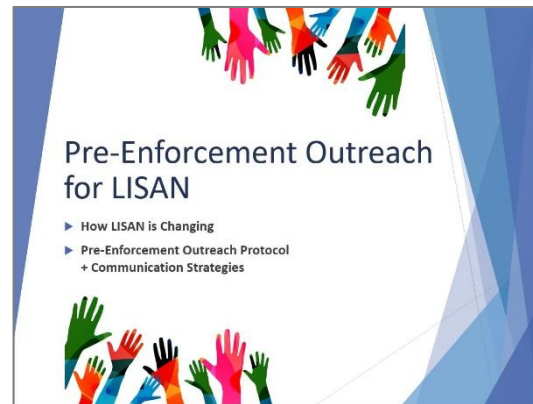


Motivational Interviewing
Network of Trainers

Implementing MI

Recommendations

1. Learn about MI
2. Integrate into multiple trainings



Implementing MI

Recommendations

1. Learn about MI
2. Integrate into multiple trainings
3. Present with different twists



Implementing MI

The “Hurdles”

<https://www.youtube.com/watch?v=ZkDaKKkFi6Y>



Vulnerability & Courage

When we're willing to show up
and be seen – even when we
can't control the outcome

Why Adopt MI?



Relationship
Patience
Confidence
Rapport
Insight
Collaboration
Acknowledgment
Cooperation
Empowerment
Dignity
Appreciation
Partnership
Acceptance
Compassion
Empathy
Trust
Connection
Optimism
Support
Respect
Hope
Communication
Understanding
Courage



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