



Unraveling the *mystery* of **motivation:**

concepts and specific tools for
engaging, educating and empowering

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What is MI?



Objective

Learn & Enjoy!

Walk away with...



Learning Objectives

1. Recognize how principles of motivation both enhance wellness programming and reduce the weight of trying to help others.
2. Experience the effect of communication style on engagement and confidence.
3. Complete an exercise on communication style that encourages involvement.
4. Utilize new concepts and concrete ideas.



Session Outline

Principles of Motivation

- 1) Engage
- 2) Empower
- 3) Educate

→ In Class Assignment

→ Homework

PASSIVE → ACTIVE



Principles of Motivation

History of MI

- Why *do* people change?
- What can *we* do to help?



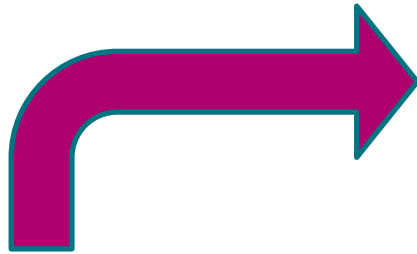


Reactions to the Righting Reflex

- Angry
- Defensive
- Disengaged
- Justifying
- Closed
- Procrastinate
- Afraid
- Helpless
- Overwhelmed
- Ashamed
- Don't come back
- Uncomfortable
- Resistant



The Spirit of MI



- Authoritarian
- Persuasion
- Education

Partnership
Acceptance
Compassion
Evocation



Engage



Engage

= establish AND maintain a collaborative relationship.

PASSIVE → *ACTIVE*



Engage

- Essential to being an effective helper
- PACE & OARS
- What does engagement feel like to the participant?
 - ▣ Being welcome & respected
 - ▣ Seeing that personal priorities matter
 - ▣ Knowing what to expect
 - ▣ Finding it useful





Which will help engage?

Do you exercise 5 times a week?

Are you getting the recommended 8 hours of sleep?

Have you tried buying the pre-cut vegetables?

What do you like to do to be active?

What have you noticed helps you get plenty of sleep?

What do you think would help you eat more vegetables?



OARS: Open Questions



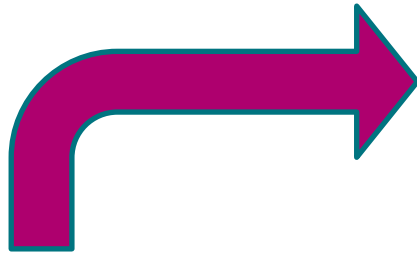
Do not have a yes or no answer; do not have limited number of answers

Encourage the participant to think, evaluate, or brainstorm

Less likely to convey judgment or put the participant on the defensive



Engage & Empower



- Authoritarian
- Persuasion
- Education

Partnership
Acceptance
Compassion
Evocation

PASSIVE → ACTIVE



People change because:

Their values
support it

They think the
change will be
worth it

They think it's
important

They think they
can

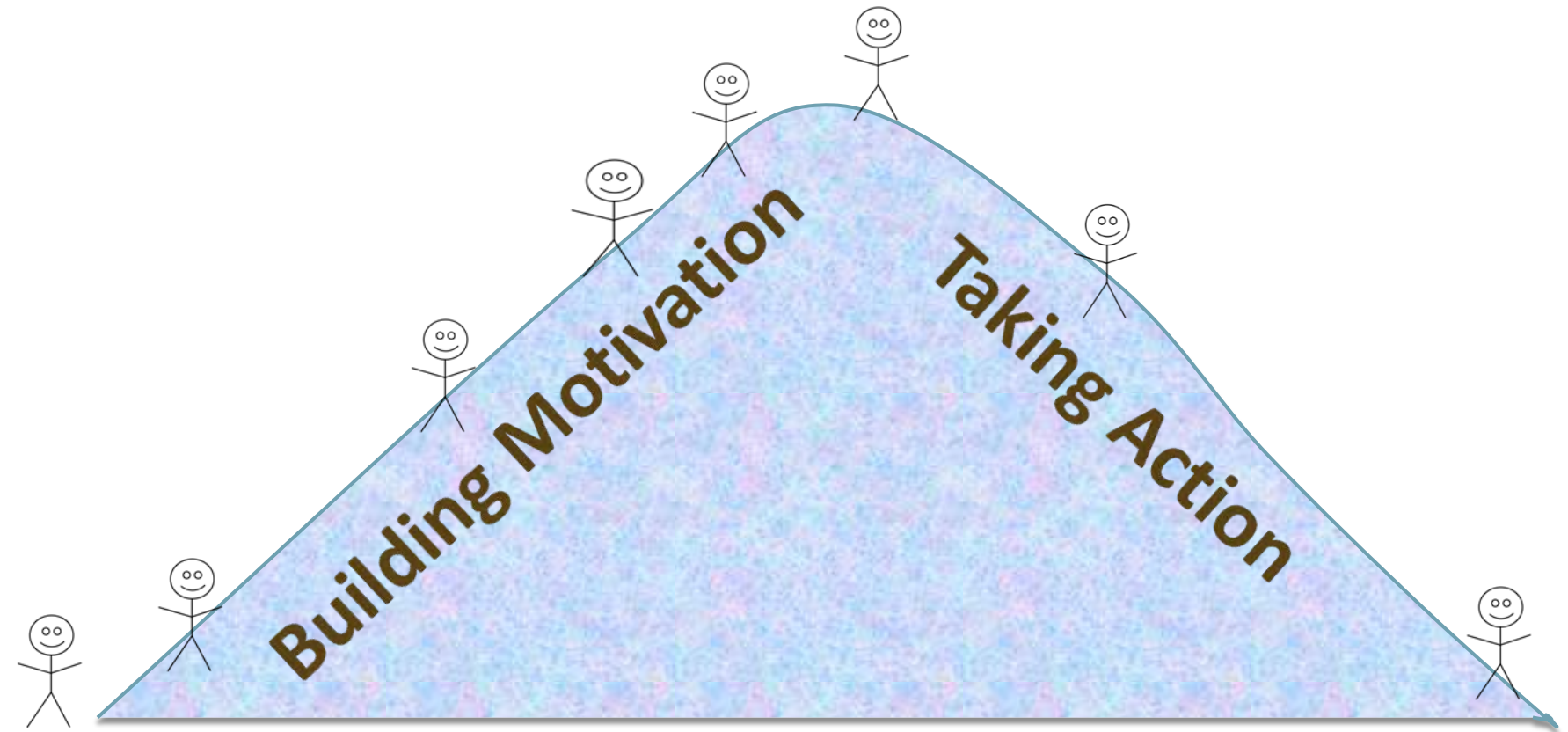
The pros outweigh
the cons

They have a good
plan

What one strength?

- Accepting
- Positive
- Persistent
- Sensible
- Wise
- Thankful
- Alert
- Solid
- Attentive
- Intelligent
- Energetic
- Earnest
- Courageous
- Adaptable
- Skillful
- Happy
- Forgiving
- Clever
- Unique
- Reasonable
- Concerned
- Reliable
- Capable
- Trusting
- Assured
- Dedicated
- Resourceful
- Hopeful
- _____
- _____

CHANGE MOUNTAIN



Educate: BAD NEWS

- **40–80% of what we tell patients is immediately forgotten**
- **The more we tell them the less they will remember**
- **Half of what they do remember is WRONG**

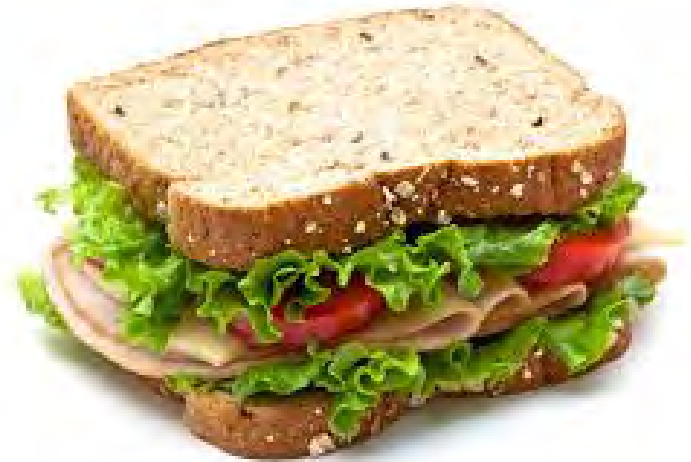
Patient's memory for medical information

<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC539473/#ref4>



How to Give Advice or Information

The Giving Information Sandwich:





Before Educating:

- How is the engagement?
- Are they feeling empowered?



Educate: Giving Information Sandwich

Ask before

- *Interested?*
- *What already know?*

Tell

Ask after

- What do they make of it?



Educate: Menu of Options

What would you like to explore?

STRESS
MANAGEMENT

SMOKING
CESSATION

PHYSICAL
ACTIVITY

WEIGHT
MANAGEMENT

OTHER

Principles of Motivation



Ambivalence is normal



Motivation is not a constant



People typically have motivation, internal resources and ideas about change



The client's motivation can be profoundly affected by interactions with professionals



Giving information and advice, if untimely, can often reduce progress

Motivational Interviewing

... change is often very difficult

... everyone has motivation and personal strengths that will help them change

... our job is to create ways for the person to think about and voice their:

- motivators
- personal ability
- possible action



In Class Assignment

Specific example or program planning:

1. "Make" the employee be involved
 - Invite them to think about their motivation (importance or confidence)
 - Give options to choose between
 - Invite them to self-evaluate
2. Limit the amount of information
3. Use PACE as a checklist



Homework

What one concept do you most want to remember?

What one specific idea do you want to start using?

What concepts and ideas do you want to use?

