



Tool: Using Motivational Strategies

Precontemplation	Needs	Appropriate Motivational Strategies
<p>The client is not considering a change, is resistant toward making changes, or is unlikely to take any action</p> <p><i>Raise Doubt</i>-Increase the client's perceptions of the current risks and problems.</p> <p><i>Roll with Resistance</i>-Avoid trying to convince.</p>	<p>The client/family needs information linking the immediate issues with future problem. The client might need:</p> <ol style="list-style-type: none"> 1. Education 2. Support 3. Options <p><i>Assess readiness to change or accept services (scale of 1-4)</i></p>	<ol style="list-style-type: none"> 1. Establish rapport, ask permission, and build trust. 2. Raise doubts or explore their perception of the situation: <ul style="list-style-type: none"> • <i>Tell me what things were like before.</i> • Offer facts about the reason children are at risk, services to help, consequences of no change • Explore-what is good about their situation now and what is not-so-good about their situation now. What do they want more of or less of in their life? • Explore their perceptions of other's concerns: family, friends, case worker, providers • Question discrepancies: <i>On the one hand you shared that you want your family to get along. You also shared that you argue more when you are drinking. Can you tell me more about these?</i> • Keep the door open for communication.
<p>Interview Approaches:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Express concern about the issues that you assess as dilemmas. <input type="checkbox"/> State concerns non-judgmentally. <input type="checkbox"/> Agree to disagree with the severity of the problem if in conflict. <input type="checkbox"/> Suggest bringing family members to a family meeting. <input type="checkbox"/> Emphasize that you will be available to help. <input type="checkbox"/> Explore the client's <i>perception</i> of the problem/dilemma. <input type="checkbox"/> Emphasize the gap between where the person is and where they want to be. <input type="checkbox"/> Encourage client to present reasons they may want to change. 		

Contemplation	Needs	Appropriate Motivational Strategies
<p>The client is aware of some of the pros and cons about accepting help or making changes. They are not yet committed to making the change.</p> <p><i>Client thinks they want help but are not sure.</i></p> <p><i>Client may be aware of the difficulties of change.</i></p> <p><i>Tip the decisional balance- evoke reasons for change and ideas to overcome barriers.</i></p>	<p>The client/family needs to explore feelings of ambivalence and the conflicts between what they need/want and what they are willing to accept.</p> <p>The goal:</p> <ol style="list-style-type: none"> To increase awareness of the consequences of inaction or action. Promote free choice. Look toward the future: <i>If things remain the same and no one is helping you, what will things look like 6 months from now? One year from now?</i> <p><i>Assess readiness to change or accept services (scale of 1-4)</i></p>	<ol style="list-style-type: none"> Normalize ambivalence-<i>Many people struggle with this same issue. Change is hard.</i> Help the client tip the decisional balance scales toward change. <ul style="list-style-type: none"> Discuss the pros and cons change. Encourage owning the reason for change; <i>I want to do this. Not: my family wants me to do this.</i> Explore client's personal values in relation to the change needed. Promote choice and self- determination. Praise self-motivational statements and commitment talk. Reinforce client's strengths and ability to make changes and choices.
<p>Interview Approaches:</p> <ol style="list-style-type: none"> Reflective Listening and summaries of interview. <i>What I hear you saying....</i> Review the pros and cons the client has identified. Search for motivators. What does the client want more of or less of? Ask client to talk to you about a time when things were going well. Point out discrepancies between values/goals and actions as described by the client. <i>You said you want your children to get a good education. When we talked with the school, they said the children are often absent. Can you talk more about this?</i> Rate change readiness and what steps would need to be taken to move toward change. 		

Preparation	Needs	Appropriate Motivational Strategies
<p>This step only begins once the client has committed to taking the next steps.</p> <p><i>Help client/family determine the best course of action: Develop a Plan.</i></p>	<p>The client needs to work on strengthening commitment to accepting help or making a change:</p> <ol style="list-style-type: none"> 1. Review options clearly with details. 2. Reaffirm what is their choice to make. 	<ol style="list-style-type: none"> 3. Clarify goals, strengths and strategies. <ul style="list-style-type: none"> • Discuss all options specific to the individual, including formal services and informal supports. • Offer any additional information that may be helpful. • Clarify any parameters of involvement for natural supports and family members. • Evaluate pros and cons of options/ideas. • Explore client's expectations for services or support activities. • Assist the client in negotiating any barriers: transportation, finances, and family relationships. 2 Create an Action Plan based on what the client identifies as steps they are ready to take.
<p>Interview Approaches:</p> <ol style="list-style-type: none"> 1. Validate choices made and the significance of making the decisions to move forward. 2. Affirm strengths and your belief that they can do this. 3. Help complete the action plan with any relevant timelines. 4. Be realistic about potential bumps in the road. Assure your continued support as plans are implemented and reviewed. 		

Action	Needs	Appropriate Motivational Strategies
<p>The client begins implementing the action plan. The first steps are taken, but the plan is not stable yet.</p> <p><i>Help client implement the plan: Use skills; problem solve; support self-efficacy</i></p>	<p>The client needs help executing the action plan.</p> <ol style="list-style-type: none"> 1. Help with links to home care, day care, housing, LTC programs. 2. Follow up to reassess the plan and assure links are secure. 3. Praise steps taken. 	<ul style="list-style-type: none"> • Acknowledge the fear and frustration the client may feel as they move forward. • Reinforce small steps taken and celebrate their success. • Problem-solve barriers and work with providers to assure links are smooth. • Reinforce the positive change that the client may begin to see. • Engage family and informal supports to reinforce steps taken toward change. • Mentor new relationships for the client with service providers. • Continue to assess needs, barriers and resources.
<p>Interview Approaches:</p> <ol style="list-style-type: none"> 1. Be a source of encouragement and support. 2. Acknowledge barriers, but reinforce their brave steps. 3. Summarize positive changes that have occurred. 		

Maintenance	Needs	Appropriate Motivational Strategies
<p>Client uses services and supports and integrates into new service systems.</p> <p><i>Help client identify and use strategies to prevent plan failure-resolve associated problems</i></p>	<p>Future orientation. When following up, discuss planning for a change in condition, or change in needs.</p> <p>Assess long term support needs.</p>	<ul style="list-style-type: none"> • Support choices client made with their plan. • Affirm the client's ability to solve their problems and make decisions that work for them. • Develop a crisis plan or plan B should things change. • Leave the door open for further contact if needed by the ADRC.
<p>Interview Approaches:</p> <ol style="list-style-type: none"> 1. Anticipate and discuss possible difficulties in the future. 2. Support the person's resolve. 3. Reassess for any changes in follow up contacts. 		

Relapse	Needs	Appropriate Motivational Strategies
<p>When things change</p> <p><i>Help client recycle through the stages without becoming stuck, discouraged or shamed.</i></p>	<p>Reassess needs, strengths and adapt action plan.</p> <p>Engage client, providers and family to take a new look at the situation</p>	<ul style="list-style-type: none"> • Help the client re-enter the change cycle by reflecting on what has worked in the past when working with the ADRC • Explore why things may have changed and evaluate if system, people, or the client made changes. • Encourage the strength of having made adaptation once, and reinforce that they can do it again.
<p>Interview Approaches:</p> <ol style="list-style-type: none"> 1. Explore what can be learned by the new challenges. 2. Validate and praise client for seeking assistance. 3. Remain non-judgmental but realistic about why things may have relapsed. 4. Reaffirm self-efficacy and focus on what is achievable. 5. Engage family and others to rally additional support. 		

Reference: Miller, W. R., & Rollnick, S. Motivational interviewing: Preparing people for change (2nd ed.) (2002). New York: Guilford Press.