

Motivational Interviewing Tip Sheet

Principles of Motivational Interviewing

Express Empathy

- Walk a mile in their shoes allowing the person to be heard and understood.

Support Self-Efficacy

- Focus on previous successes and highlighting skills and strengths already possessed.

Roll With Resistance

- Resistance is normal with conflict between the **problem** and **solution**. No need to power struggle. It is a conversation **dance** not a conversation **wrestle**. Avoid arguing.

Develop Discrepancy

- When there is recognition of a conflict between values or goals and current behavior choice, there is usually increased motivation to make changes.

Motivational Interviewing Skills to Practice

Skill to Practice	Example	Move From Sustain Talk to Change Talk
 Open-Ended Questions	<ul style="list-style-type: none"> Listen to understand, not to respond. <i>“What have you been hearing? I’d be interested in how you see the positives and negatives.”</i> 	<ul style="list-style-type: none"> Ask open-ended questions that will likely lead to change talk. <i>“What would make you feel better about the COVID vaccines?”</i>
 Affirmations/ Recognize Strengths	<ul style="list-style-type: none"> <i>“You take care of your family so well. I can understand why you’re concerned.”</i> <i>“You already have a lot of knowledge”</i> <i>“Whether or not you get the vaccine is entirely up to you.”</i> 	<ul style="list-style-type: none"> Ask about guiding values. Does getting vaccinated support or interfere with the person’s goals/values? <i>“What’s most important to you in life?”</i>
 Reflective Listening/ Explore-Offer-Explore	<ul style="list-style-type: none"> <i>“It sounds like you have concerns about the vaccine’s safety. What have you heard? I’m interested in how you see the positives and negatives.”</i> <i>“People you trust have said the vaccine was produced too quickly, is that right?”</i> 	<ul style="list-style-type: none"> Ask for pros and cons (good things/not-so good things) for both not getting vaccinated and for getting vaccinated. Look Back. Ask about a time before the pandemic. <i>“How were things different/better for you before COVID?”</i> Look Forward. <i>“How could your life be different if you decided to get the vaccine?”</i>
 Providing Information/ Advice with Permission	<ul style="list-style-type: none"> <i>“Could I share some information with you based on what you just shared?”</i> <i>“May I share my personal experience with you?”</i> Highlight high points and observe body language Don’t forget to explore their response. <i>“What questions do you have with what I’ve shared?”</i> 	<ul style="list-style-type: none"> Explore what they already know and their experience. Then, offer information and explore their response to the information. <i>“What do you know about how the vaccine works?”</i> <i>“What is your understanding about your risk to getting COVID?”</i>
 Summarizing the Conversation	<ul style="list-style-type: none"> Communicate understanding, include important elements of discussion, and ask for clarification to explore what their next steps might be. 	<ul style="list-style-type: none"> <i>“I can see you have thought a lot about this. What do you think you will do now?”</i>