

### Principles of Motivational Interviewing

#### Express Empathy

- Walk a mile in their shoes to allow people to be heard and understood.

#### Support Self-Efficacy

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

#### Roll With Resistance

- Resistance is normal with conflict between the **problem** and **solution**. No need for a power struggle. It is a conversational **dance** not a conversational **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                                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br><b>Open-Ended Questions</b>                                   | <ul style="list-style-type: none"> <li>Listen to <b>understand</b>, not to respond.</li> <li><i>“What have you been hearing? I’d be interested in knowing how you see the positives and negatives.”</i></li> </ul>                                                                                                                                                                     | <ul style="list-style-type: none"> <li>Ask open-ended questions that will likely lead to change talk.</li> <li><i>What would make you feel better about the vaccines?</i></li> </ul>                                                                                                                                            |
| <br><b>Affirmations/<br/>Recognize Strengths</b>                  | <ul style="list-style-type: none"> <li><i>“You take care of your family so well. I can understand why you’re concerned.”</i></li> <li><i>“You already have a lot of knowledge.”</i></li> <li><i>“Whether or not you get the vaccine is entirely up to you.”</i></li> </ul>                                                                                                             | <ul style="list-style-type: none"> <li>Ask about guiding values. Does getting vaccinated support or interfere with the person’s goals/values?</li> <li><i>“What’s most important to you in life?”</i></li> </ul>                                                                                                                |
| <br><b>Reflective Listening/<br/>Explore-Offer-Explore</b>       | <ul style="list-style-type: none"> <li><i>“It sounds like you have concerns about the vaccine’s safety. What have you heard? I’m interested in knowing how you see the positives and negatives.”</i></li> <li><i>“People you trust have said the vaccine was produced too quickly, is that right?”</i></li> </ul>                                                                      | <ul style="list-style-type: none"> <li>Ask for pros and cons (good things/not-so good things) for both not getting vaccinated and for getting vaccinated.</li> <li>Look Forward. <i>“How could your life be different if you decided to get the vaccine?”</i></li> </ul>                                                        |
| <br><b>Providing<br/>Information/Advice<br/>With Permission</b> | <ul style="list-style-type: none"> <li><i>“Could I share some information with you based on what you just shared?”</i></li> <li><i>“May I share my personal experience with you?”</i></li> <li>Highlight high points and observe body language.</li> <li><b>Don’t forget to explore their response.</b></li> <li><i>“What questions do you have with what I’ve shared?”</i></li> </ul> | <ul style="list-style-type: none"> <li>Explore what they already know and their experience. Then, offer information and explore their response to the information.</li> <li><i>“What do you know about how the vaccine works?”</i></li> <li><i>“What is your understanding about your risk to getting infected?”</i></li> </ul> |
| <br><b>Summarizing the<br/>Conversation</b>                     | <ul style="list-style-type: none"> <li>Communicate understanding, include important elements of discussion, and ask for clarification to explore what their next steps might be.</li> </ul>                                                                                                                                                                                            | <ul style="list-style-type: none"> <li><i>“I can see you have thought a lot about this. What do you think you will do now?”</i></li> </ul>                                                                                                                                                                                      |