

MOTIVATIONAL INTERVIEWING MICRO-SKILLS

(1) IDENTIFY THEIR STARTING POINT & EMPATHISE

1. Don't state the obvious negative - they already know!

Large man comes in - don't say "Do you realised the damage that weight is having on your health?" Of course they know and saying this just infuriates them. Instead "Where are you currently at with your weight?" or "How do you feel about your weight" (Might give them relief to talk about it)

If you notice from the computer the patient is not ordering their repeat medication often, instead of "Are you taking your medication religiously every day as prescribed?". Instead say, some people find it difficult to take medication regularly as prescribed. Is that something that happens with you?" (Gives them permission to be honest with you)

Instead of "smoking is really bad for your health and with you having COPD is going to harm your lungs even more", say "I see you're currently a smoker. Can I ask out of curiosity - what does it do for you? and then gradually move to "And what are your thoughts about stopping?"

2. Allow patient to naturally tell their story

LISTEN

Don't interrupt & don't finish off their sentences

Open Questions

Clarify where confused

"How do you feel about diet/exercise/cutting down alcohol/stopping smoking/changing medication?"

OR EVEN BETTER - surprise them by asking what they like about it (adds neutrality to discussion, gets them to move themselves to talk about what they don't like)

"Are you still smoking? Out of interest, what is it that you like about it? Clearly it does something for you"

3. Empathise

Encourage catharsis (express feelings and emotions)

The feel better after venting

You get a better idea of the story and impact

Patient in a better and less angry position to talk about possibility

Validate their thoughts & feelings

I can see how difficult that must have been for you

To be honest, I would have found that difficult too.

Most people would have done what you did

Yes, it's hard when you've already tried three times. I can see why you feel that way.

Skillfull reflective listening

Listen, Restate concisely

So you feel disrespected because of that incident