

RESPECT THAT EVERY CHANGE INVOLVES A LOSS

MOTIVATIONAL INTERVIEWING MICRO-SKILLS (2) - THE MIDDLE CHAT (EVOKING)

2b Roll with Resistance

See resistance as a normal part of MI process. It's not patient being difficult

Don't get into a fight with logical argument

Recall past successes

The Righting Reflex

Where you want to correct the patient (i.e. make them 'right')
Breathe and let it go. Perhaps write it down instead.

Don't use words like "BUT" or "HOWEVER" >> lead to resistance talk
BUT means "ignore everything that came before the but"
HOWEVER is just a glorified BUT word dressed up in a tuxedo!
Instead use "the thing is" or just replace with a small second or two of silence

Patient resistance talk should be a signal for dr to change approach

Less questioning or lecturing or arguing

More listening, reflections, summarising and empathising

Emphasise personal choice & control

Calm down your inner monkey

When your angry inside practise deep breath. Let it go.

Remind yourself that every problem was once a solution|
a) to calm down or cheer up
b) to numb anger or worries
c) to beat loneliness by feeling connected
d) to beat hopelessness by feeling worthwhile

"I don't wanna talk about my smoking today. Please don't go there like all the other doctors"

That's okay, i get that you get frustrated when people talk about smoking without your permission. So can I ask you what you would like to talk about today.

That's okay. I sense you get frustrated by it. Out of interest, can I ask thought what you like about it? It clearly does something for you [The neutrality opens the discussion. Patient may then start continuing to talk about it]

That's okay, I sense you get frustrated by it. I'd like you to remember that my door is always open if you ever want to talk about it. Is that okay?

2c Facilitate CHANGE TALK

*Pt: I know I like smoking but I can see that if I continue it's not good news.
Dr: Just remind me in what ways is it not good news?*

When u hear change talk ask more questions about it. Explore. Highlight it

"It sounds like" or "I wonder if" are great phrasing starts