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Motivational Interviewing: *Refining Reflective Listening Skills*

Focus on the Future Conference – 05/02/2024



Workshop Goals

1. Describe the evidence base for using motivational interviewing in the treatment of gambling disorder.
2. Identify different types of reflective listening skills and how each can be incorporated into a motivational interview.
3. Discuss how reflective listening can resolve ambivalence and develop discrepancy.



MI Evidence-Base for Gambling Treatment

Meta-analysis of motivational interviewing finds compared to no or minimal intervention:

- Significant reductions in gambling frequency
- Significant reductions in gambling intensity

Stronger commitment to change expressed during a MI session predicts better gambling outcomes over 12 months!

What is Motivational Interviewing

Practitioner's Definition:

Motivational interviewing is a collaborative conversation style for strengthening a person's own motivation and commitment to change.

It is the client's task, not the therapist's, to articulate and resolve his or her ambivalence.



What is Motivational Interviewing

The counselor is directive in helping the client examine and resolve ambivalence.

Readiness to change is not a client trait, but a fluctuating product of interpersonal interaction.

What is Motivational Interviewing

| Behavior | Expert | Satisfactory |
|----------------------------------|--------|--------------|
| Therapist Talk Time (%) | <50% | <60% |
| Reflection : Question Ratio | >2 | >1 |
| Complex Reflections (%) | >50% | >40% |
| Open-Ended Questions (%) | >70% | >50% |
| Percent of Session MI Consistent | >90% | >80% |

*Based upon coding of a MI session using a behavioral coding scheme

What is Motivational Interviewing

Motivation is fundamental to change, and resolving ambivalence is an important component of change.

Motivation is:

- 1. Willing to change:** The importance of change.
- 2. Able to change:** Confidence for change.
- 3. Ready to change:** Making change a priority.





What is Motivational Interviewing

Change occurs or arises when the person connects their behavior with something of intrinsic value, something important, something cherished.

Intrinsic motivation for change arises in an accepting, empowering atmosphere that makes it safe for the person to **explore the possibly painful present in relation to what is wanted or valued.**



DISCREPANCY

General Principles of Motivational Interviewing

1. **Express empathy**

- * Acceptance facilitates change
- * Reflective listening is fundamental
- * Ambivalence is normal

2. **Develop discrepancy**

- * Client should present argument for change
- * Change is motivated by a perceived discrepancy between present behavior and goals

General Principles of Motivational Interviewing

3. **Roll with resistance**

- * Avoid arguing for change
- * Client is primary resource in finding solutions
- * Resistance is signal to respond differently

4. **Support self-efficacy**

- * Believing in the possibility of change is important
- * Client is responsible for carrying out change
- * Avoid self-fulfilling prophecies

Motivational Interviewing Methods

OARS

- **O**pen ended questions
- **A**ffirming
- **R**eflecting
- **S**ummarizing





Reflections

Simple Reflections:

- Repeat
- Rephrase

Complex Reflections:

- Paraphrase
- Double-sided
- Metaphor
- Reflect Feeling
- Summary
- Amplified



Developing Discrepancy

Case Example:

1. Get into groups of 2-3 people.
2. I will read aloud a vignette of person with a gambling problem.
 - Just listen. At the end, briefly discuss with your group what you noticed.
3. I will read aloud the vignette a second time.
 - Using OARS, develop discrepancy. As therapist, what would say if this was a real client you were working with?

Possible Therapist Response (OARS):

- Open Ended Questions
- Affirming
- Reflecting
- Summarizing



Motivational Interviewing

MI focuses on change talk, which is any speech that favors movement toward change.

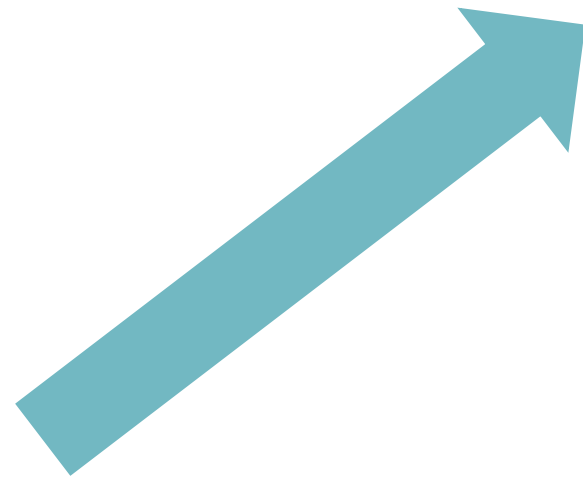
DARN CATS

- **D**esirability of Change
- **A**bility to Change
- **R**easons to Change
- **N**eeding to Change
- **C**ommitment to Change
- **S**igns of **A**ctivation
- **T**aking steps

Write down the DARN CATS in the vignette.



General Principles of Motivational Interviewing



Planning

Encompasses both developing commitment to change and formulating a concrete plan of action.

Evoking

Eliciting the client's own motivation for change and lies at the heart of MI.

Focusing

The process by which you develop and maintain a specific direction in the conversation of change.

Engaging

The process of establishing a helpful connection and working relationship.

Motivational Interviewing & Baseball

In baseball, not every time a batter goes up to the plate does he get a hit. In fact, a batter who gets a hit only 30% of the time is considered a huge success. However, there are other definitions of a successful at bat.

Per Ron Washington, a successful MLB manager, there were 8 ways to achieve a **positive plate appearance**. His conceptualization of the different ways to record a positive plate appearance:





Positive Plate Appearance

1. Hit
2. Walk
3. Sacrifice bunt
4. Sacrifice fly
5. Hit by pitch/Catcher interference
6. Move lead runner up with an out
7. Move lead runner up with an error
8. ≥ 8 -pitch at bat

At the end of a motivational interview not every client is ready to enact immediate change. What are some other observable signs of a positive motivational interview?

Motivational Interviewing & Baseball

1. Hit

2. Walk

3. Sacrifice bunt

4. Sacrifice fly

1. Hit by pitcher/Catcher interference

2. Move lead runner up with an out

3. Move lead runner up with an error

4. 8 pitch at bat





Thank you!

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