

Cultivating Change Talk

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Webinar Objectives: To learn about...

What Change Talk is Not



What Change Talk is



Why Change Talk matters



Hearing and Responding to Change Talk



Eliciting Change Talk

A Couple of Points

- MI isn't MI without a specific target behavior
- Clients/Patients typically don't present expressing change talk
 - Remember that people are ambivalent and they express this in how they talk about a behavior or potential change
- Remember 3 key principles of Motivational Interviewing
 - People want to be their best self
 - People already have what they need to be that best self
 - Our job is to evoke that best self

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What Change Talk is Not...

- It is not easy to elicit
- It is not something that can be ignored
- It is not doing a decisional balance or just exploring “pros & cons”

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What Change Talk is...

- A primary component of the technical aspect of Motivational Interviewing
- Difficult to pay attention to
 - Like learning a new language
- A specific type of language that favors a patient's movement towards change
 - Let's take a closer look.

A Closer Look/Review at Change Talk

Preparatory Change Talk

- D (DESIRE):** want, wish, like
- A (ABILITY):** can, could, able
- R (REASON):** specific reason for change
- N (NEED):** need to, have to, must,
important, etc...
(without stating specific reason)

Mobilizing Change Talk --- Commitment Language

- C (COMMITMENT):** will, intend to, going to
- A (ACTIVATION):** ready to, willing to
(without specific commitment)
- T (TAKING STEPS):** reporting recent specific action
(steps) towards change

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Why Change Talk Matters

- Change talk serves as a predictor of behavior change
- Preparatory change talk serves as a foundation for Mobilizing Change talk (DARN language leads to CAT language)
- Mobilizing change talk predicts behavior change
- Without the intentional evoking of change talk, you're not doing MI!!!

Preparatory Change Talk
D: Desire
A: Ability
R: Reason
N: Need

Mobilizing Change Talk
C: Commitment
A: Activation
T: Taking Steps

“MI is about facing forward,... coming alongside someone and facing their future together...”

Sustain Talk

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To help get us started

- P. Tell me more about what's going on.
- C. Ok. Well, I'm exhausted. This back pain of mine is incessant. It doesn't matter what I do, whether I take Tylenol or take a warm bath, I wake up every morning and struggle to get out of bed. I need something to change. I want to wake up and be able to start my day like everyone else. I know we've talked about pain medication in the past and agreed it's not a good option for me, but I really want to feel better. If I had something to help me out I could get back on my feet. I'm willing to do anything I just don't want to feel like this anymore.

What is the change talk? Is it Preparatory or Mobilizing change talk?

To help get us started

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It's not enough...

- It's not enough to just recognize change talk.
- We have to, in the moment:
 1. Recognize what type of change talk we are hearing
 2. Identify what type of change talk we aren't hearing
 3. Ask a question/elaboration or use a reflection to evoke more change talk!

Which response is best?

- P. Tell me more about what's going on.
- C. Ok. Well, I'm exhausted. This back pain of mine is incessant. It doesn't matter what I do, whether I take Tylenol or take a warm bath, I wake up every morning and struggle to get out of bed. I need something to change. I want to wake up and be able to start my day like everyone else. I know we've talked about pain medication in the past and agreed it's not a good option for me, but I really want to feel better. If I had something to help me out I could get back on my feet. I'm willing to do anything I just don't want to feel like this anymore.
- Practitioner responses:
 1. You're really struggling right now.
 2. This pain won't go away.
 3. You really want to feel better.
 4. You're ready to start feeling better and do whatever it takes.

Practice...

- This is ridiculous, I'm done trying to make this better.
- I'm tired of feeling this way.
- You're the expert, tell me what I have to do.
- I could see myself cutting soda out of my diet.
- You don't really care about what happens to me. You just want me out of your office.
- If I don't see some progress, my health is in real jeopardy.
- I'm ready to give it a shot.
- From last week to now, I already started working out.

Let's review the practitioner's attempt at evoking change talk.

Rebecca, I'm so sorry to see you're in so much pain, what brought you in specifically?	(Empathy) Question
You're specifically looking for pain medication that will address this pain and maybe the focus of our conversation can be about figuring out whether or not that is the best decision	Complex Reflection
Are you agreeable to talk about that?	Question
I can see that you are physically in pain, but let's just make sure we're on the same page. We're ok to talk for the next couple of minutes about what the best option is for you?	(Empathy) Question
Talk to me about your pain management in the past and your history with how you addressed your back pain knowing that this has been going on for a long time	Question
They're very effective initially	Simple Reflection
I didn't want to prescribe it and you also kinda recognize that you didn't want to go through those experiences either	Complex Reflection Affirm (Cultivating change talk)

Let's review the practitioner's attempt at evoking change talk.

You're not sure what else to do and that's also kinda why you came in today	Complex Reflection
Making sure that we get your pain down from a 10 even to an 8 or 7 may give you a little bit of space to do some other things	Complex Reflection (Cultivating change talk)
When you've treated your pain in the past, because it's been ongoing for several years now, obviously you're at a pretty critical point right now. What's been helpful for you or how have you been successful with managing your pain in the past without the pain medication?	Question
There is some help when the pain medication only works for a little while, --- sure, you can't sit in a hot tub all day, um, so there are other options out there for us, and maybe we're at a place where we're thinking those other options can help you or can be safer for us	Giving Information Reflection (Softening Sustain Talk)
It's hard to go back there when you're in so much pain and you see that as an immediate kind of relief from that pain	Complex Reflection
And what's important to you is managing your pain and staying functional, being able to maintain what's most important to you. Being able to work, taking care of your children, things like that	Complex Reflection (Cultivating Change Talk) (Empathy)
On a scale of 1-10, how important is it for you to decrease your pain while not taking specific pain medications	Question

Let's review the practitioner's attempt at evoking change talk.

What brought you to a 7 instead of a 5	Question
It's really important for you to set a good example for those around you and finding alternative approaches might lend itself to that	Complex Reflection Affirm (Cultivating Change Talk)
Well, what do you know about alternative medications that aren't pain killers but can maybe help you at least through this tough moment	Question
Can I fill in some gaps for you? ... For some patients with chronic pain... muscle relaxants... muscle relaxants can be addictive too... But what do you think about a small regiment of that for a few days just to get you through while we also link you up to some people maybe our behavior health specialist to maybe help you manage some of the stress around having this back pain	Question Giving Information
And you see that this is an option that may actually work for you	Simple Reflection
Something you really need to give a try	Simple Reflection

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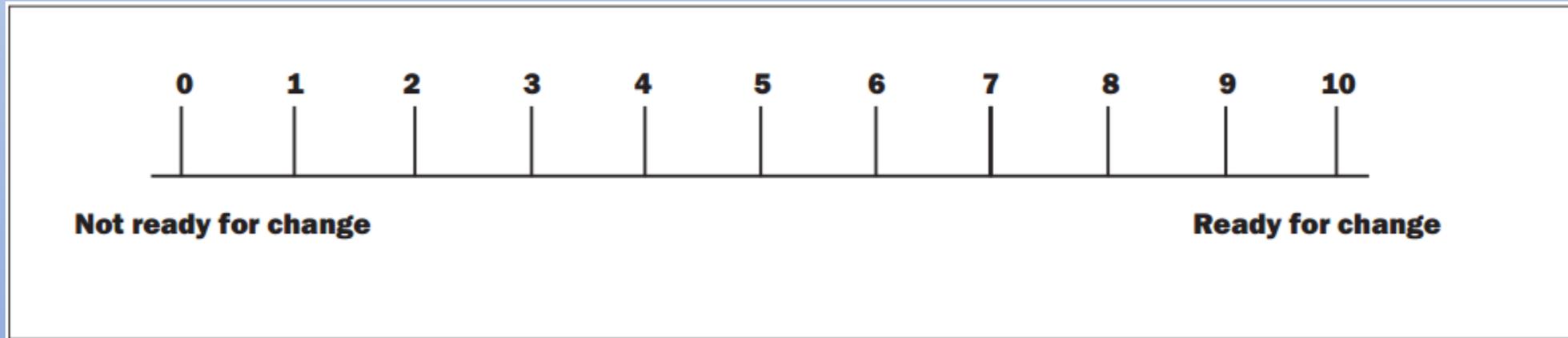
Eliciting Change Talk

Specific Strategies: It's all about intent!

- Change Rulers
- Look Forward and Look Back
- EPE

Change Rulers to Cultivate Change Talk

- Change rulers (Importance, Confidence, Readiness)



- On a scale of 1-10, 10 being the most ready to change, and 1 being not ready at all, where are you in your readiness to change?
- What has you at a _____ and not a (lower number) _____?
- What would it take to bring you from a (initial given #) _____ to a higher number _____?

Look Forward or Look Back

- C. I just don't think it can get done.
- P. Imagine that three weeks from now, you've been successful in making this change. What steps did you take to make it happen?
- C. I just don't think it can get done.
- P. Tell me about a time in the past where you had to overcome a challenging experience.

Giving Information and Advising Patients

- Giving information is an important part of your job!
- Information needs to be offered in a neutral way or with permission.
- EPE is a technique that can guide how we give information..
- ELICIT. “What do you know about pain medication?”
- PROVIDE. “That’s great. You know a little bit about pain medication. Can I fill in some gaps for you?”
- ELICIT. “What do you think about this new information?”

Remember...

Eliciting change talk is made more difficult when you don't have a partnership with your client.

You're not doing MI without a clear target behavior and without the active process of eliciting change talk.

“We aren't inviting them into our conversation. Our first task is to be invited into their life and conversation.”

Please Reach Out

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Please feel free to reach out with questions, support, or workshop and supervision inquiries!