**Focus on the ABCS**

**MOTIVATIONAL INTERVIEWING**

The Take Home Message:

Motivational Interviewing is a group of techniques providers can use to help their patients make lasting change. Rather than simply telling a patient what to do, this technique engages the patient in planning his or her own success!

**Listen Reflectively**

It is important for patients to feel heard. If you are able to paraphrase what was just said it demonstrates that you were paying attention. It also allows the patient a chance to hear their own thoughts spoken aloud which makes it easier for them to own their reasons for change. One technique for doing this is called “reflective listening.” To practice reflective listening follow these steps:

1. Listen carefully (without interrupting) to what the patient is saying in response to your question (taking notes if needed).
2. Paraphrase back what you heard the patient say and make a reasonable guess about where the patient is going next. “It sounds like you want to lose weight but you can’t find the time to exercise. Is that right?”
3. Allow the patient to respond either agreeing with your statement or correcting it.

Some reflective phrases you can use are listed below.

“It sounds like....” | “So on the one hand it sounds like .... And, yet on the other hand....”
“It seems as if....” | “I get the sense that....” | “What I hear you saying...”

**Apply curious inquiry about discrepant Behaviors**

Challenge mixed messages from patients without being judgmental or making them defensive by using curious inquiry. After reflecting back what you heard the patient say, ask them for more information about the conflicting information.

For example, “On the one hand you’re coughing and are out of breath, and on the other hand you are saying cigarettes are not causing you any problems. What do you think is causing your breathing difficulties?”

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EXPLORE SELF EFFICACY

**On a scale of 1-10 how confident are you that you can make the change?**

How confident is your patient that he can make the change you are talking about? The higher his confidence, the more likely he is to actually reach his goal. Encourage self-confidence by helping the patient reflect on times he has been successful making change in the past.

“Can you tell me about a time you were able to lose weight?”

READINESS RULER

**On a scale of 1-10 how ready are you to make a change?**

Get a feel for how ready your patient is to make a change today by asking her if she is ready. Asking about both today and 6 months ago helps you get a feel for how likely she is to make the change right now.

Consider using curious inquiry to find out what happened to change their minds!

**SOME GREAT RESOURCES FOR YOU:**

Motivational Interviewing website: [http://www.motivationalinterview.org/](http://www.motivationalinterview.org/)

Case Western Reserve University MI page: [http://www.centerforebp.case.edu/practices/mi](http://www.centerforebp.case.edu/practices/mi)


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