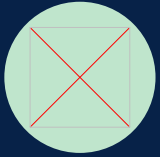


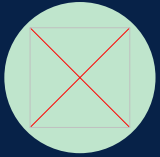
# Motivational Interviewing

Elizabeth Morrison PhD, LCSW, MAC

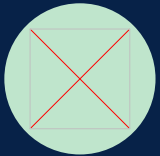




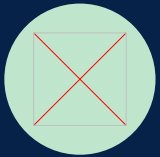
MI Self-assessment



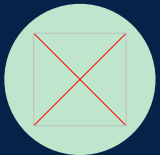
The Heart of MI



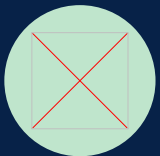
Practice



More MI



Video Practice



Close

Would you  
like to be an  
**MI Trainer**  
at your  
organization?



# MI Self-Assessment:

How confident  
are you, in MI?



# Motivational Interviewing

A communication approach centered around empathy, collaboration, and support. It is often engaged when we want to *help others make changes* that would enhance their wellbeing.

*Mi is transtheoretical*





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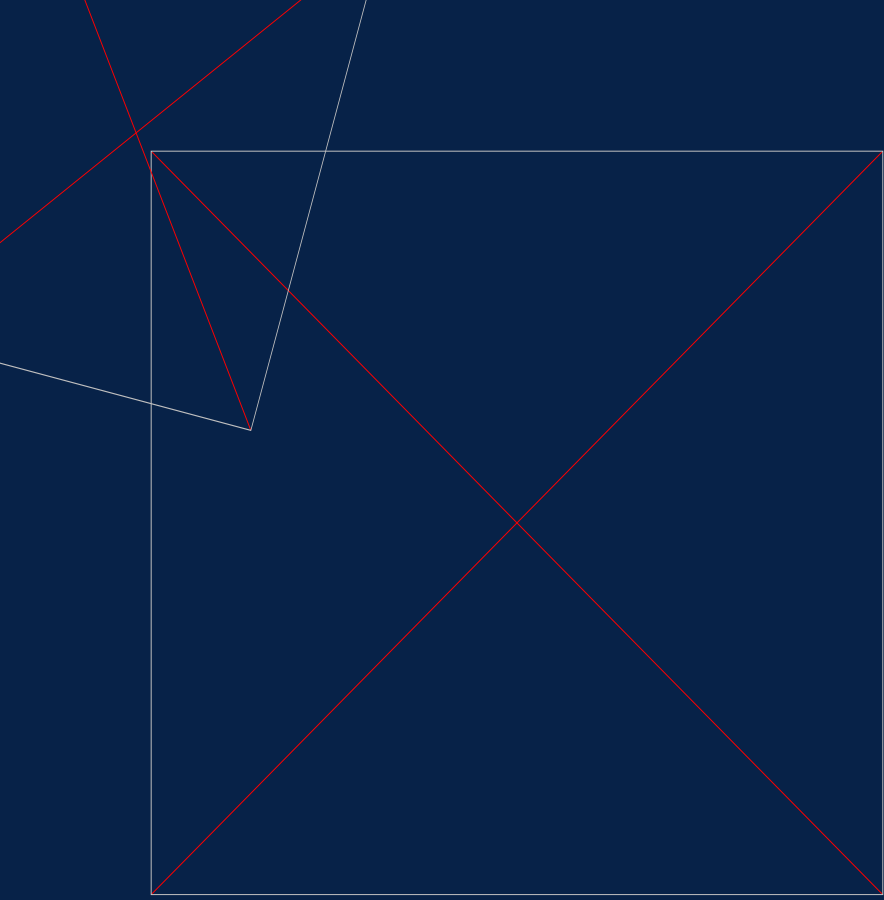
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 Copy diagnostics



# Research

## EBP

Over 90 clinical trials  
show effectiveness across  
multiple behaviors

## Cross-cultural

Research across cultures  
shows efficacy

## Conditions

SUD, depression,  
anxiety, chronic disease,  
vaccine hesitancy and  
more...

## Behaviors

IPV, parenting, sexual  
behaviors, public health,  
prevention, vaccine  
hesitancy



# Empathy *is Healing*



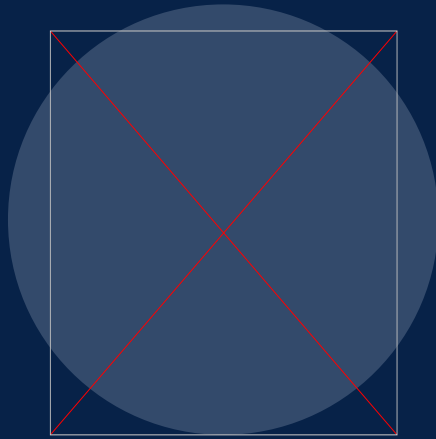
The Foundation of  
Motivational  
Interviewing is  
*empathic  
connection...*



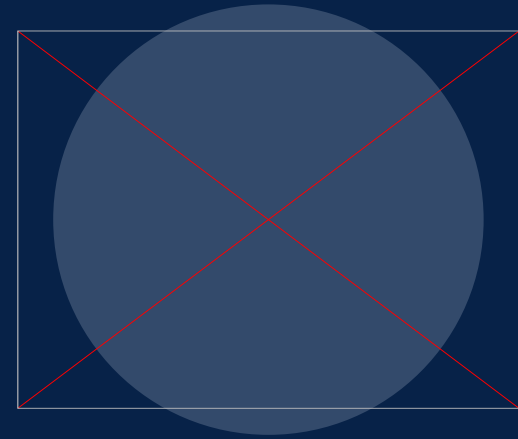


We will never be able  
to help someone  
change if they  
don't feel we  
genuinely care about them.





Empathy



Judgment





Non-judgment



Know-nothing Mind



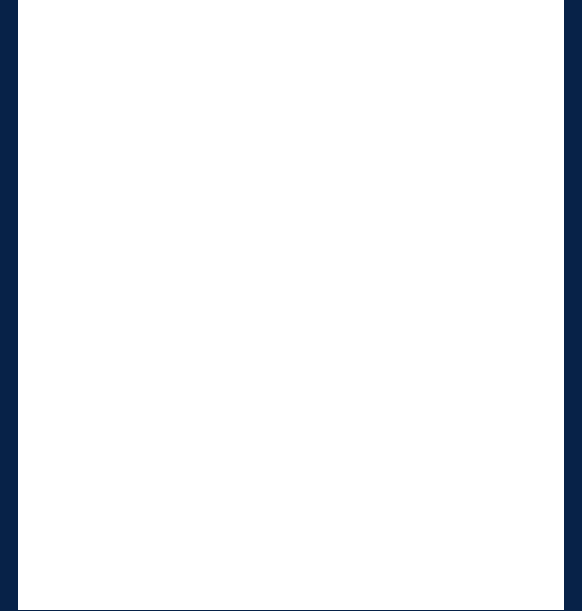
Unconditional  
Positive Regard



Affirming  
Strengths



Empathic  
Reflection  
of  
Feelings



Open Ended  
Questions





# Open Ended Questions:

*Tell me more (about)...*

*How (did you/are you)...*

*What are your thoughts about...*



# Empathic Reflection of Feelings:

*I hear...*

*It sounds like...*

*You are...*

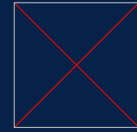




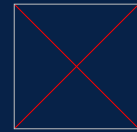
WOB:  
Know-nothing  
Mind



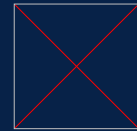
# Barriers to know-nothing mind



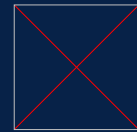
Our opinions & agenda



Organizational mandates



Standardized assessments



Fear; hurry



### Sharing:

*A decision you need to make, and  
you don't know what to do...*

### Practicing:

- ✓ Know nothing mind
- ✓ Reflection of Feelings
- ✓ Open Ended Questions

If you get stuck: *"tell me more..."*

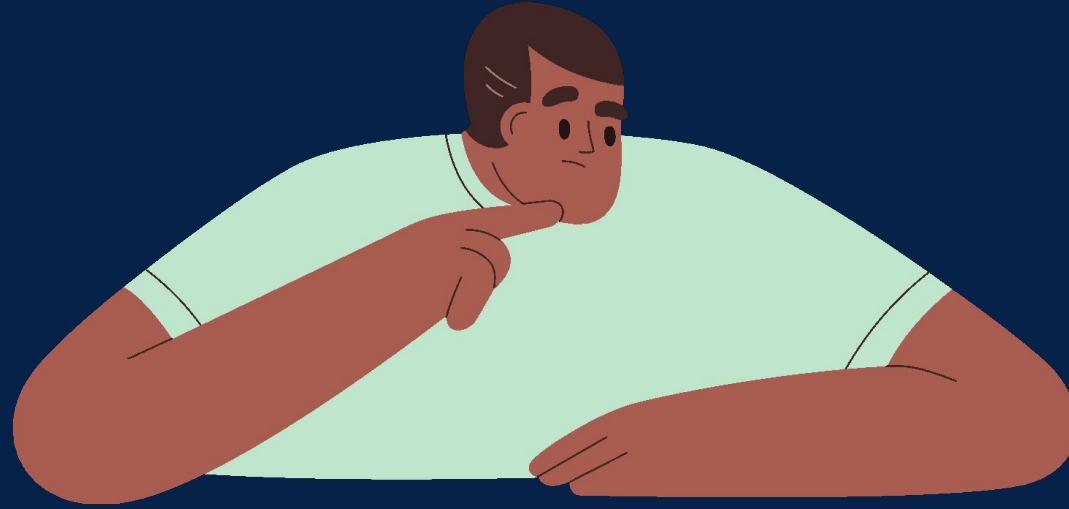
**NO ADVICE :)**





# Importance & Confidence





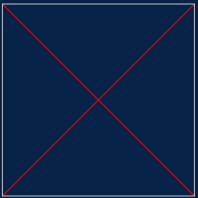
Strategies to enhance **Importance**  
are VERY DIFFERENT than  
strategies for enhancing **Confidence**



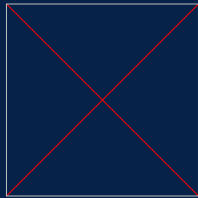


*Pre-contemplation:*

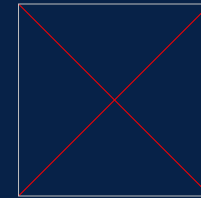
# Increasing Importance



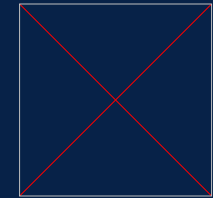
Strengthen the  
Relationship



Know-nothing  
Mind:  
Genuine  
Curiosity



Listen for &  
Amplify  
Change Talk



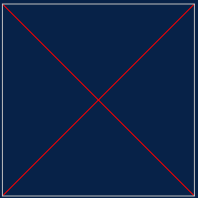
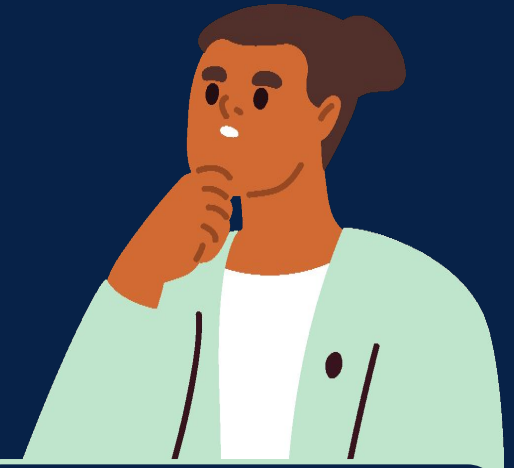
Affirming  
Autonomy



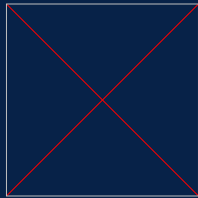


*Pre-contemplation:*

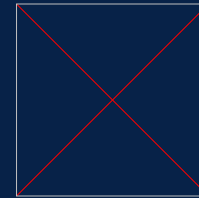
# Increasing Importance



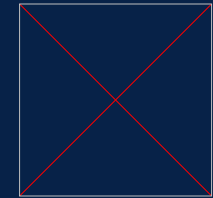
Strengthen the  
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Know-nothing  
Mind:  
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Listen for &  
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Change Talk



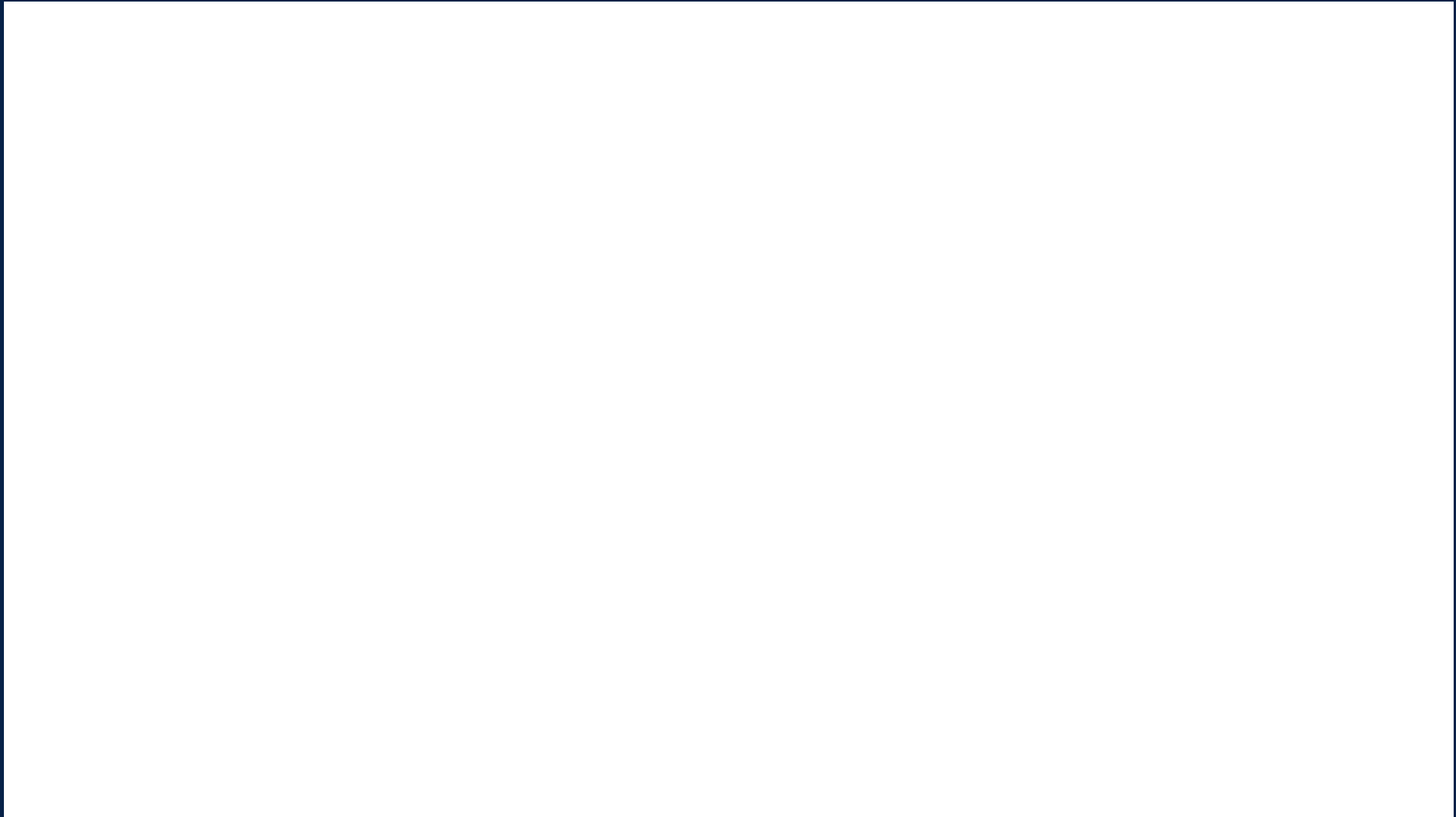
Affirming  
Autonomy  
(*know-nothing  
mind*)



*It is totally your  
decision, of course.  
You know what is best  
for you. What are  
your thoughts on this?*

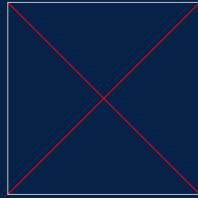
*I hear you, it sounds  
like you are thinking  
about this a lot. Tell  
me about about what  
you are thinking...*



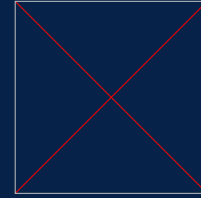


*Ask:*

# Confidence



I hear you...you really want to end the relationship, for so many reasons. *How easy or hard will this be for you?*



It sounds like you really want to quit using. *How confident are you about doing this?*



# Explore Past Successes

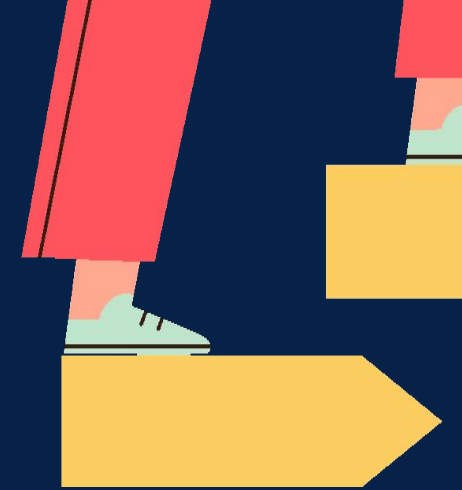
*“Tell me more about how you got into recovery.”*

*“Tell me more about leaving your ex-husband.”*

*“Tell me more about a time you made a life change...”*



# Very Very Very Very Very Very Very Very Small Steps



*“What would be  
the smallest step  
towards this?...  
Smaller?...  
Smaller...?”*

*“I'm wondering  
if there is a step  
that you know  
for sure you  
could do...”*

*“That is a big  
goal...I wonder  
if there is a  
smaller step...”*



# Elicit Barriers & Solutions

Open Ended  
Questions:

*“What makes  
it hard...?”*

**Don't solve!**  
Reflect:

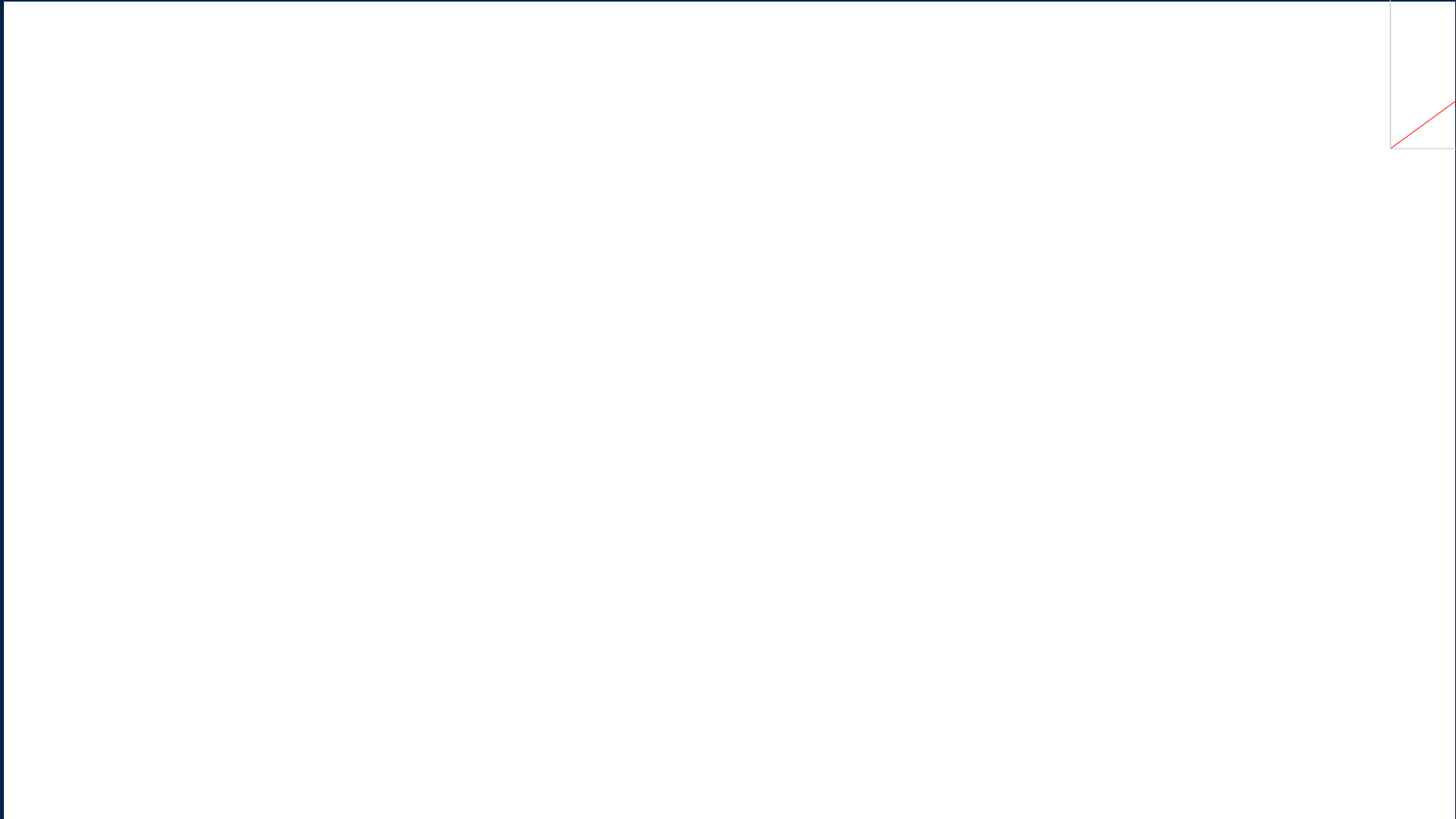
*“That does sound  
tough...not having  
the money for a  
gym...”*

Elicit  
Solutions

*“What are you  
thinking,  
about how to  
address that?”*







## Increasing Importance

- Strengthen the relationship
- Explore ambivalence
- Roll with resistance
- Affirm Autonomy

## Increasing Confidence

- Baby steps
- Reflect on past successes
- Elicit barriers & solutions



# Core Motivational Interviewing Skills

## Nonverbal Empathy (psychological safety)

|                                                                                                                  |                                                                                                                                                                                   |                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>Eye Contact &amp; Smile</b> | Eye contact is the most important non-verbal empathic communication strategy, especially in an initial connection. Smiling is the primary way we communicate goodwill to another. | <br><br>For telephone care, because these aren't available to us to communicate empathy, it is important to double down on the verbal empathy strategies. |
|  <b>Nodding &amp; Leaning</b>   | Nodding shows attentiveness, leaning toward shows interest and empathy.                                                                                                           |                                                                                                                                                                                                                                              |
|  <b>Mirroring</b>               | Sitting if another is sitting, standing if they are standing—squarely, shoulders to face one another. Facial expressions that mirror the other's feelings.                        |                                                                                                                                                                                                                                              |

## Verbalizing Empathy (trust)

|                                                                                                                 |                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>Countering Shame</b>       | Letting someone know they aren't pathologic or alone; assuring commonality <i>"relapse is so common"; "We have all done things in the past, that we would do differently now."</i>                                                                |
|  <b>Acknowledging Feelings</b> | Reflecting back specific feelings that have been stated <i>"you're feeling really overwhelmed"</i> , stating feelings that might be shown yet unspoken <i>"this is super frustrating for you"</i> , or summarizing <i>"that sounds so hard"</i> . |
|  <b>Affirming Strengths</b>   | Noticing and articulating specific strengths <i>"You've put so much effort into this"; "I'm of struck by how important it is to you to be a good mom"</i> .                                                                                       |

## Open-ended Questions (curiosity)

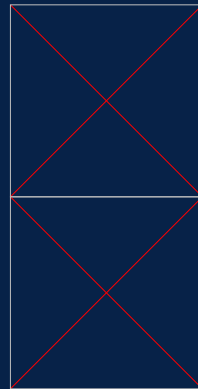
|                                                                                                                                       |                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <b>"How", "What", and "Tell me more about..."</b> | The gold standard of communication. At least a 3-1 ratio is recommended (3 open needed questions for every 1 closed question). Open-ended questions don't have a limited outcomes or answer. <b>Avoid starting questions with "why," "tell me more..." or "how do you feel about this?"</b> |
|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



Would you  
like to be an  
**MI Trainer**  
at your  
organization?

**Come next week  
September 17!!**





[www.emorrisonconsulting.com](http://www.emorrisonconsulting.com)

[elizabeth@emorrisonconsulting.com](mailto:elizabeth@emorrisonconsulting.com)



# Evaluation

*Zoom breakout rooms will open in a moment — pick the story you most want to hear.*

Please fill out the evaluation.

Choose **Motivational  
Interviewing Foundations**  
**Thursday, September 10** as the  
date.

**When completing the  
evaluation, you will need to  
confirm that you would like to  
receive CECs and provide the  
necessary information to  
receive them.**

The link will be posted in  
the chat and shared in the  
follow up email.

Would you like Continuing Education Credits? \*

☒ Yes

☐ No

What type of CECs are you requesting? \*

What is your license number? \*

First Name \*

Last Name \*

Email \*

Organization \*



# Key Reminders

|   |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <b>Learning Communities</b>   | <p>Please register for our Final Learning Community Part 1 &amp; Part 2</p> <p><b>Part 1 (select one)</b></p> <ul style="list-style-type: none"><li>• Session A: Tuesday, September 29   3:00 – 5:00PM</li><li>• Session B: Thursday, October 1   11:00 – 1:00PM</li></ul> <p><b>Part 2 (select one)</b></p> <ul style="list-style-type: none"><li>• Session A: Tuesday, October 6   3:00 – 5:00PM</li><li>• Session B: Thursday, October 8   11:00 – 1:00PM</li></ul> |
| 2 | <b>Final Submission Cycle</b> | <p>October 1, 2026 the final submission cycle opens</p>                                                                                                                                                                                                                                                                                                                                                                                                                |
| 3 | <b>Office Hours</b>           | <p>Our next office hours will be topic specific<br/>Behavioral Health   September 16, 12:30 – 1:30PM</p>                                                                                                                                                                                                                                                                                                                                                               |
| 4 | <b>1:1 Coaching</b>           | <p>30 minute 1:1 coaching sessions, available for BH, HRSN and VBP only, running now through the end of September.</p>                                                                                                                                                                                                                                                                                                                                                 |