

The Process

of Motivational
Interviewing

“ MI is a goal-directed activity in which you help someone unravel whether, why, how, and when they might change. ”

- William Miller and Stephen Rollnick

1

Engage

Hi!

The process of establishing a mutually trusting and respectful helping relationship.

- Provide a warm greeting and establish rapport
- Explain goals for meeting and invite the individual to share what's important for them to discuss
- Begin to explore the individual's perspective and concerns, including the potential targets for change
- Avoid the chit-chat trap, problem solving and advice

2

Focus

What?

The process of clarifying and focusing on the specific achievable change goal and establishing a clear direction toward change.

- Clarify the specific goal for change
- Explore the individual's ambivalence and barriers
- Deepen the conversation by using more complex reflections that take guesses about what the individual is expressing and experiencing

3

Evoke

Why?

The process of recognizing and responding to the individual's own argument/motivation for change.

- Listen for, respond to, and reinforce talk around why the individual wants to change - their own internal motivators
- Explore the individual's confidence and importance levels around the change
- Be careful of steering too far and too fast

4

Plan

How?

The process of developing a specific change plan that the individual is willing to implement.

- Confirm the change goal again
- Elicit individual's input as to the best way forward
- Develop an implementation plan and strengthen commitment
- Troubleshoot potential barriers