

A GLOSSARY OF MOTIVATIONAL INTERVIEWING TERMS

The Spirit of MI

Compassion - Act benevolently to promote the client's welfare, giving priority to the client's needs.

Evocation - Elicit the client's own perspectives and motivation.

Acceptance -

- *Absolute Worth* - Prize the inherent value and potential of every human being.
- *Accurate Empathy* – The skill of perceiving and reflecting back another person's meaning.
- *Affirmation* – Accentuate the positive, seek and acknowledge a person's strengths and efforts.
- *Autonomy Support* –Accept and confirm the client's irrevocable right to self-determination and choice.

Partnership - Function as a partner or companion, collaborate with the client's own expertise.

Processes of MI

Engaging – Establish a mutually trusting and respectful helping relationship.

Focusing – Clarify a particular goal or direction for change.

Evoking – Elicit the person's own motivation for a particular change.

Planning –Developing a specific change plan that the client is willing to implement.

Core Interviewing Skills

OARS – An acronym for four basic client-centred communication skills: Open questions, Affirmation, Reflection, and Summary.

Open question – A question that offers the client broad latitude and choice in how to respond. The questions cannot easily be answered with a "yes/no" response.

Affirming - An interviewer statement that values a positive client attribute or behaviour.

Reflection – An interviewer statement intended to mirror meaning (explicit or implicit) of preceding client speech. Reflections can be simple or complex. A simple reflection contains little or no additional content beyond what a client has said. A complex reflection adds additional content or meaning beyond what the client has stated.

Reflective listening – The skill of "active" listening whereby the counselor seeks to understand the client's subjective experience, offering reflections, as guesses about the person's meaning.

Summary - A reflection that draws together content of two or more prior client statements.

Strategies/Tools of MI

Agenda Mapping – A short focusing technique in which you step back with the client to choose a direction from among several options.

Coming Alongside – A response to persistent sustain talk or discord in which the interviewer accepts and reflects the client's perspective.

Confidence/Importance Ruler – A scale (typically from 0 – 10) on which clients are asked to rate their level of confidence in their ability to make a particular change or the importance of making a particular change.

Decisional Balance – A choice-focused technique that can be used when counseling with neutrality, devoting equal exploration to the pros and cons of change or of a specific plan.

Elicit-Provide-Elicit – An information exchange process that begins and ends with exploring the client's own knowledge experience to frame whatever information is being provided.

Transitional Summary – A special form of reflection to wrap up a task or session by pulling together what seems important, and signals a shift to something new.

Additional Terms

Ambivalence – The simultaneous presence of competing motivations for and against change.

Change Talk – Any client speech that favors movement toward a particular change goal.

DARN – Subtypes of client preparatory change talk: Desire, Ability, Reason and Need.

CAT – Subtypes of client mobilizing change talk: Commitment, Activation, and Taking Steps.

Discord – Interpersonal behaviour that reflects dissonance in the working relationship; sustain talk does not in itself constitute discord; examples include arguing, interrupting, discounting or ignoring.

Discrepancy – The distance between the status quo and one or more client change goals.

Empathy – The extent to which an interviewer communicates accurate understanding of the client's perspectives and experience; most commonly manifested as reflection.

Guiding – A natural communication style for helping others find their way, combining some elements of both directing and following.

Self-efficacy – A client's perceived ability to successfully achieve a particular goal or perform a particular task.

Sustain Talk – Any client speech that favors status quo rather than movement toward a change goal.

Working Alliance – The quality of the collaborative relationship between client and counselor, an effective working alliance tends to predict client retention and outcome.