



# Motivational Interviewing:

Helping Clients Make Positive Health Changes

Presented by:

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# In this Webinar

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- Learning Objectives
- Understanding Client Behavior
- What is Motivational Interviewing?
- Tools for Motivational Interviewing
- Recap
- Questions



# Learning Objectives

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- To understand what prevents clients from making change
- To understand how motivational interviewing helps elicit change
- To learn tools for administering motivational interviewing

# Understanding Client Behavior

IMPROVED HEALTH



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BEHAVIOR CHANGES



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No changes  
by client?



**FRUSTRATION**



# Reasons Clients Do Not Make Changes

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## What We Assume

- Non-compliance
- Lack of information
- Denial
- Laziness
- Oppositional Personality

## Reality

- Motivational Issue
- Ambivalence
- Anxiety

# What is Ambivalence?

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- Wanting incompatible things at the same time
  - A person with high blood pressure understands that there is a need to take medication to help control blood pressure, but the person does not want the risk of suffering from side effects from the medication.





# Motivational Interviewing



# Motivational Interviewing

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- Motivational Interviewing is an effective way of talking with clients about

**CHANGE**

# Concepts of Motivational Interviewing

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PARTNERSHIP

COMPASSION

ACCEPTANCE

EVOCATION

**SELF EFFICACY**



# Core Skills for Motivational Interviewing

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**O**pen-ended Questions

**A**ffirmations

**R**eflections

**S**ummaries

# Open-Ended Questions

**“If you did start to use insulin, how do you think it might possibly benefit you? “**



**“I am scared of starting insulin, but I know it will really help get my blood sugar under control. “**



# Affirmations

“From what I hear, I know that you are trying to make the healthiest choices for yourself. “



# Reflection

**“But I can’t stop smoking. All of my friends smoke.”**



“Quitting smoking seems nearly impossible because you spend too much time with others that smoke.”



# Summary

“I don’t think my high blood pressure is causing any problems. I feel fine, but I know my mother had a stroke because of her high blood pressure. I don’t want that to happen to me. I know there is a lot to do to improve my blood pressure. I need to take my medicine and change my diet. There are so many changes to make. “



“You feel okay, but understand that your high blood pressure could cause some serious health problems. I hear you list the things you should do to improve your blood pressure, but may feel overwhelmed by making these changes. Do I have that right?”





# Implementing Motivational Interviewing

## 1. Engaging

### Generate Change Talk

“Why do you want to make change?”

“How might you go about making a change?”

“What would be your first step for making change?”

## 3. Evoking

## 2. Focusing

### CHANGE TALK

“I wish”  
“It would help if I”  
“I want” “I could”

## 4. Planning



# What to Avoid

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- Assessing
- Telling
- Power Differential
- Labeling

**Recap**



# What We Learned

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- Listen
- Ask Questions
- Point out the positives
- Present reasons for not changing
- Guide toward specific plan to move toward change



# References

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- Matulich, B., & Guelfi, G.P. (2015). *How To Do Motivational Interviewing: A Guidebook 2<sup>nd</sup> Edition*

**Questions?**



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