

# Four Fundamental Processes in MI

## **Engaging: The relational foundation**

Listening; accurate empathy; striving to understand fully from the client's perspective without agenda; client-centered style; using OARS non-directively (to understand BOTH sides of the ambivalence or dilemma); avoiding righting reflex or "fixing".

## **Focusing: Guiding client to a target behaviour that is important to them.**

Helping client identify a target area about which s/he is ambivalent or struggling to make a change. Using agenda setting, bubble chart, asking the client what's important to him/her or what area of present behaviour might get in the way of his/her goals. Being transparent about what the target is, once identified.

## **Evoking: Drawing out client's intrinsic motivation (reasons/importance for change) and their own ideas for change.**

Drawing out client's *own* ideas and reasons for change; listening for and recognising change talk; selectively reinforcing change talk; summarising change talk (change talk bouquet). Avoiding expert trap. Using Elicit-Provide-Elicit and advice with permission only after asking the client his or her own ideas and reasons... ("What makes this change important to you?" "What makes you confident you can do it?", etc.)

## **Planning: The Bridge to Change (formerly called Phase II)**

Consolidating commitment by selectively reinforcing commitment language; asking key questions to determine readiness for action planning; assisting with change plans; revisiting change plans to determine need for more work in former stages and/or changes/additions to the plan, etc.

## **Definition of Motivational Interviewing**

"A collaborative, person-centered form of *guiding* to elicit and strengthen motivation to change."

Miller and Rollnick, 2009

