

# Tipping the Motivational Balance for Change!

**Session 2: *Evoking Language of Change***

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# What happened in Session 1?

## Responding to Resistance

- Resistance is a natural part of any change relationship, its is to be expected.
- What should we do when the “temperature” of the room changes? Thermostat or Thermometer
- Us at our best/not so best.
- Resistance occurs when we get to a stage of change before our client does. It’s a cue to change strategies.
- Realign ourselves with the client. Don’t force them to take the negative side of change.
- Use reflective responses or strategic responses.

# What we'll discuss this week:

- Evoking language of change
- Helping develop discrepancy between current behaviors and goals
- Explore the 4 types of self motivational statements

The more I hear myself, the more I believe myself. The more you tell me, the more resistant I become.

# Eliciting Self-Motivating Statements

- Ask evocative questions
- Explore pro's and con's
- Ask for elaboration
- Imagining extremes
- Look forward
- Looking back

# Ask Evocative Questions intended to elicit change talk

- “What would be a perfect outcome to change?”
- “If change goes the way you want it to, how would things be different?”

# Explore pro's and con's of change

- “What are the benefits of changing, what are some of the drawbacks?”
- “What are the benefits of not changing, what are some of the drawbacks?”

# Ask for Elaboration

Goal is to keep the flow of change talk rolling, challenges the client to dig a little deeper.

- “Tell me more about how change is scary for you.”
- “In what ways is change exciting/challenging to you?”



# Imagining extremes

Explore possibilities at both ends of the spectrum.

- “What is the worst thing that can happen if you were to decide to change?”
- “What is the best thing that can come out of making changes?”
- “What would be the worst-case scenario if you decide not to change or if you decide to change?”

# Looking Forward

Have client think about their hopes for the future if they make this change.

- “How would you like things to be different?”
- “What are realistic options now – what could you do now?”
- “What are the best results you could imagine if you make this change?”

# Looking Back

Client reflects on effective strategies used with past successes. Have them think back to a time in their life when things were going well.

- “Can you think back to a time when this wasn’t a problem for you? What was going on then?”
- “How were things better/different?”

The goal is to have them take the  
positive side of the change  
conversation.

# Defining Discrepancy

“Columbo Approach” - (Kanfer and Schefft, 1988)

Helping the client/patient connect the lack of consistency between their current beliefs and/or behaviors and the goals they have set for themselves. We can call on information that they have offered previously.

# Defining Discrepancy Cont.

Essentially, the clinician expresses understanding and continuously seeks clarification of the client's problems but appears unable to perceive any solution. A stance of uncertainty or confusion can motivate the client to take control of the situation by offering a solution to the clinician. (Van Bilsen, 1991)

# Develop Discrepancy

- Motivation for change increases when a patient becomes aware of discrepancies between current situation and goals or hopes for the future.
- Creates dissonance. The discomfort between the two views.
- Don't argue the patient's Cons for change; forces patient to defend the Cons, reinforcing them for him/her.

# Develop Discrepancy Strategy 1:

Repeat back Pros and Cons stated by patient.

- “What are some of the good things and no so good things about this change?”
- “What are some of the good things and not so good things about status quo?”



## Developing Discrepancy Strategy 2:

Ask questions about behaviors that don't support goals set by the patient.

"I'm a little confused, you said previously that you really wanted to change your eating habits, but you had just said you went out to eat 5 times this week, can you help clarify that for me or (can you tell me a little about that)?"

# Developing Discrepancy Strategy 3:

Ask thought provoking questions.

- “If I were to give you an envelope, what would the message inside have to say for you to think about quitting smoking?”
- “What would have to happen for you to think about getting more activity into your daily routine?”
- “What would life be like for you if you lost the 30 pounds you said you’d like to lose?”

# Evoking Statements of Self-Motivation

Recognition | Concern | Intention | Optimism

If you don't recognize change talk you  
won't know which rabbit hole to go into.

# 4 Types of Self-Motivational Statements

- Problem Recognition
- Expression of Concern
- Intention to Change
- Optimism for Change

# Problem Recognition

“I do have a problem with...”

- It is first important to get the person to tell you that he or she recognizes that there is a problem. It is difficult to move through the change process until you hear the person recognize that the behavior is a problem.

# Problem Recognition Question

- “What things make you think that this is a problem?”
- “What difficulties have you had in relation to eating/exercise/smoking?”
- “In what ways has this been a problem for you?”
- “How has (behavior) stopped you from doing what you want to do?”

# Concern

“I’m worried about what could happen...”

- Once the person talks about the problem, the provider then seeks to elicit statements from the person about how he or she is concerned about that problem.



# Concern Questions

- “What is there about your (behavior) that you or other people might see as reasons for concern?”
- “What worries you about your (behavior)? What can you imagine happening to you?”
- “In what ways does this concern you?”
- “What do you think will happen if you don't make a change?”

# Intention to change

“I am going to do something about this...”

- Once there have been concern statements, the provider seeks to elicit statements from the person about their intention to change specific behaviors.

# Intent to Change Questions

- “What are the reasons you see for making a change?”
- “What makes you think that you may need to make a change?”
- “If you were 100% successful and things worked out exactly as you would like, what would be different?”
- “What would be the advantages of making a change?”

# Optimism

“I know if I try I can actually do this...”

- Once the person talks about making changes, the provider then reinforces self-efficacy by eliciting statements from the person regarding their belief that this change can be made.

# Optimism Questions

- “What makes you think that if you did decide to make a change, you could do it?”
- “What encourages you that you can change if you want to?”
- “What do you think would work for you, if you decided to change?”
- “If you had made this change in the past, what helped you be successful then?”

Create a conversational flow and  
listen for recognition to optimism.

Relationship is critical along the entire journey. When you start pushing, they will pull away. Always remember the first step of MI - listening well.

Whether you believe you can or  
whether you believe you can't,  
you are probably right.

- Henry Ford