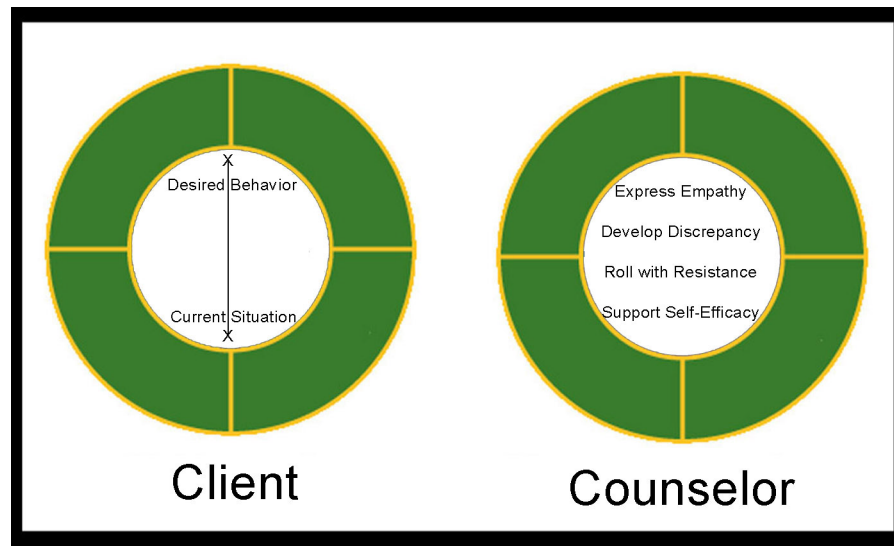


Motivational Interviewing - Four Key Principles



Empathy is a skill for understanding your client and his/her feelings. Empathic motivational interviewing establishes a safe environment that is conducive to examining issues. A counselor must have an accepting attitude and understand each client's unique perspective, feelings, and values. **Skillful reflective listening** is critical to expressing empathy.

- * *What can a counselor do to create a safe environment for his/her client?*
- * *How does a counselor demonstrate reflective listening?*
- * *What are some examples of non-empathic responses (barriers to communication)?*

Discrepancy is a difference between conflicting facts. A counselor develops discrepancy by focusing the client's attention on how current behavior differs from desired behavior. Counselor helps client develop an awareness of negative personal consequences of a problem behavior. A discrepancy between present behavior and important goals motivates change.

<i>Current Behavior</i>	<i>Desired Behavior</i>
<i>Benefits</i>	<i>Benefits</i>
<i>Costs</i>	<i>Costs</i>

Resistance is the action of opposing. Resistance in MI is viewed as a signal that the client views the situation differently than the counselor. The client disapproves or disagrees. Types of client resistance include arguing, denying and ignoring. Resistance is a signal to change direction and respond in a new way. MI provides ways to react appropriately (adjust) to client resistance.

- * *How do you recognize client resistance? Give a specific example.*
- * *What generally happens when a counselor attempts to convince a client that a problem exists?*

Self-efficacy is the client's confidence in his or her ability to achieve a specific goal. Many clients do not believe they can begin or maintain a behavioral change. Improving self-efficacy requires supporting hope, optimism, and the feasibility of accomplishing change. The counselor must recognize the client's strengths and believe in their capacity to reach their goals. MI counselors promote self-efficacy by validating "change talk."

- * *What can a counselor do to instill hope in his or her clients?*