

RECOVERYU

Motivational Interviewing 2.0



Department of Family Medicine
and Community Health
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH

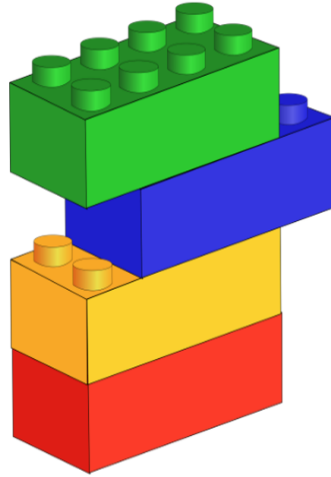


Wisconsin
Department of Health Services

Welcome! I'm Laura Saunders and I'll be leading you through this interactive online training. This training was developed for persons that who are peer recovery specialists. So, all of the examples are specific to those situations. If you work in a different role and you would like to polish up your MI skills, you too might find this helpful. You will just have to adapt the examples to your own situations.

A few things before we get started

- **You are the expert**
- **This stuff is simple, not easy**
- **This is a building block**



A few things before we get started. Firstly: you are the expert on yourself and what you already know about what works when you're talking with your peers. As I show you new things, you get to decide what you might want to keep and what you might want to change regarding how you help others.

Second, this stuff is simple but it's not easy. I will talk and then I'll let you think about things. I encourage you to challenge yourself on the exercises. People learn the skills of motivational interviewing not by hearing about them, but by practicing them. And last, you will not be an expert in motivational interviewing by the end of this module. I wish! Please let this be a building block in your continued learning. This is a powerful evidence-based practice that people find very useful. By people, I mean practitioners and the people they are helping.

Module Goals

1. Review key concepts from first MI module.
2. Re-ignite your passion for the OARS skills.
3. Apply skills to various scenarios: change talk, sustain talk and discord.
4. Explore strategies to keep your learning alive.



All resources and references are located in the Resources tab of this module.

The goals for this session: First, we will step back a bit into some of the things that were covered in the previous MI module to solidify and build out those skills. And then, we will move on to a few things that weren't covered in that session. For review, we will talk about the spirit of motivational interviewing and re-ignite your passion for the OARS skill. Once we have those reset, we will apply them to a few different situations: change talk, sustain talk and discord. When we're done, we'll talk about how you can keep the learning alive, if you so choose, and how you might do that.

Review Time!



Here we go with the review. What we're going to do is we're going to talk about what you're supposed to remember from time number one. We're going to dust off your OARS skill and we're going to up our spirit!

Review

In the first MI module...

Spirit



In the first module, the concept of spirit was introduced as a series of words. Things that we indeed have to do to help another person change. In this module, we are going to get more specific.

Review

Spirit of MI

P a c e

The first letters in the words that describe spirit and make up the description for what we need to think, feel and believe about people and our role in the helping other people change process can be remembered by the mnemonic PACE. P-A-C-E. As in, I have got to keep pace.



Partnership



~~Telling them what to do.~~

~~Unsolicited information.~~

Ask permission to share information!

The person makes the final decision.

The first element is partnership. Partnerships refers to how we see the relationship between the other person and ourselves. In motivational interviewing, we see the other person not as someone who needs us to fill them up with all of our wisdom and knowledge, but a person who has their own ideas. Good ideas, their own life experiences, and their own motivators. To make sure that we are conveying a sense of partnership, we avoid doing things that make us seem like the boss of them. We avoid telling them what they have to do. We avoid giving information when it's not been asked for, or we haven't asked permission to share information. And we make sure the person knows that they are the one who gets to make the final decision, about what, if anything to do.

I've got some good
information on a place you can
go, interested?

So, if we do want to give someone some information, about a place to get help and we really want them to go, we would simply ask, "Hey, I've got some good information on a place you can go, interested?".



a Acceptance

Absolute worth.

Notice values, strengths, and achievements.

Reflection.

The person makes the final decision.

In the element, starting with an “A” – acceptance. There are a number of concepts for us to consider. First, the person with whom you are working has absolute worth. No matter who they are and what they’ve done, they are worthy of our time and our help. Along those lines, it is our job to look for and notice the person’s values, strengths and achievements and to point those out to the person. Not in an “I’m proud” sort of way that gets in the way of that sense of partnership, rather in a descriptive way. We will talk a little later about affirmations. We are going to continue to work hard for our sense of who this person is, to be accurate and to express that sense back to them in the form of reflection.

Review

Spirit of MI

You are the one to make all
the decisions.

And finally, we recognize that this person is the one who makes all final decisions, no matter what. We say it out loud, "You are the one to make all the decisions."

Review

Spirit of MI



Compassion

Doing what's in the best interest of the person in front of you.

Compassion is the act of alleviating the suffering of others. You're not doing this work for your own gain or for any reason other than what is in the best interest of the person in front of you. This is not a trick, a technique or a gimmick.

Review

Spirit of MI



Evocation

No assumptions.

Listen and remain
open. No judgements.

The “E” stands for evocation. When we’re evocative, we are not making assumptions. We’re not assuming, that another person’s dials and levers of change are the same as ours or literally any other person’s dials and levers of change. This person is unique and the best way to get them and what is important to them is to listen and to remain open to whatever it is. No judgment.

Review

Spirit of MI



So, all of that, partnership, acceptance, compassion and evocation make up the spirit of motivational interviewing. Without it, the other skills alone just don't cut it. It's the skills, in combination with the spirit, that makes motivational interviewing the powerful tool that it is.



Spirit Scenarios

Let us try it out. Keeping what I just talked about in mind, listen to the following person and peer interactions. Is the peer in these scenarios being mindful of the MI spirit? You might even pause for a moment to consider the correct answer before moving on.

**Spirit
Scenario**

Does this sound like the spirit of MI?



I don't know if I can stop drinking. I've tried so many times in the past and each time I just go right back to drinking the same or even more. I don't know if I even have the energy to try.

Person 1: "I don't know if I can stop drinking. I've tried so many times in the past and each time I just go right back to drinking the same or even more. I don't know if I can even have the energy to try."

Spirit
Scenario

Does this sound like the spirit of MI?



You can do this. I really want you to do it.

Person 2: "You can do this. I really want you to do it."

Spirit
Scenario

Does this sound like the spirit of MI?




This is not MI spirit. The peer isn't giving the sense that the decision is for their self.

No way. That was not the MI spirit. This helper is discounting the person's experience of what's going on and is essentially pleading with them to do it, for the helper. This is not giving them the sense that it is for themselves.

Spirit Scenario

Does this sound like the spirit of MI?

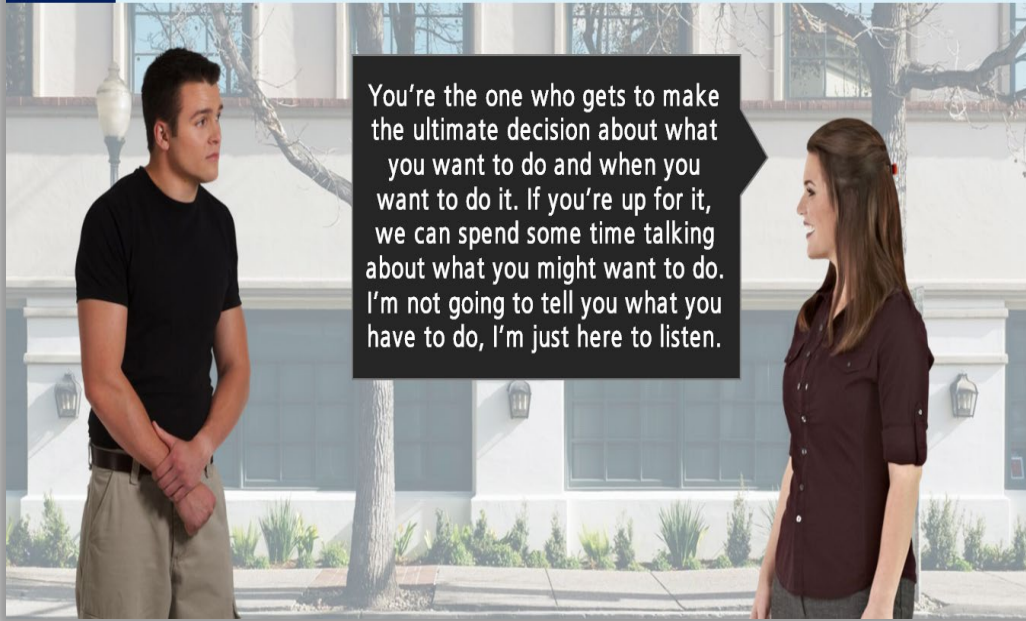


I don't know if I can stop drinking. I've tried so many times in the past and each time I just go right back to drinking the same or even more. I don't know if I even have the energy to try.

Person 1: "I don't know if I can stop drinking. I've tried so many times in the past and each time I just go right back to drinking the same or even more. I don't know if I can even have the energy to try."

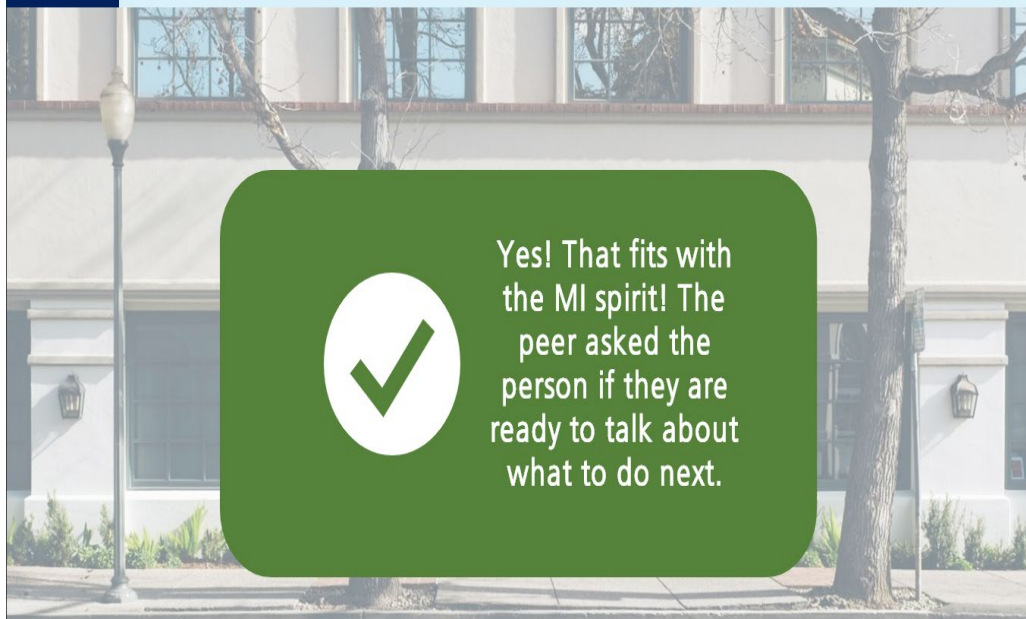
Spirit
Scenario

Does this sound like the spirit of MI?



Spirit
Scenario

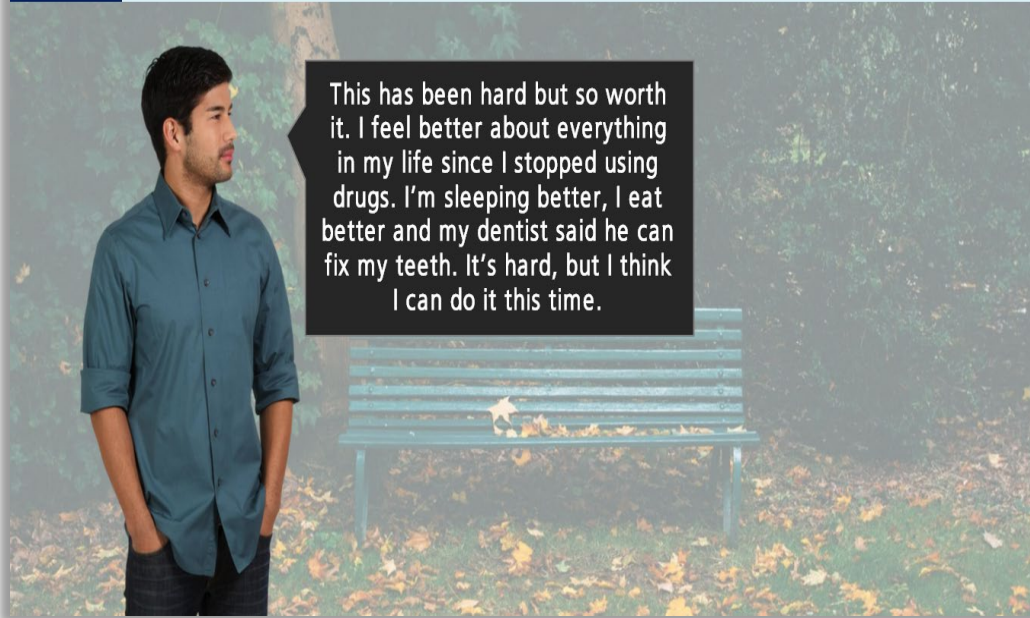
Does this sound like the spirit of MI?



Person 2: “Hey. You’re the one who gets to make the ultimate decision about what you want to do and when you want to do it. If you’re up for it, we can spend some time talking about what you might want to do. I’m not going to tell you what you have to do, I’m just here to listen.”

Spirit Scenario

Does this sound like the spirit of MI?



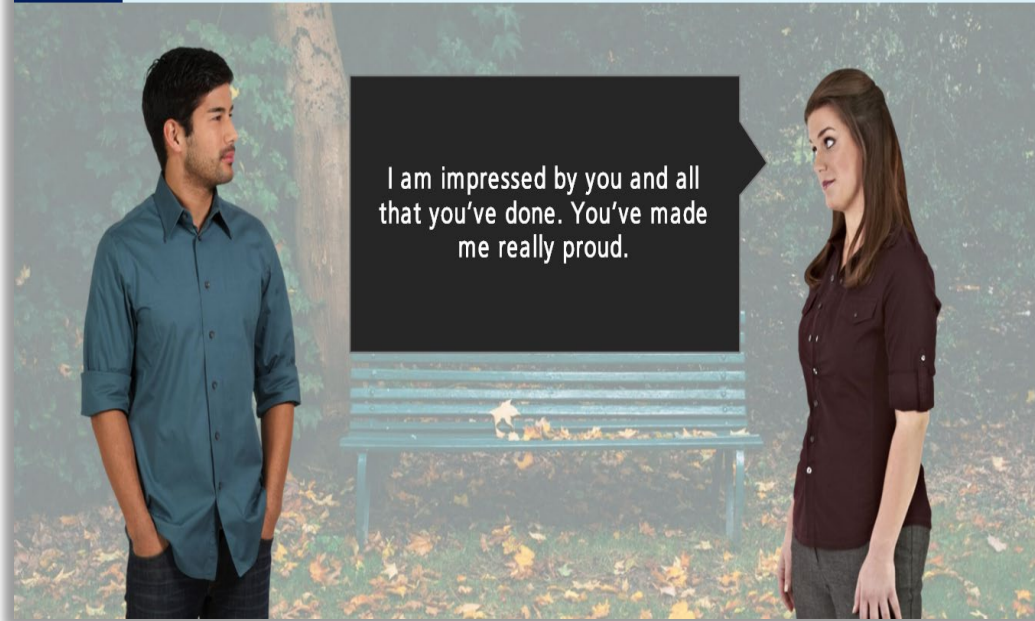
This has been hard but so worth it. I feel better about everything in my life since I stopped using drugs. I’m sleeping better, I eat better and my dentist said he can fix my teeth. It’s hard, but I think I can do it this time.

The image shows a man in a teal button-down shirt standing in a park-like setting with trees and a bench. A speech bubble is positioned next to him, containing text that matches the text in the block below. The background is slightly blurred, focusing attention on the man and the speech bubble.

Person 1: “This has been hard but so worth it. I feel better about everything in my life since I stopped using drugs. I’m sleeping better, I eat better, and my dentist said he can fix my teeth. It’s hard, but I think I can do it this time.”

Spirit
Scenario

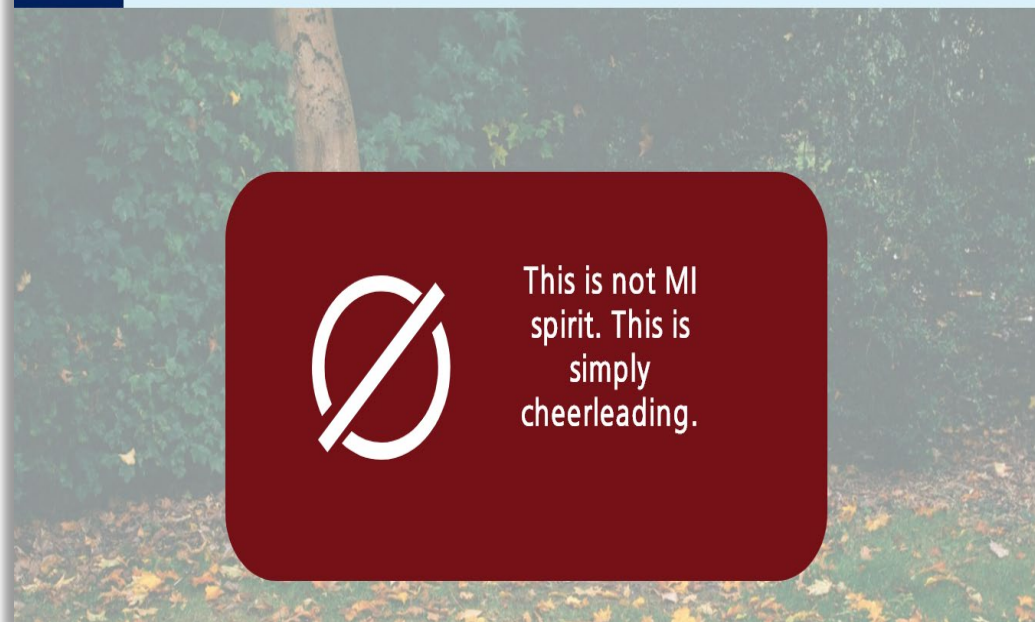
Does this sound like the spirit of MI?



Person 2: "I am impressed by you and all that you've done. You've made me really proud."

Spirit
Scenario

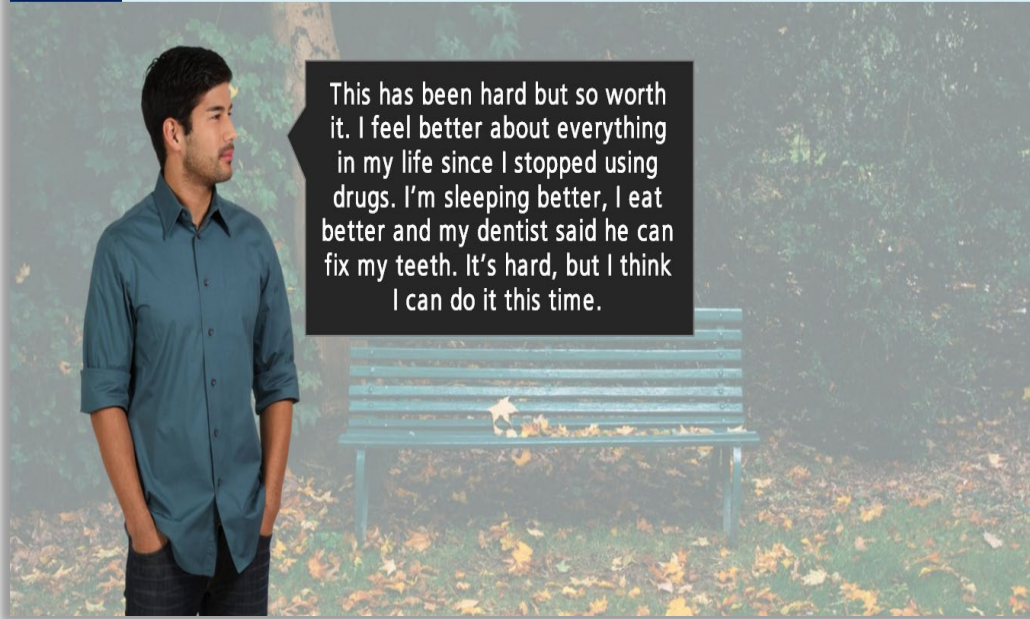
Does this sound like the spirit of MI?



No way, why? This is not motivational interviewing because everything that the peer says is coming from the peer. It does nothing to support the autonomy of the person. There's no empathy. Essentially what the peer did was cheerlead.

Spirit Scenario

Does this sound like the spirit of MI?

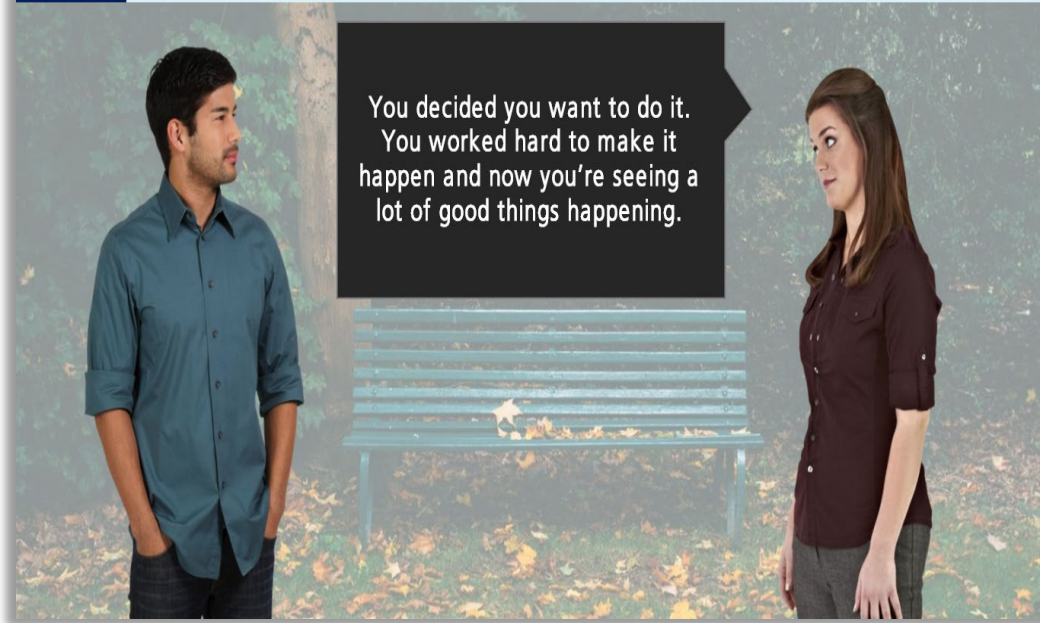
A man in a teal button-down shirt stands in a park setting with a blue bench and fallen leaves. A speech bubble next to him contains a testimonial.

This has been hard but so worth it. I feel better about everything in my life since I stopped using drugs. I'm sleeping better, I eat better and my dentist said he can fix my teeth. It's hard, but I think I can do it this time.

Person 1: "This has been hard but so worth it. I feel better about everything in my life since I stopped using drugs. I'm sleeping better, I eat better, and my dentist said he can fix my teeth. It's hard, but I think I can do it this time."

Spirit
Scenario

Does this sound like the spirit of MI?



You decided you want to do it.
You worked hard to make it
happen and now you're seeing a
lot of good things happening.

Person 2: "You decided you want to do it you worked hard to make it happen and now you are seeing a lot of good things happening."

**Spirit
Scenario**



Yes! That fits with the MI spirit! The practitioner reinforces the person's autonomy by reminding them it's their choice.

Yes, that's the spirit. Why? Well, this time the practitioner reinforces the person's autonomy by reminding them that it's their choice. Furthermore, the helper goes on to point out, in a descriptive way, that they notice the hard work the person put into the change. And that the good things that are happening, belong to them.

Spirit
Scenario

Does this sound like the spirit of MI?

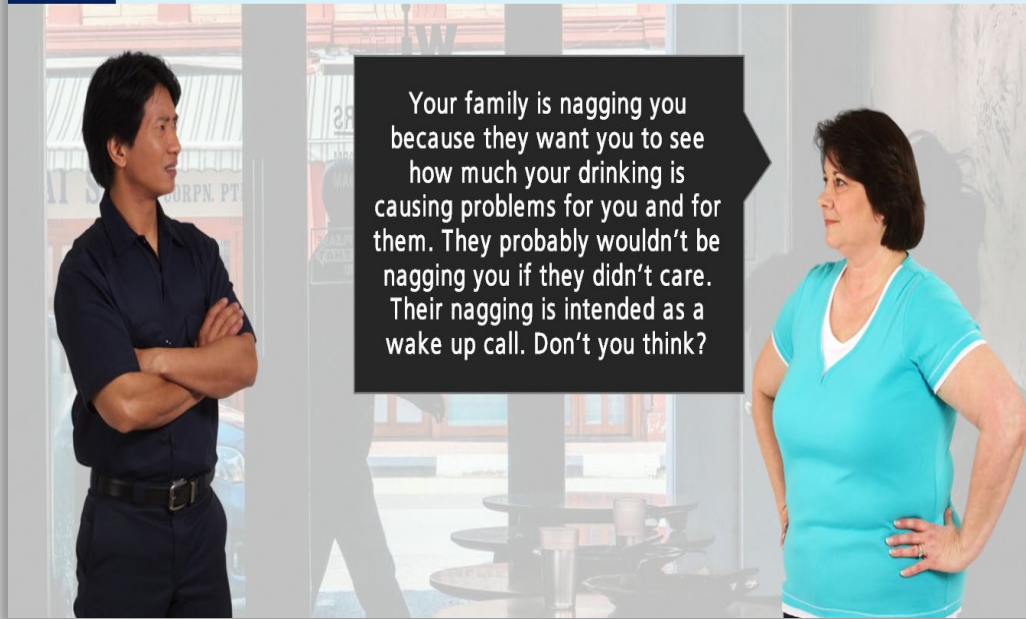


My family thinks I drink too much.
They just nag me and nag me
constantly.

Person 1: "My family thinks I drink too much. They just nag me and nag me constantly."

Spirit
Scenario

Does this sound like the spirit of MI?

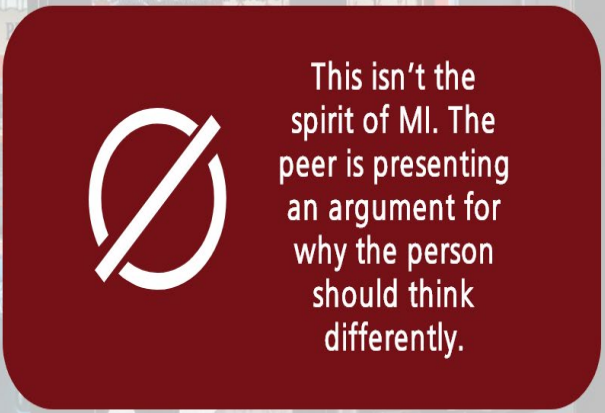


Your family is nagging you
because they want you to see
how much your drinking is
causing problems for you and for
them. They probably wouldn't be
nagging you if they didn't care.
Their nagging is intended as a
wake up call. Don't you think?

Person 2: “Your family is nagging you because they want you to see how much your drinking is causing problems for you and for them. They probably wouldn’t be nagging you if they didn’t care. Their nagging is intended as a wake up call, don’t you think?”

Spirit Scenario

Does this sound like the spirit of MI?



This isn't the spirit of MI. The peer is presenting an argument for why the person should think differently.

No way, why? Well this isn't the spirit of motivational interviewing because the peer is essentially arguing with the person to take a different perspective. Rather than reflecting on what the person said in an empathic way, the peer is presenting their argument for why the person should think differently. There's also quite a bit of judgment in what they said. Essentially making it seem that they agree with the necessity for a wake up call.

Spirit
Scenario

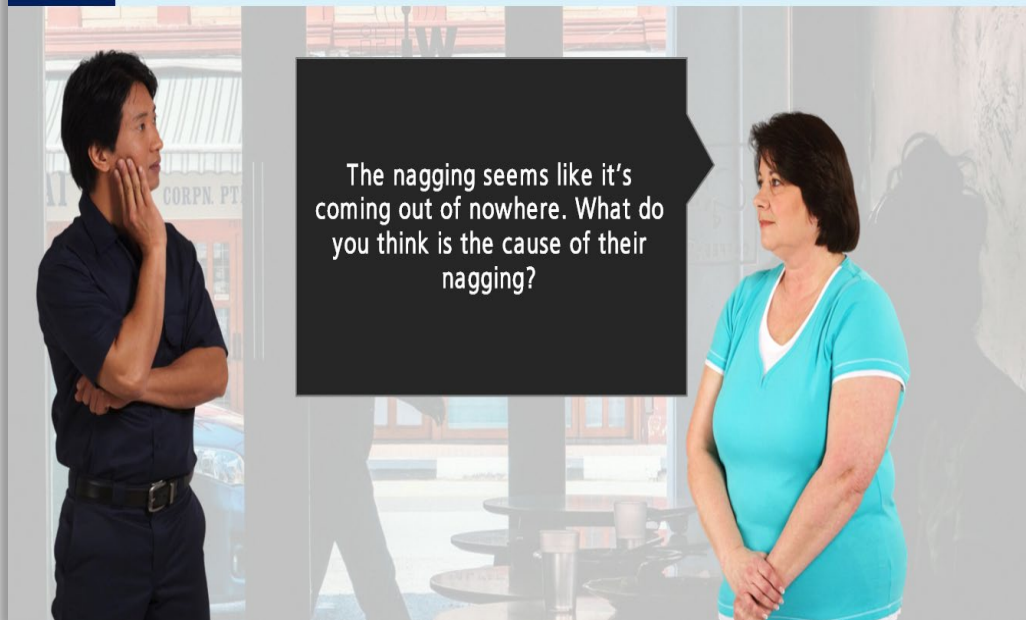
Does this sound like the spirit of MI?



Person 1: "My family thinks I drink too much. They just nag me and nag me constantly."

Spirit
Scenario

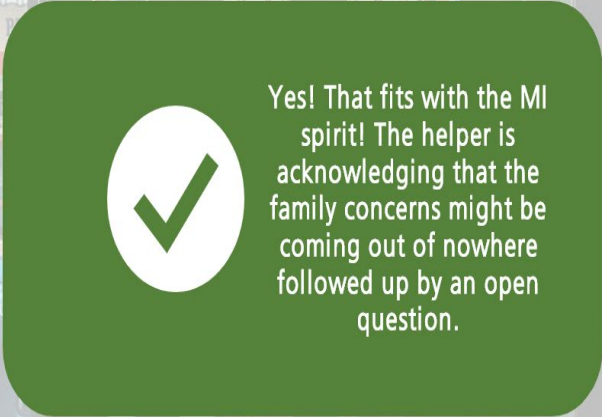
Does this sound like the spirit of MI?



Person 2: “The nagging seems like it’s coming out of nowhere. What do you think is the cause of their nagging?”

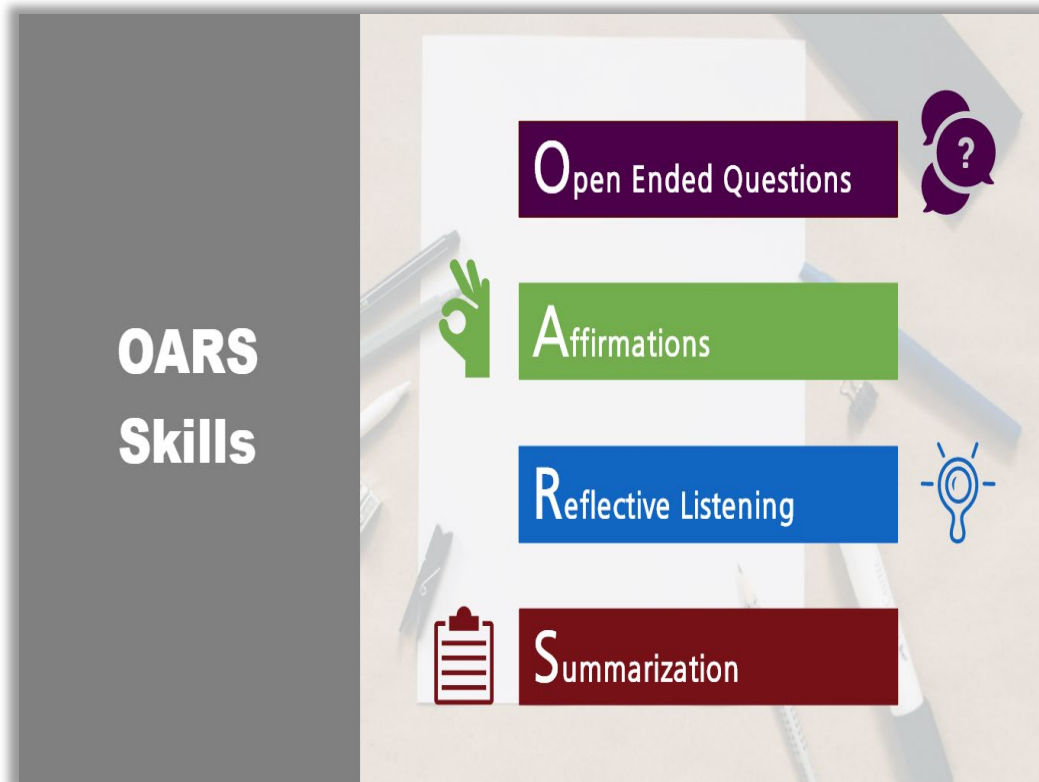
Spirit Scenario

Does this sound like the spirit of MI?



Yes! That fits with the MI spirit! The helper is acknowledging that the family concerns might be coming out of nowhere followed up by an open question.

This is a better fit with the motivational interviewing spirit because the helper is acknowledging that the family concerns might be coming out of nowhere. Empathy, followed up by an open question which allows the person to say more about what they think is going on. That’s evocation.



Let's move on to the skills. The skills, the way we make the Spirit stuff in our heads, hearts and gut come alive is to use OARS. OARS stand for open ended, affirmations, reflective listening statements and summarization. You heard about these skills in the first module, we'll do a review of them here. They are important and working to make them better and better is a long process. I don't feel like I'm all done with this and I've been doing this for two and a half decades.

Open Ended Questions

Invites the person to say more.

MI

Be truly curious.

- Gather ideas about changing
- Why do they want to change



Open ended questions. Essentially, this is an open question: it's something that invites the person to say more. They open conversations, they're not just a demand for a yes or no answer. And sometimes like if we're doing an assessment, we deliberately use closed questions that get short answers. When we're in the MI lane, trying to help someone resolve their ambivalence about changing, it's better to be truly curious about what might be going on, what ideas they have, if any, about changing and why they might want to do it in the first place. Open questions are going to be your vehicle for getting there.

Open Ended Questions

What?
How?
Tell me about...
Describe
Explain
Say more about...



Here's a list of words that can help you start out questions in an open minded way. We want to start right out with questions indicating genuine curiosity.

Open Ended Questions

What brings you here today?

Tell me how things have been going.

Describe what's been going on.

How have you been?

What's up?



Here are a few examples: "What brings you here today?", "Tell me how things have been going", "Describe what's been going on.", "How have you been?", "What's up?".

Affirmations

It's not about "I" it's about
"you" that counts.

Affirmations are not
compliments.

What attributes can you point
out?



A few reminders about the skill of affirmation. Remember, it's not about "I", it's "you" that counts. Thus, affirmations are not compliments, not what I, as the practitioner think is good, grand, or worthy of praise. This is what the person genuinely has. What attributes, values or achievements does this person possess that we can point out to them.

Affirmations

- 27 Years old
- Has been smoking for 10 years
- Second OWI
- Told employer she'll be out for a month to seek inpatient treatment
- Arranged for someone to watch Smudge



Let's take this scenario with Jennifer. Jennifer is a 27 year old person who has been smoking for 10 years. Recently, she was picked up for her second operating while intoxicated and she's decided that some inpatient treatment might be helpful to her. She's tired of living like this. She stated that she told her employer that she will be out on leave for a month. He expressed that he was rooting for her. She also got someone to take care of her dog, Smudge. She's pretty nervous but knows that operating while intoxicated, not knowing where she's going to wake up and even thinking about calling in hungover isn't the life that she wants.

Affirmations

What's Jennifer's recovery capital?

- ✓ Voluntarily going to treatment
- ✓ Employed, good relationship with employer
- ✓ Cares for her pet
- ✓ Cares about her personal safety



If we were together, I'd ask you to tell me what you, as the helper, observe about what Jennifer has going on for her. What things in her life now or previously does she have going for her? What's her recovery capital? She voluntarily is going to treatment. She's employed and seems to have a good relationship with her employer, he's rooting for her. She cares for her pets, and she seems to care about her personal safety.

Affirmations

Voluntarily going to treatment.



So, now, let's take a look at one of those things. Voluntarily going to treatment. What does that say about Jennifer? What do people who voluntarily go to treatment have going for them? Well, she probably cares about herself. She's not afraid to try and she's got some self-awareness.

Affirmations



Using that will put it all together into an observation or affirmation that we can share with Jennifer. So, we might say something like this, "The fact that you're willing to go to treatment shows that you've been thinking hard about this".

Reflective Listening



Reflections are
not questions.

No judgements.

Concise.

Imagine their
world.

So far, we've got the O for open questions and the A for affirmations. Moving along in our OARS practice, here we go. Let's do a few reminders about the skill of reflection. Reflections are not questions. We don't use reflections to sneak in our own opinion or a judgment and then try to call it a reflection. Our reflections need to be concise. They are a good way to let the other person know that you are working hard to imagine the world from their perspective. So, in that sense, they convey empathy. And when the clients give us change, sustain or discord talk, the art of reflection can help us deal with all of those things. Okay, so let's give this a try.

Reflective Listening



I want to quit smoking. My kids would get off my back, I'd have more money and maybe this hacking cough would go away.

The person says "I want to quit smoking. My kids would get off my back, I'd have more money and maybe this hacking cough would go away."



Which one? Why?

- A** You want to quit smoking.
- B** You want to have more money.
- C** Do you know how bad it will be if something happens to your kids?
- D** You realize that what you're doing isn't smart and is very dangerous. You are literally seeing how much smoking is hurting you.

So, which one of these answers is the best reflective listening statement? A, you want to quit smoking. B, you want to have more money. C, do you know how bad it will be if something happens to your kids if something happens to your kids? D, you realize that what you're doing isn't smart and is very dangerous. You are literally seeing how much smoking is hurting you.

It's A. Why is A the favored response? Well, let's talk about the others. B makes the assumption that the person would quit smoking because of money. There may be many many reasons a person would quit smoking and assuming that it's money is not very evocative. C isn't a reflection. And on top of that, it's not even a good question, it has a lot of judgment. And D is a reflection but it doesn't fit within the spirit of motivational interviewing. You can't use a reflective statement to just literally say anything.



Which one? Why?

A

You want to quit smoking.

So, A is the best response because it just reinforces that the person wants to quit smoking.

Change Talk
Sustain Talk
Discord Talk



We're going to work on increasing our understanding of our role in encouraging people to change and likewise, our skillfulness in doing so. Thus far, we've talked about how we can set a climate, how we can create a climate where change is even possible. But now, we are going to be doing the more technical stuff. We're going to separate change talk from sustain talk and discord talk. Our thoughts about these three-person queues and how we respond has a major influence on the likelihood that the person would move towards change. Well, MI is not magic. We want to be sure that we're doing our best to support change rather than encouraging stuck.



In order to do something with change talk, you will have to be able to recognize change talk. Fortunately, like everything else in MI, there is a pneumonic that can help you remember the different kinds of change talk. D-A-R-N-C-A-T. Darn cat. The D stands for want, desire or wish. The A – abilities, stands for can or could. The R are the reasons for changing. The N is need, ought to, got to, should. C stands for commitment. A – activation, and T – taking steps.

Change Talk



D

Desire

I want to stop drinking.

I wish I could stop drinking.

I'd like to smoke less pot.

The D. Here are some examples of that. "I want to stop drinking.", "I wish I could stop drinking.", "I'd like to smoke less pot."

Change Talk



a Ability

I could stop drinking.

I can stop drinking.

Ability talk sounds like this. It is what people are thinking that they can or could do. "I could stop drinking.", "I can stop drinking."

Change Talk



R

Reason

I'd like to quit drinking for my kids.

If I stop smoking weed,
I'd save money.

Reason talk sounds like this. It is people's personal reasons for even considering making a change. "I'd like to quit drinking for my kids.", "If I stop smoking weed, I'd save some money."

Change Talk



n Need

I need to stop drinking.

I must stop drinking.

I should cut down to once a week.

Need talk. It sounds like this: it is what people need, must, should or got to do. "I need to stop drinking.", "I must stop drinking.", "I should cut down to once a week."

Change Talk 	e Commitment
	I am going to stop drinking. I will stop drinking.

Change talk is actually on a bit of a continuum. Certain kinds of change talk being seemingly even stronger. Those kinds of change talk fall under the headings of commitment talk. It's things like this, "I am going to stop drinking.", "I will stop drinking."

Change Talk



a Activation

I am preparing to stop drinking.
I'm getting ready to stop drinking.

Activation talk sounds like this. "I am preparing to stop drinking.", "I am getting ready to stop drinking."


Change Talk



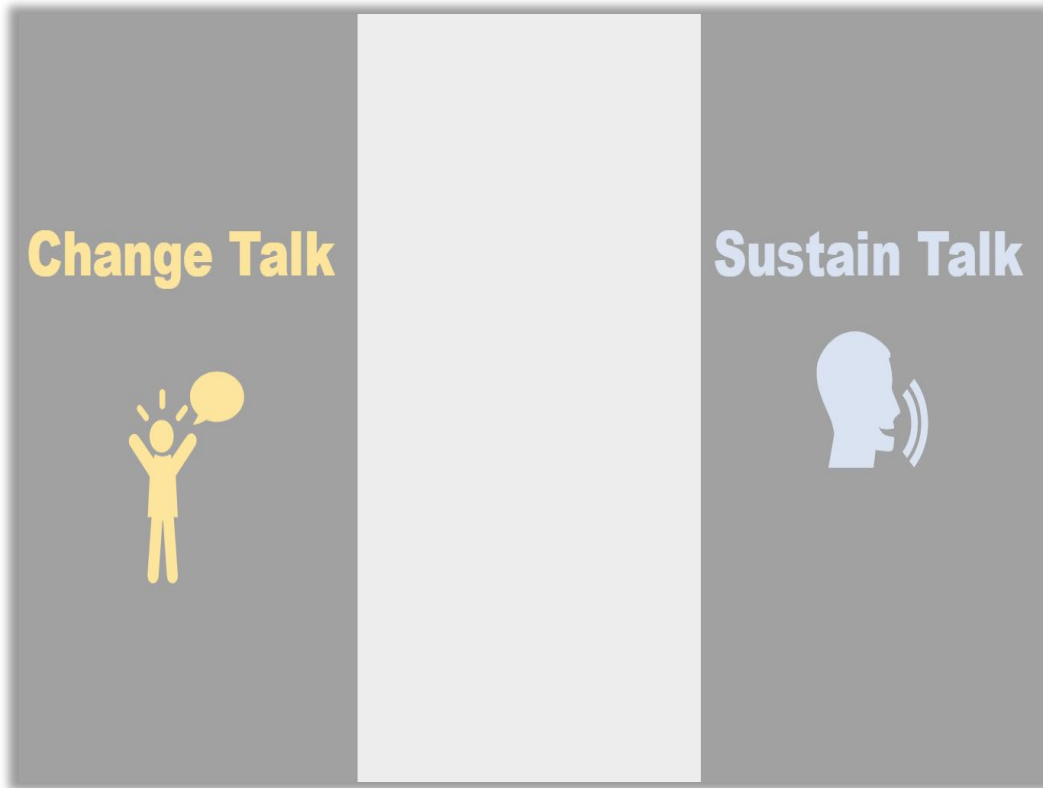
T Taking Steps

I poured out every ounce of booze
that I have at my house.
I've talked about some ways to cut
down with my partner.

Or people have started to do something towards the change, not necessarily full on in. And yet, they seem to be getting ready or making plans for it to happen. “I poured out every ounce of booze that I have at my house.”, “I’ve talked about some ways to cut down with my partner.”.

<p>Sustain Talk</p> 	<p>I need to drink or I'll shake all day long.</p> <p>I want to smoke weed. It's how I deal with my stress.</p> <p>I can't possibly stop smoking, everyone I know smokes. It's just what we do.</p>
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And here's the tricky part: sustain talk, the opposite of change talk. The stuff that keeps people stuck can use similar words such as need, want, like, can, can't, going to and will. But as you listen to what the person is saying, you will realize that those words are being used to support keeping things just as they are. “I need to drink, or I'll shake all day long.”, “I want to smoke weed. It's how I deal with my stress.”, “I can't possibly stop smoking, everyone I know smokes. It's just what we do.”.



So now that we know the difference between change talk and sustain talk. Let's talk about how we get change talk to happen. That's our job in motivational interviewing.



We really want the person to give voice to their reasons to change. One of the best ways to get change talk is to ask for it.

Change Talk
Questions



D

Desire

What do you want?

What do you wish would be different?

What would you like to have happen?

If you want desire talk, ask for desire talk. “What do you want?”, “What do you wish would be different?”, “What would you like to have happen?”.

Change Talk
Questions




a Ability

What could you do?


What can you do?

If you did decide to change, what about you would make it possible?


If you want ability talk, ask for ability talk. “What could you do?”, “What can you do?”, “If you did decide to change, what about you would make it possible?”.

Change Talk <i>Questions</i> 	R Reason
	What would be two or three reasons you would want to make this change?

You see the pattern. If you ask for reasons, you are likely to get reasons. “What would be two or three reasons that you would want to make this change?”.

Change Talk <i>Questions</i> 	<i>n</i> Need
	What do you need to do? What do you feel like you should do? What must you do?

And finally, need. “What do you need to do?”, “What do you feel like you should do?”, “What must you do?”.

Change Talk <i>Questions</i> 	In addition...
	Extremes What concerns you the most? What is the worst thing that could happen? What do you hope for the most? What would a perfect outcome look like for you?

In addition to just straight out asking, there are some additional strategies that help you get a change talk. One strategy is to help the person imagine the extremes of changing or not changing their behavior. “What concerns you the most?”, “What’s the worst thing that could happen?”, “What do you hope for most?”, “What would a perfect outcome look like for you?”.

Change Talk <i>Questions</i> 	In addition...
	Looking Back Do you remember a time when things were going well? What's changed? What did you envision for your life when you were young?

Another strategy is to have them look back to different times. "Do you remember a time when things were going well? What's changed?", "What did you envision your life when you were young?".

Change Talk Questions 	In addition...
	Looking forward How would things be different if they were to change? How would things be if they didn't change at all?

Or look forward, “How would things be different if they were to change and how would they be if they didn’t change at all?”.

Change Talk Questions 	In addition...
	Exploring Goals What things do you regard as most important? How does your drinking fit in with that? What sorts of things would you like to accomplish in your life?

Another somewhat underused effective strategy is to invite the person to compare where they are now to what they really want. What about their current behaviors, thoughts or attitudes is helping them get

to where they want. And how is it hindering them from reaching towards the things that they really want out of life.



Helping people give voice to the importance of making a change and their confidence in doing so, encourages change. People have to think that the change is important from their perspective and they have to believe that they can do it. Scaling those two things can help them identify where they are and it can help you plan for how you and the person can work together to build those things. To scale importance and confidence, we just have to ask questions like these:

Importance and Confidence



On a scale of 0-10, with 0 being not at all and 10 being super confident, how confident are you?

So, in order to get confidence, one thing that we could do is just to scale it on a scale of 0 to 10. "With 0 being not at all and ten being super confident, how confident are you?".

Importance and Confidence



What led you to choose a 4?



Let's say the person says four. What you could do is you can ask them, "What led you to choose a four rather than a two?" or

Importance and Confidence

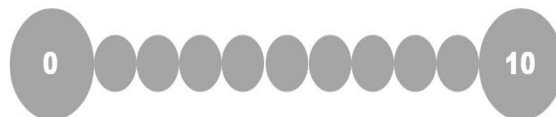


What would it take for you to
move from a 4 to a 6?



“What would it take for you to move from a four to six?”.

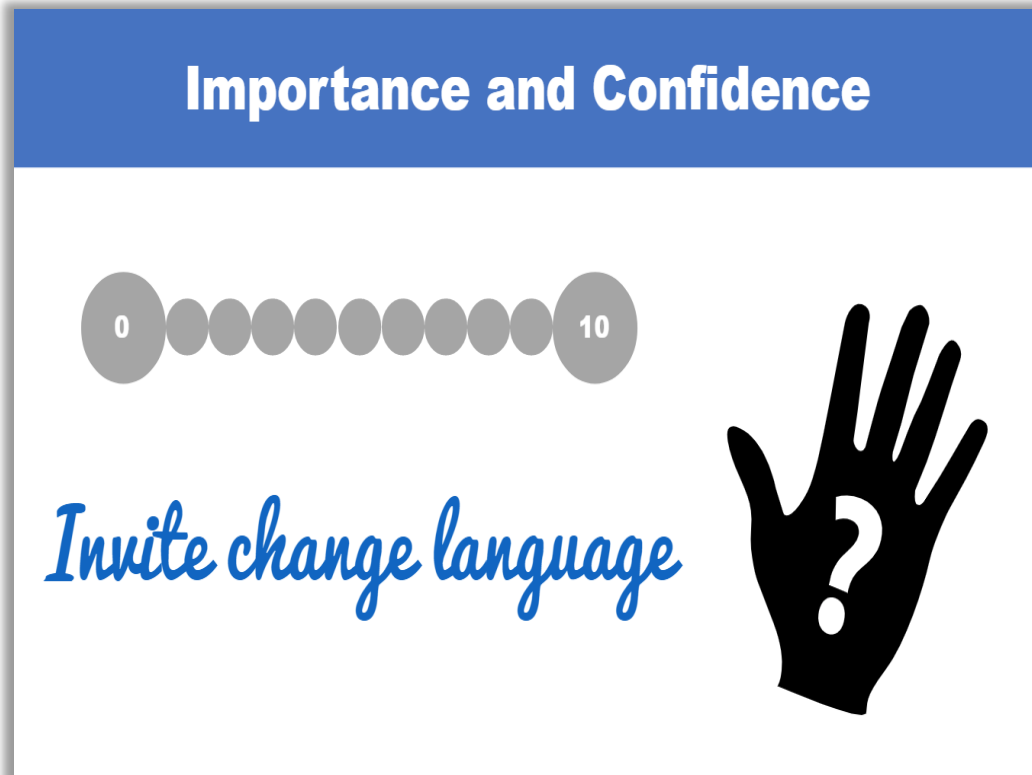
Importance and Confidence



Invite change language



What we are doing here is we are intentionally dipping down below what they said to invite change language. If you want them to imagine going higher, you want to ask them what it would take to move from four to six. What we want to avoid saying is “Why didn’t you pick a six instead of four?”. What you will get is you will get sustain talk rather than change talk.



We can do the same thing with importance. We can ask them to see where they’re at. Sometimes people have a whole lot of importance and not much confidence. Think of adults that you know or yourself, perhaps. People who have wanted to quit smoking. In general, they have high importance, lots of reasons why they want to quit smoking. And often times, they have low confidence that they could do it. If this were the case, you would focus much more of your efforts in building up hope and confidence as opposed to needing to build up their sense of importance.

Discord

Change language

Sustain language



We are going to learn more about discord, what it is and where it comes from and what to do about it. And then, we are going to differentiate between change language, sustain language and discord.

Discord

Things aren't going well in the way we're relating to one another.

Your reaction makes it continue or melt away.



Discord, formerly known as resistance, is a good thing and that it's people's way of letting us know that things aren't going so well in the way we're relating to one another. Once you know what it is and you know where it's coming from, you will be able to change how you react. Your reaction makes it continue, nobody wants that, or melt away. Discord is simply people telling you that you are going too far, too fast or they don't feel like they have much of a say.



When they are feeling these things, it seems like they are lashing out at you. In reality, it's not personal. It's not you. It's easy to feel defensive when people say stuff like:

**Who are you to tell me
what to do?**



“Who are you to tell me what to do?”.

**What do you know? You
don't even have kids!**



“What do you know? You don’t even have any kids!”.



“Have you ever smoked pot?”.

**You people are just
here for the paycheck!**



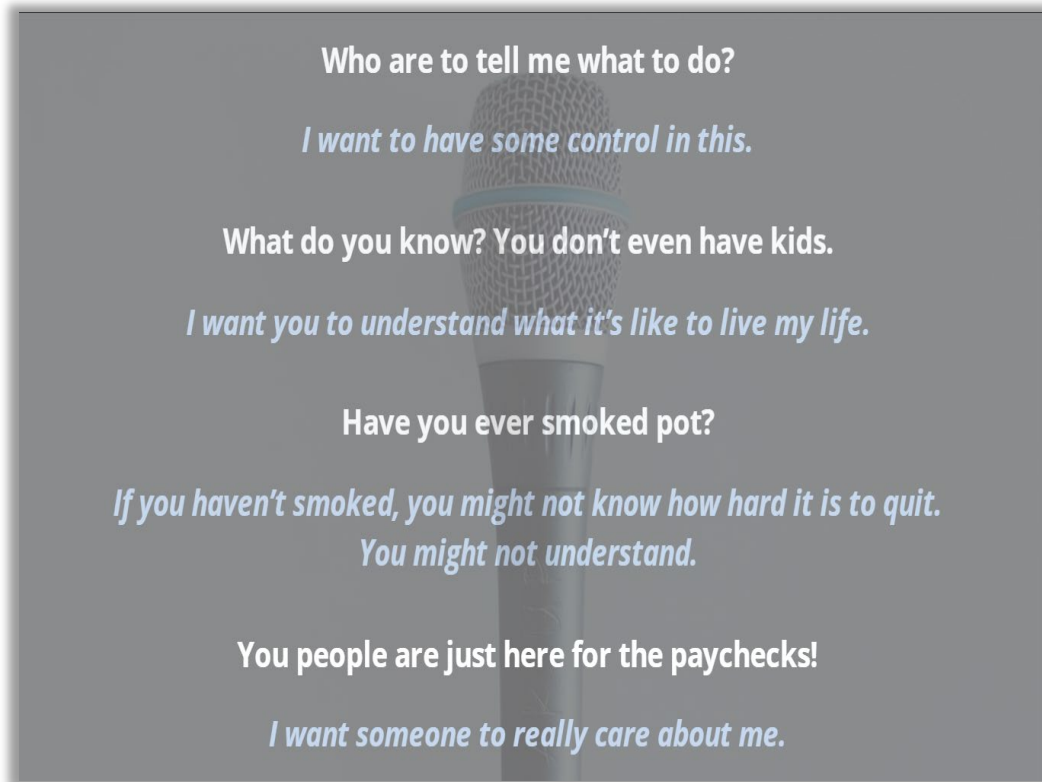
“You people are just here for the paycheck!”.

*What are people
really saying?*



It is tempting when people are saying things like these, to want to prove that you are listening. That whether you do or don't have children has nothing to do with the kind of helper that you are and it's none of their business what you smoke or don't smoke. Yeah, pretty normal responses. However, it may be helpful to think about "What does this person really mean?".

So, if we use our empathic abilities, we might wonder if what they're really trying to tell us is that they, too, would like some control.



So, the patient who says, "Who are you to tell me what to do?", they might be trying to say, "I want to have some control over this.". The patient or person who says, "What do you know? You don't even have any children.", they want you to understand what it's like to live their life. And when the person says, "Have you ever smoked pot?", they might be thinking "If you haven't smoked, you might not know how hard it is to quit. You might not understand.". When people say, "You people are just here for the paycheck!". What they really might be thinking is that they want someone to really care about them.

Responding to Discord

*You want to
have some say in
how this goes for
you.*



So, now that we've looked at this from an empathic perspective and listened to what they're really saying, we can respond differently. We're not arguing about whether or not we truly care, how hard we're working on their behalf et cetera et cetera. When we have this perspective, it helps promote engagement rather than promote disengagement. So, if the person says, "I want to have some control over this.". You would say, "You want to have some say in how this goes for you.".

Responding to Discord

*Having kids
makes life hard.*



When the person says, “What do you know? You don’t have any children.”, and we’re thinking that they want us to understand what their life is like. We would respond with something like this, “Having kids makes life hard.”.

Responding to Discord

*You want
someone to
understand what
it's like for you.*



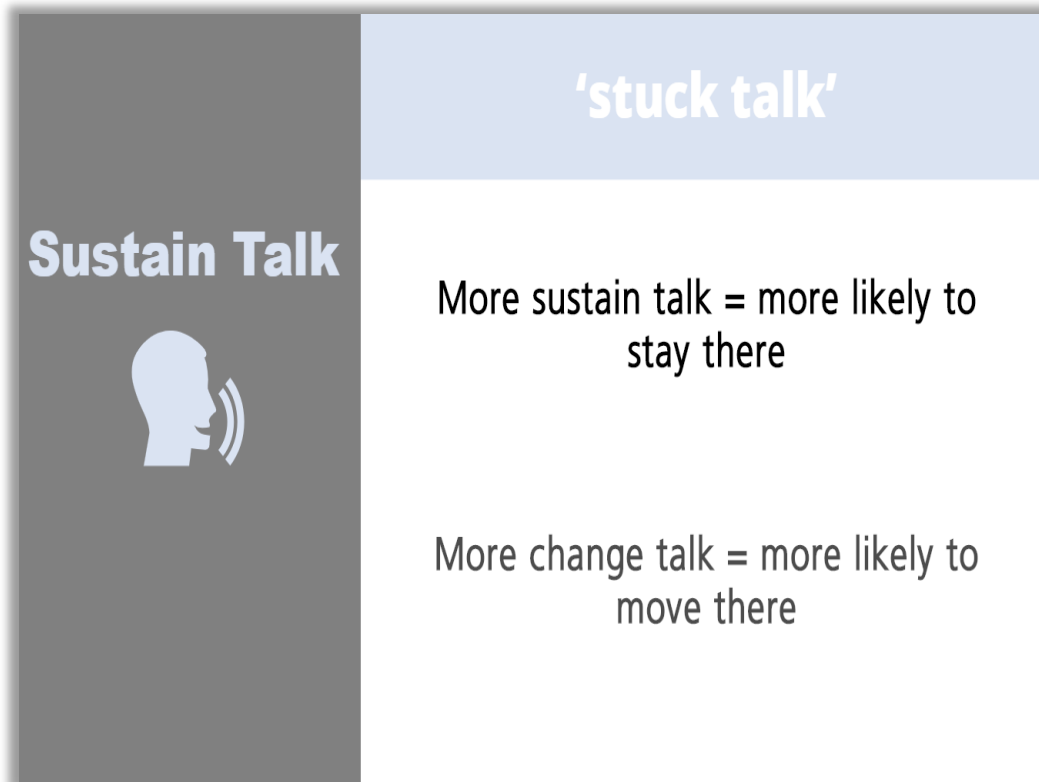
And if the person says, “Have you ever smoked pot?”, what they really might be thinking is if you haven’t smoked, you might not know how hard it is to quit and you might not understand. Then, we would respond with, “You want someone to understand what it’s like for you.”.

Responding to Discord

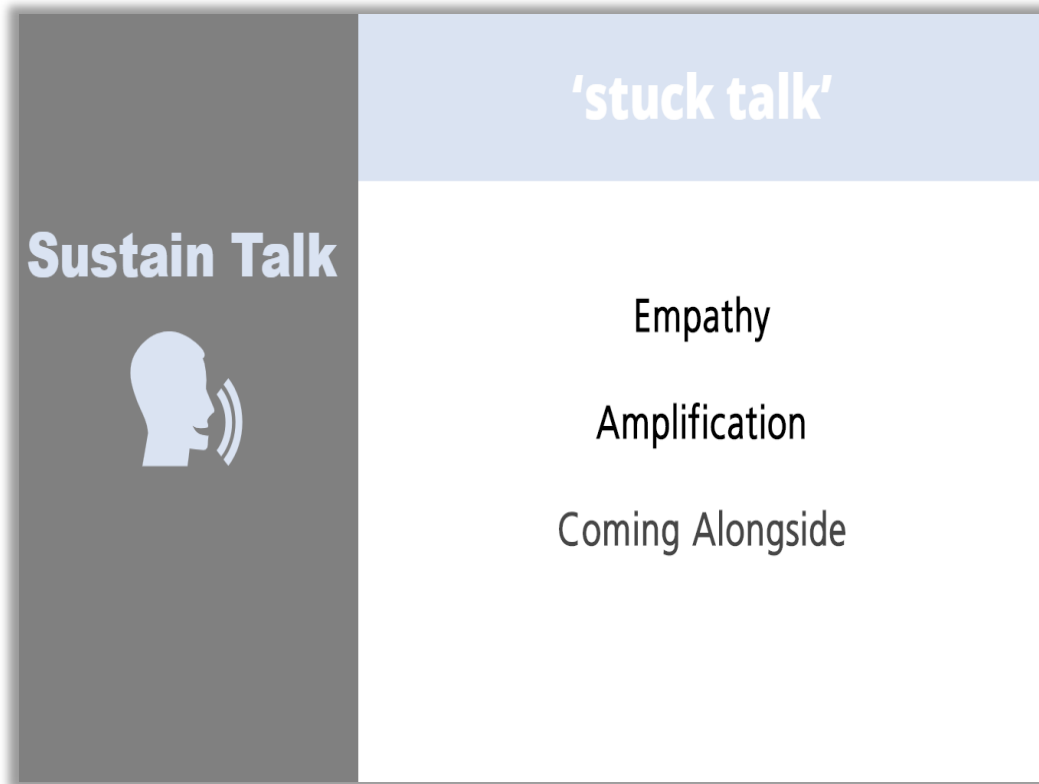
*It seems like I
don't really care
about you.*



And finally, if a person says, “You people are just here for the paycheck!”. We can say, “it seems like I don't really care about you.”.



Now, moving into sustain talk. Remember, sustain talk is stuck talk. It is the other side of ambivalence. It's normal. Based on what we know about sustain talk, we want to do things that help people move away from sustain language rather than doing things to encourage it. It's like this. If a person talks about sustain more, they will be more likely to stay there. If they instead talk about change, they are more likely to move there.



So here are a few strategies to help people to move away from sustain talk. Empathy, amplification and coming alongside.

Sustain Talk



Empathy

I don't know how I could possibly do this. I've got little kids, a stressful job and I have no time for myself.

How am I supposed to give up the one and only thing that gets me through the day?



So, here's an example on how empathy could help us. The person says, "I don't know how I could possibly do this. I've got little kids, a stressful job and I have no time for myself. How am I supposed to give up the one and only thing that gets me through the day?".



If we were to say, “You’ve got a lot on your plate, you are overwhelmed.”, That’s an empathic response. It helps the person feel heard so they can move away, hopefully, from their sustain language.

Sustain Talk



Amplification

I don't know how I could possibly do this. I've got little kids, a stressful job and I have no time for myself.

How am I supposed to give up the one and only thing that gets me through the day?



Let's think about another way to deal with this, amplification.

Person 1: I don't know how I could possibly do this. I've got little kids, a stressful job and I have no time for myself. How am I supposed to give up the one and only thing that gets me through the day?



Person 2: It seems impossible that you could get through the day without your pills.

In this strategy, what the peer has done is to pick up on the person's sustain language. And in essence, test the extreme of it. What's most important here is to avoid sarcasm. What we're saying is just a statement, testing the extreme of what the person said, in hopes that by testing this extreme, it will allow them to explore the other side of the change process which is the change talk rather than the sustain talk side.

Sustain Talk



*Coming
alongside*

I don't know how I could possibly do this. I've got little kids, a stressful job and I have no time for myself.

How am I supposed to give up the one and only thing that gets me through the day?



There's also a strategy called coming alongside. It would work like this:

Person 1: I don't know how I could possibly do this. I've got little kids, a stressful job and I have no time for myself. How am I supposed to give up the one and only thing that gets me through the day?



Person 2: This might not be the right time in your life to consider this change.

When we stay alongside the other person, it helps them feel heard, understood and appreciated. This can allow them, on their own, to consider the change side of the argument.

Module Review

- **Differences between change language, sustain language and discord**
- **Ways to respond**



So, in this module, we looked at the difference between change language, sustain language and discord. And talked about some different ways to respond to that. Hopefully, that will be helpful to you and ascertaining what it is that you intentionally want to do when you are trying to help people.