

Barbara Robertson, MA, IBCLC  
2300 Washtenaw, Suite 200, Ann Arbor, MI 48104  
(734) 975-6534  
barbara@lactalearning.com

## Motivational Interviewing for Senior Peer Counselors

Using communication techniques that promote respect and autonomy can greatly increase the ability for different types of people to find commonality. Motivational Interviewing is a communication style that allows each client to reveal their unique situation and have the health care provider respond in a way that is genuine and tailored to that particular mother and baby. Everyone wants to be understood. Avoiding common mistakes such as making false assumptions is avoided when we allow each client to tell their story in their own way.

1. The learner will be able to identify three areas where communication commonly breaks down.
2. The learner will be able to define what Motivational Interviewing is and the tools that are central to MI.
3. The learner will be able to utilize two of the four elements of Motivational Interviewing and explain how they relate to lactation help.

4. Home Work:

The learner will utilize the Mother/Baby Assessment information and at least 3 elements of Motivational Interviewing in their work to help breastfeeding mothers. This will be done using the MI assessment form containing the elements of a case study.

- Introduction to Motivational Interviewing- The foundation of Client Centered Services
  - Communication breaks down when:
    - There is not sufficient time allowed to establish good rapport between two people
    - The health care provider has a specific agenda which does not match the client's agenda
    - The health care provider asks too many closed questions
  - Definition of Motivational Interviewing: a collaborative, person-centered guiding method to elicit and strengthen motivation for behavior change.
  - Spirit is most important
    - Motivational Interviewing spirit contains:
      - Compassion
      - Partnership
      - Acceptance
      - Evocation
      - Respect
    - Compassion
      - Genuine interest in the woman's experience and perspectives
      - Non-judgmental--involves a willingness to suspend authoritative role
    - Partnership
      - Collaborative, not prescriptive
      - MI is done "for" and "with" a person not "to" or "on".

- Active collaboration
  - Dancing vs. Wrestling
- Acceptance- Strength focused premise. People are the experts on themselves--no one knows more about them than they do. There is a deep well of wisdom and experience within the person that you can draw out using MI
  - Affirmation
  - Accuracy Empathy
  - Autonomy
  - Absolute worth
- Evocation
  - Using our Motivational Interviewing tools
  - Genuinely wanted to understand someone
- Respect
  - Respectful of her autonomy
  - Focus on capacity
- Problems with convincing someone they need to change
  - If you argue for one side, the person will likely defend the other
  - As a person defends the status quo, the likelihood of change decreases
  - Resist taking up the good side of ambivalence
  - When a person feels accepted for who they are and what they do—no matter how unhealthy--it allows them the freedom to consider change rather than needing to defend against it.
- Elements of Motivational Interviewing
  - OARS
    - O- Open ended questions
    - A- Affirmations
    - R- Reflections
    - S- Summary- Do not have time to go into this piece!
  - O- Open ended questions- Examples and practice
  - A- Affirmations- Examples and practice
  - R- Reflections
    - Key to motivational enhancement—more effective than questions, but more challenging
    - Validating—lets student know you've heard them
    - Reflections have the effect of encouraging the other person to elaborate, amplify, confirm or correct
    - When used correctly
    - The person usually continues talking
    - Results in direct feedback about accuracy from the person
    - A statement and not a question—a matter of inflection
    - Reflective statements evoke less resistance than questions

- No penalty for missing! You only need to get the bat on the ball. Reflections don't have to be perfect!
  - In general, a reflection should not be longer than the student's statement
  - Reflections provide more information and better understanding than questions
- Types of reflections
  - Simple: Repeat content in same or different words
  - Complex:
    - Feeling
    - Meaning
- Summaries
- What do you do in your work now that helps your clients move toward behavior change?
- What do you do in you work now that does not help clients move toward behavior change?
  - Traditional examples of how we communicate
  - Motivational Interviewing example of how we can communicate
- Listening for when a client is ready to change their behavior
  - Focus on when the person's has dissonance between their beliefs and their behavior- This makes them sit up and take notice
    - Parents may believe they know everything there is to know about breastfeeding
    - Establishing a need is an effective method when attempting to alter beliefs, preferences, and values
      - Use reflective listening to hone in on what is important to them
      - Once you have identified a dissonance between what they need and what they are doing, help them find solutions
  - We are all afraid to change
    - It will shake things up
    - It may cause more work
    - I am comfortable doing it this way
    - The ultimate barrier: Because if I change, it says that what I have been doing was wrong! No one likes to be wrong!
      - Anxiety rises
      - Motivation falls
      - Priorities get confused
      - Old weaknesses and patterns emerge
    - Readiness ruler
  - Why we have to make it safe!
    - Respect and affirmation
- Sharing information
  - Always ask for their ideas first!
  - Always ask for permission to share your ideas
  - Do not make them lost face- they will stop listening to you
  - Needs Relevancy

- Show them how the information you are sharing will directly benefit them
  - Difference between supplying information VS advice and prescriptions
  - Give them a variety of options, not just one choice
  - Some parents have found...
- Collaborating to make an action plan
  - Balance suggestions with their abilities
  - What do they want to try?
  - Is there danger to them or the baby?
  - What is their confidence level?
- This is just LOVE in a different form
  - Listen
  - Observe
  - Validating
  - Education/empower
- Remember, Motivational Interviewing is the foundation of Client Centered Services!