UTILIZING MOTIVATIONAL INTERVIEWING TO MANAGE “DISCORD” IN CLIENT INTERACTIONS

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DISCLOSURE

- George Brenner MS, LCSW, LMFT, LCAC and Member of the Motivational Interviewing Network of Trainers has no financial interest to disclose for this presentation.
INTRODUCTION

• Introductions and Welcome
• Affirmation
• Conversation and Participation are welcomed
• It is about learning, not about teaching
• Motivational Interviewing skills are tools you can use and not the only skills you will use to manage Discord
• Managing Discord is a change from earlier conceptualization of MI: Avoid Arguing/Roll With Resistance
MANAGE DISCORD
The Spirit of Motivational Interviewing
PARTNERSHIP

- Involves a partnership and consultation with the person
- Negotiation
- Honors client’s expertise and perspectives
- Counselor provides an atmosphere that is conducive rather than coercive to change
ACCEPTANCE

• Accurate Empathy: The skill of perceiving and reflecting back another person’s meaning.
• Absolute Worth: Prizing the inherent value and potential of every human being.
• Autonomy: Interviewer accepts and confirms the client’s irrevocable right to self determination and choice (informed choice).
• Affirmation: Counselor accentuates the positive, seeking and acknowledging a person’s strengths and efforts.
COMPASSION

- Counselor acts benevolently to promote the client’s welfare.
- Counselor gives priority to client’s needs.
EVOCATION

- Listening more than telling
- Eliciting rather than installing
- The resources and motivation for change are presumed to reside within the client
- Intrinsic motivation for change is enhanced by drawing on the client’s own perceptions, goals, and values.
Discord is an interpersonal process, the product of interaction between people and may be generated by the Interviewer as well as the Interviewee.

• Discord is influenced by and arises from the interpersonal context.
• Discord may occur at any time in the 4 processes (Engaging, Focusing, Evoking, Planning).
• Counseling in a directive, confrontational manner - client discord increases.
• Counsel in a reflective, supportive manner - client discord decreases and change talk increases.
MANAGING PROVIDER GENERATED DISCORD

- Mindful of our lives, stresses, clinical setting, etc.
- Mindful of the Spirit of MI
- Mindful of Dancing Vs. Wrestling
- Mindful of our ability to influence others
- Mindful of the Traps
- Mindful of our potential Values/Experiences differences
- Mindful of cultural differences
- Mindful of Countertransference

(What are your thoughts/What helps you?)
TRAPS TO AVOID

• Assessment Trap/Question-Answer Trap
• Chat Trap
• Trap of Taking Sides
• Expert Trap
• Labeling Trap
• Premature-Focus Trap
• Blaming Trap
This is often labeled as Resistance, Denial, Lack Insight, Lack Motivation, etc. (other words we care not mention)

This is about you and toward you

Clinicians often personalize these (we want to be helpful, experts, competent, safe, etc.)

Examples
EXAMPLES OF DISCORD

1. **Arguing**
   1a. Challenging
   1b. Discounting
   1c. Hostility

2. **Interrupting**
   2a. Talking over
   2b. Cutting off

3. **Negating**
   3a. Blaming
   3b. Disagreeing
   3c. Excusing

   3d. Claiming impunity
   3e. Minimizing
   3f. Pessimism
   3g. Reluctance
   3h. Unwillingness to change

4. **Ignoring**
   4a. Inattention
   4b. No response or answer
   4c. Sidetracking
RESPONDING TO CLIENT
GENERATED DISCORD
REFLECTION

• Respond to discord without resistance or discord
• Simple acknowledgment of the person’s disagreement, feeling, or perception can permit further exploration
• Minimizes the chance of continued defensiveness or resistance
REFLECTIONS

• **Client:** “Who are you to be giving me advice about drinking when you probably go home and drink like everyone else.”

• **Provider:** “It’s hard to imagine how I could possibly understand.” or “Sounds like you’re pretty angry with the situation you are in.” or “It’s hard to imagine not drinking.”
AMPLIFIED REFLECTION

• Reflect back what the client has said in an amplified or exaggerated form – to state it in an even more extreme fashion.

• If successful, this will encourage the client to back off a bit and will elicit the other side of the ambivalence.

• Must be done empathically, because any sarcastic tone or too extreme of an overstatement may elicit a hostile or resistant reaction.
AMPLIFIED REFLECTION: EXAMPLE

• **Client:** “With all you are giving me to do you just want me to mess up.”

• **Provider:** “You are thinking it is IMPOSSIBLE to do all that is expected and destined to FAIL.”
DOUBLE SIDES REFLECTION

- Captures both sides of the ambivalence
- May require the use of material that the client has offered from other sessions or sources
- Use “and” rather than “but” in order to maintain balance of emphasis.
DOUBLE SIDES REFLECTION: EXAMPLE

- **Client:** “I know that you think what you’re trying to do will help me, but I’m just not going to do that!”

- **Counselor:** “On the one hand, you know that there are some real problems here I’m trying to help with, and, on the other, what I suggested is just not acceptable to you.”
SHIFTING FOCUS

• Shift the client’s attention away from what seems to be a stumbling block in the way of progress.

• Has two parts:
  1. Defuse the initial concern
  2. Direct attention to a more readily workable issue
SHIFTING FOCUS: EXAMPLE

• **Client:** “You’re probably going to give me some relapse prevention plan I have to adhere to, and tell me I have to go to meetings, get a sponsor, and stuff like that.”

• **Provider:** “Maybe it would help to slow down. We’re just sitting down at the beginning of the ball game, and you’re already worrying about the final score! I’m certainly not ready to jump to any conclusions at this point. What is it that you considering doing?”

(This example also contains a metaphor reflection.)
EMPHASIZE PERSONAL CHOICE AND CONTROL

• Addresses the psychological reactance.

• When people perceive that their freedom of choice is being threatened, they tend to react by asserting their liberty.

• Assure the person of what is surely the truth: in the end, it is the client who determines what happens.
EMPHASIZE PERSONAL CHOICE AND CONTROL: EXAMPLE

• Client: “I’m not going to do all that stuff and none of this is going to change my opinion.”

• Provider: “You have the choice to comply with the program which implies following your plan, and only you can change your opinion.”
As Large Group

- What is a Hall of Fame Batting Average?
- Getting a hit puts you in play, connecting with the ball is close, a home run is exceptional
- A good response is not a “good comeback”, not about being 1 up
- Group members to offer examples of Client Discord one at a time: facilitator and other group members offer responses in attempt to reduce Discord
BATTING PRACTICE: SMALL GROUP

• Organize in groups of 6
• Each will get a turn “at bat”, so someone volunteer to be first
• Batter will stand in position with others/pitchers in semi-circle in front of them
• In semi-rapid pitches, pitchers will offer a pitch and the batter will respond in effort to connect (3-4 pitches per batter)
• After 3-4 pitches, next batter takes a turn
• Process as a small group
• Process as a large group
THANKS

• Questions and your thoughts
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• THANKS For All You Do