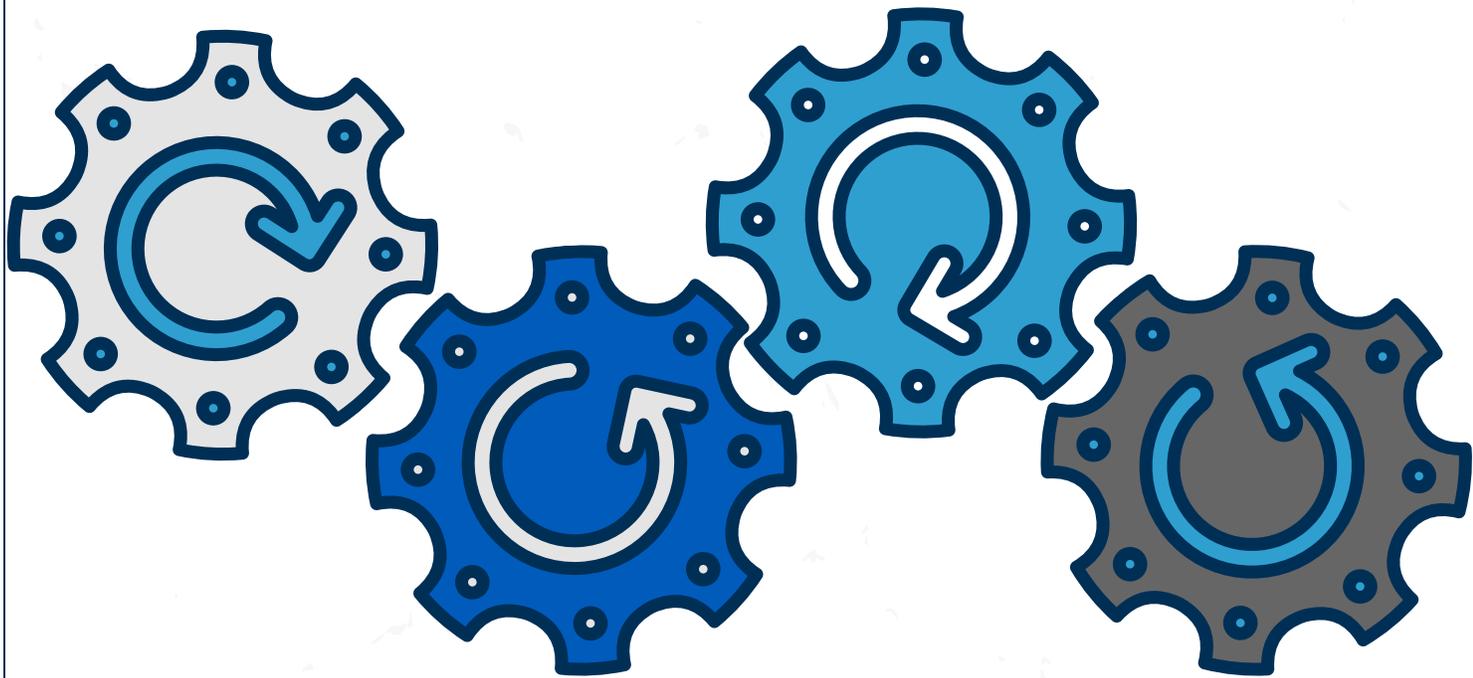


THE 4 PROCESSES OF MI



Engaging
Focusing
Evoking
Planning



Engaging

Establishing trust and a comfortable working relationship

When Engaging...

Be **welcoming** and **appreciative**

Seek to **understand** the person's view of the situation

Give voice to what this person is experiencing, through reflective listening

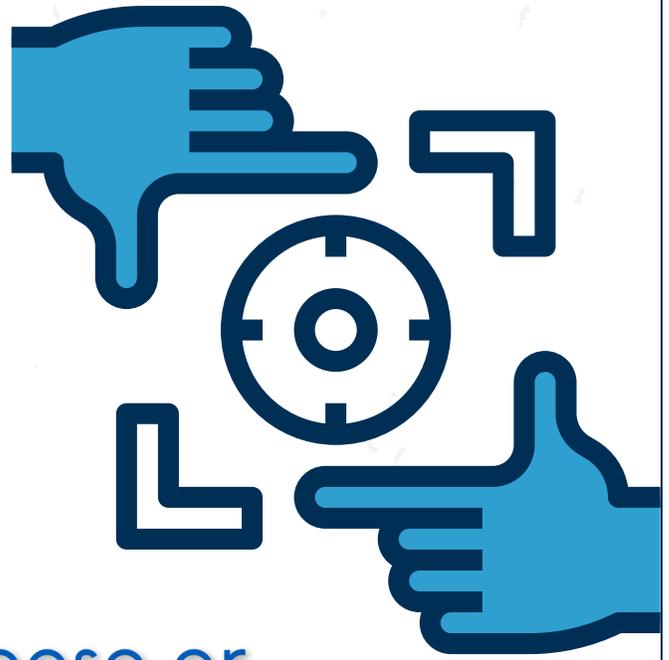
Show **respect**, **compassion**, and **acceptance** by reflecting without judgment

Nurture realistic hope, founded on experience and available resources

Resist the temptation to **immediately** seek solutions

Focusing

Agreeing on a purpose or agenda for the conversation



When focusing...

Learn what is most **important** to the person

Negotiate a direction for the conversation centered on shared goals and priorities

Resist the temptation to focus on **multiple issues** at once, or to work together **without** identifying a focus



Evoking

Drawing out the person's reasons for wanting to achieve a goal and for feeling able to do so

When Evoking...

Be **curious** and help the person explore their own reasons for working toward a particular goal.

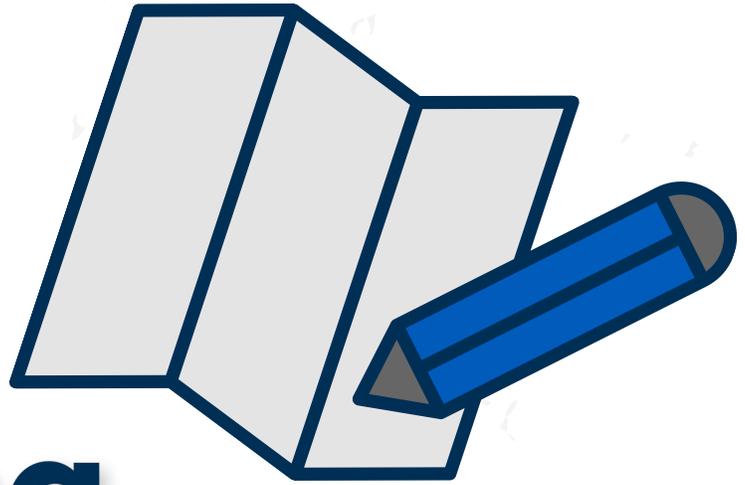
Use **reflective listening** and **open questions** to encourage exploration and elaboration of reasons for taking action.

Seek to learn about the **goals** or **values** that drive the person's desire for change.

Use **summary reflections** to highlight what the person has shared about why they want to work toward the goal.

Resist the temptation to tell the person **why** they should work toward a goal or **why** they will be successful.

Resist the temptation to work on **how** to achieve a goal before understanding **why** they wish to do so.



Planning

Collaboratively generating ideas about how best to achieve a goal

When Planning...

Proceed with planning only after hearing signs that the person is **ready** to begin developing a plan

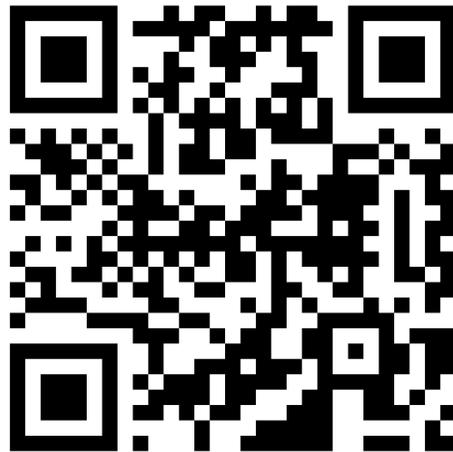
Use **reflective listening** and **open questions** to learn about the person's ideas for how their goal might be achieved

Ask permission before offering information, suggestions, or resources

Emphasize the person's **right to make their own choices** about how to proceed

Resist the temptation to provide all the **solutions**, rather than learning what the person believes would be **helpful**

CONTACT US



CONTENT ADAPTED FROM:
Miller, W. & Rollnick, S. (2012). *Motivational Interviewing: Helping people change* (3rd ed.). Guilford.
