

# Managing Confrontation with a Motivational Interviewing Style

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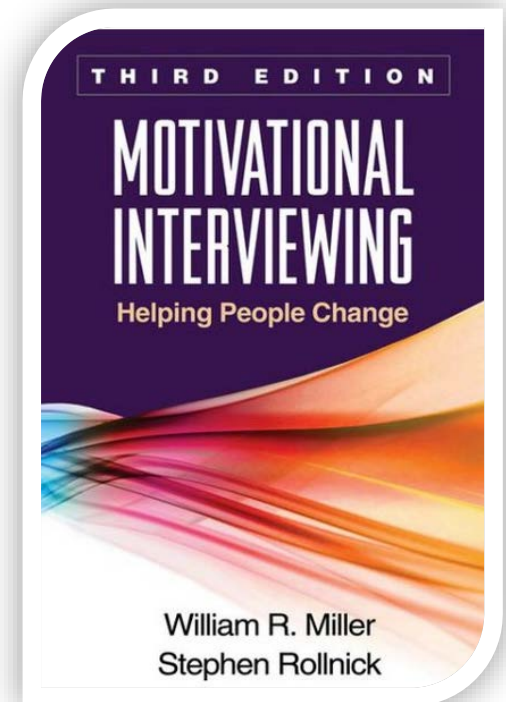
# Agenda

- Define MI
- MI Spirit & Basics
- Ambivalence and Sustain Talk
- Responding to Sustain talk & Discord
- Role Play
- Comments & Questions



# Definition of Motivational Interviewing

*“Motivational interviewing is a client-centered, directive method for enhancing intrinsic motivation to change by exploring and resolving **ambivalence**.”*





*“People are generally better persuaded by the reasons which they have themselves discovered than by those which have come into the mind of others.”*

—Blaise Pascal



“A man convinced against his will is of the same opinion still.” (Unknown)





# Avoid the “Righting Reflex”

- The need to...

- ❖ Fix Things

- ❖ Set someone straight

- ❖ Get someone to face up to reality



# Spirit of MI

A way of being with patients that is...

- Collaborative
- Evocative
- Respectful of autonomy
- Compassionate



Miller, W. R., Zweben, A., DiClemente, C. C., & Rychtarik, R. G. (1992). *Motivational enhancement therapy manual: A clinical research guide for therapists treating individuals with alcohol abuse and dependence*. Rockville, MD: National Institute on Alcohol Abuse and Alcoholism.



# Core MI Skills: OARS

- Open-ended questions
- Affirmations
- Reflections
- Summaries



OARS





# Sustain Talk vs Discord

- Sustain talk is about the **target behavior**
  - › Is one side of ambivalence
  - › NOT inherently discordant
  
- Discord is about your **relationship** with the client
  - › Disagreement, disturbance
  - › Discord requires at least 2
  - › What is my contribution?



# Responding to Sustain Talk & Dealing with Discord

- **Reflections: Simple or Complex Reflection, Amplified Reflection, Double-sided reflection**
- **Emphasizing personal control/ autonomy**
- **Reframing**
- **Agreement with a twist**
- **Running head start (hear out all the sustain talk)**
- **Coming alongside (“too difficult”)**
  
- **Apologize**
- **Affirming**
- **Shifting focus**



# Role Play:

- **Transcript from Mia-Step training manual: “Tammy & Karen”**
- **Listen for Change Talk and Sustain Talk**
- **Listen for how counselor chooses to respond to sustain talk**



# Debrief



# In Conclusion

“What people really need is a good listening to”  
-Mary Lou Casey

## Discussion

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**Module III  
Special Topics of Interest  
July 2021 – September 2021**

<b>Date</b>	<b>Topic</b>	<b>Presenter</b>
<b>10/12</b>	<b>First Encounter: Initial Assessment</b>	<b>Tricia Lawdahl, B.S.N, RN, CPSS</b>





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