

# Motivational Interviewing in Supervision

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## Use of MI in Supervision

- MI is a technique that can be useful with practitioners in many situations
- It will not apply to all supervisory interactions with practitioners
- Supervisors, like practitioners, can be eclectic within conversations and when approaching different people or different problems. MI is just one approach.
- It is not a magic wand, though it could make a little magic in your relationships with staff

## Motivational Interviewing

- MI is "a client-centered, directive method for enhancing intrinsic motivation to change by exploring and resolving ambivalence"
- MI explores with clients their willingness, ability, and readiness for change.
- MI assists clients in understanding discrepancies between their values and their behaviors.
- Through reflections and evocations, the approach aims to assist clients in resolving ambivalence about change, in clarifying their thoughts about change, and in organizing their thoughts around change.

## Essential Skills of MI

- Listening
  - Especially for change talk
- Expressing empathy
- Reflecting (simple, complex, amplified) – for the purpose of the practitioner achieving her/his own clarity (not you)
  - Reflect twice as often as ask questions
- Open-ended questions
  - What
  - What if
  - What is
  - What would
- Rolling with resistance
  - Arguing is counter-productive (agree to disagree)
- Inviting
- Summarizing

## Spirit of MI

- Empathy
  - You have to care
- Authenticity
  - You have to honestly care
- Collaboration
- Evocation
- Self-Efficacy
- Autonomy

## Simple Reflections

- Restates what the person said without much variation.
  - Practitioner: I feel so bad for the kids in this home. There are so many things mom could do to help them, but she just won't get the services set-up.
  - Supervisor: You want to be able to do more to help the kids in this case.

## Complex Reflections

- Test hypotheses or use words the person did not use to see if the statement rings true to that person.
- Practitioner: I just can't get all this paperwork done, it's too much. Most of the notes just feel pointless, anyway, I mean I doubt that anyone reads all these notes. It seems like we're supposed to be an agency that is providing help to families but in reality all we do is paperwork.
- Supervisor: You're feeling buried by the administrative tasks and you're looking for a time management strategy that helps you feel more effectual.

## Understated Reflections

- Slightly lowers the intensity of the person's statements in order to explore deeper meanings underlining the defensive emotion.
- This woman is just awful, she swears at me and she's angry all the time, and she blames me for everything. I just don't think I can work with her all the time.
- Your client does not display respect toward you.

## Double-Sided Reflections

- Mirrors back to the person her/his ambivalence so it could be explored further. This is the one time to use the word "but."
- Practitioner: I know that this mom needs lots of help. She could maybe some day get things together, but right now I just don't feel like she gets it. I mean I believe that all people have the capacity for change, but it is just exhausting working with this mom. I feel like I'm hitting my head against a wall.
- Supervisor: So, on the one hand you see that this mom may have some potential and you believe that all people can change, but on the other hand, you're not sure that this mom can change.

## WHAT QUESTIONS

### What

- Worries you the most
- Have you already thought of



## Amplified Reflections

- Exaggerates or overstates what the person has said. This clarifies that things are not *always* a certain all or not *all* people respond to them that way, or there is *no* way they could ever do such a thing. It opens possibilities by allowing the person to explore exceptions.
- Practitioner: I don't understand what the big deal is, I always wait till the last minute to get my report written and there's never an issue with it.
- Supervisor: So, nothing could go wrong if you wait until the night before to write your report.

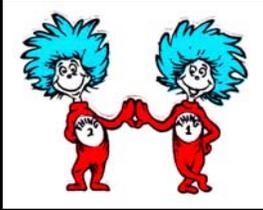
## What questions

- What worries you the most about not meeting the timeframes for completing your reports?
- What have you already thought of that could help you meet the timeframe?

## WHAT IS QUESTIONS

What is

- One thing
- The First thing
- The Best thing/Easiest part,
- The Worst thing/Hardest part



## What if questions

- What if you were able to find three more relatives on this case, what would that look like?
- What if you advocated for the youth more to be an empowered participator in decisions about him, how would that feel?
- What if you were able to help this family reunify what would that mean for you?

## What is questions

- What is one thing you could do tomorrow to begin working on that case plans?
- What is the first thing you could do to get started working on that case plan?
- What is the easiest part about getting a case plan done? What is the hardest part about getting a case plan done?
- What will be the best part about having the case plan done?
- What is the worst part about not having the case plan done?

## WHAT WOULD QUESTIONS

What would

- It take
- Have to be different
- Have to change



## WHAT IF QUESTIONS

What if you [implemented a solution]

- What would that look like
- How would that feel
- What would that mean to you



## What would questions

- What would it take for you to have a more engaged relationship with this mom?
- What would have to be different in order for you to get a fuller understanding of the dynamics in this family?
- What would have to change for the father on this case to have a more trusting relationship with you?

## WHAT ELSE QUESTIONS

What else

- Could you try
- Might be helpful
- Have you thought of



## What else questions

- What else could you try to get your notes in on time?
- What else might help this family feel more at ease when you visit with them in their home?
- What else have you thought of that might decrease the tension in the unit.?

## Conclusion

- MI is about listening, reflecting, and questioning in a goal oriented way.
- Listen for change talk and embrace it.