

## MOTIVATIONAL INTERVIEWING TECHNIQUE

Oya DOĞASAL  
Faculty Of Education  
American University Of Cyprus  
[o.dogasal@student.auc.edu.tr](mailto:o.dogasal@student.auc.edu.tr)  
Orcid:0000-0003-4426-166X.

Demet KARAKARTAL  
Faculty Of Education  
American University Of Cyprus  
[d.karakartal@auc.edu.tr](mailto:d.karakartal@auc.edu.tr)  
Orcid:0000-0001-7890-8340.

### ABSTRACT

Motivational interview studies were started by Miller (1983) with his research on treating alcohol and substance addiction problems with a different approach, emerged through addictive behaviors and was designed to analyze the ambivalence of the individual while moving towards the desired goal, to accelerate and facilitate the change process. It has become a therapy approach that has become increasingly popular today and is widely applied in areas where behavior change is important. The starting point of motivational interviewing is that it is an effective method in the treatment of alcohol and substance addiction, and the model has been developed in the process, and today, together with addiction, obesity, chronic pain, diabetes, diet, HIV/AIDS prevention, accident prevention, anxiety disorder, depression, post-traumatic stress disorder It has enabled it to be applied effectively in different areas such as sexual behavior change. The motivational interview technique, which is an individual-centered and short, evidence-based method, can be applied clinically alone or as a supportive treatment together with other treatment approaches, and its prevalence is increasing day by day, and it was aimed to evaluate the motivational interview technique in this study.

### INTRODUCTION

Motivational interview studies were initiated by Miller (1983) with his research on treating alcohol and substance addiction problems with a different approach, and the changes that emerged over addictive behaviors and the Motivational interview model, which deals with the phenomenon of the Motivational Interview, is designed to analyze the ambivalence of the individual while moving towards the desired goal, to accelerate and facilitate the change process. Miller, his motivation; defined it not as a feature but as an internal state affected by external factors (Miller, Rollnick, 2002). Miller and Rollnick (1995) defined motivational interviewing as a guiding and client-centered approach used to induce behavioral change by helping clients discover and analyze ambivalence (Ögel, 2009). The basis of the motivational interview depends on the change in behavior and accordingly the change of the client. In the individual-centered approach, the client is in a central position in defining the undesirable behavior that is seen as a problem, in making a decision to change this behavior and in taking action towards it (Kırlıoğlu, 2019). It is a special way of helping. This method is especially useful for people who are reluctant or ambivalent to change. Motivational Interviewing was developed by Miller and Rollnick through addiction therapy studies.

The inefficiency of the confrontational and confrontational style of addiction counseling in clinical trials has driven Miller's work towards a different approach. In defining Motivational interviewing, Miller focused on the connections between this conceptual model and previous psychological theories in his work on the treatment of alcohol problems. (Miller, Rose, 2009). Miller's work was linked to Festinger's (1957) "cognitive dissonance", Milton Rokeach's "human values", Bem's (1967, 1972) "self-perception theory". At the same time, Rogers promoted change. It is also closely related to his theory of "necessary and sufficient" interpersonal conditions to do so (Miller, Rose 2002). "Motivational interviewing is consistent with the postmodernist paradigm that emphasizes collaboration and empowerment of the client" (Gerber & Basham, 1999, cited in Örucü, 2020). Despite the lack of experimental data, Miller's first paper was published in 1983 and was met with great interest. The new approach model on substance addiction, which is the starting point of motivational interviewing, has aroused hope that it is possible to work with people who are defined as unmotivated or resistant by other approaches, who cannot be treated for these reasons or who are difficult to treat (Örucü, 2020). Miller, investigating the effectiveness of the motivational interview, introduced the first model with Rollnick in 1991 (Ögel, 2009). Motivational interviewing came to the fore especially when it was associated with the Transtheoretical change model of James Prochaska and Carlo DiClemente in their addictive behavior (Örucü, 2020). The stages of change in the transtheoretical exchange model have played an important role in the

development of motivational and short interviewing (Miller, Rollnick, 2002). Understanding the dynamics of indecision provides an alternative to thinking of people as "unmotivated". People are always motivated for something. Revealing the intrinsic motivation and resolving the uncertainty about a problem and involving the client in finding solutions to overcome the obstacles in front of him form the basis of Motivational interviewing (Miller, Rollnick, 2002).

Miller and Rollnick (2009) define motivational interviewing as a guiding and client-centered approach used to create behavioral change by helping clients discover and analyze ambivalence (Miller & Rollnick, 2009, cited in Dicle, 2017). Collaboration, association, and respect for the client's autonomy form the behavioral patterns of motivational interviewing. Motivational interviewing also allows working with other approaches, mostly the cognitive behavioral therapy approach. (Soderlund, 2010). Cognitive the importance of cooperation between the client and the counselor in the behavioral approach is also very important in the motivational interviewing approach. Motivational interviewing proposes different techniques that put the client's ambivalence into action at the point of resolution. When resistance to these techniques arises, applying supportive motivational interviewing techniques to Cognitive Behavioral Therapy increases the possibility of the client to benefit from functional methods and makes it possible for change to occur. "The principles of motivational interviewing are to express empathy, develop conflict, act with resistance instead of responding with resistance, and develop self-efficacy" (Aviram and Westra 2011. As cited in Alpaydm et al., 2016).

### FEATURES OF MOTIVATIONAL INTERVIEW

How the individual perceives and understands the interview process is extremely important in shaping the motivational interview (Miller, Rollnick, 2002). "In motivational interviewing, it is tried to create a positive change potential of the client and this positive change to be created based on the client's perceptions, goals and values" (Sari, 2016). Motivational interviewing is a goal-oriented, client-centered and guiding approach to counseling. The main purpose of revealing behavior change by helping clients discover and resolve their ambiguity, and the counselor is deliberately guiding. (Ogel, 2009). Motivational interviewing uses a guiding style of communication to interact with clients, fostering decision-making autonomy by awakening individuals' strengths and motivation for change. The general spirit of motivational interviewing can be defined as the client-counselor relationship and the therapeutic skill of empathic understanding. At the same time, there is active cooperation between the Client and the counselor (Söderlund, 2010).

### BASIC PRINCIPLES

Motivational interviewing enables clients to resolve their ambiguity, increase their awareness, self-confidence, and discover the reasons for change in a safe environment while revealing their indecision with an empathetic understanding. There are some general principles of motivational interviewing technique. These principles are; showing empathy, revealing contradictions, not confronting resistance, supporting self-efficacy (supporting self-efficacy) (Miller, Rollnick, 2002).

*Demonstrating Empathy:* Empathy, one of the most important contributions of Rogers' person-centered therapy approach, is the basic component of successful therapy in counseling practices. (Corey, 2008). Empathic understanding is to understand and comprehend the client's world, and to project this world back to the client. "Reflective listening" is important in empathic understanding and is an important rule that must be followed throughout the entire counseling process, from the very beginning of the interview. Reflective listening, investigating feelings and perspectives without judging, criticizing or blaming, and giving understandable, reasonable and valid answers to perspectives are essential in showing empathy (Sari, 2016). The empathic approach helps the client to evaluate their past experiences from a new perspective by showing interest in their lives, and to increase their confidence in making decisions and taking action to change their own perspectives (Corey, 2008).

*Revealing The Contradiction:* Motivational interviewing is a powerful source of motivation that helps clients "shift the balance" on the path to change by revealing inconsistencies between their current behavior and their future goals and values (Miller, Rollnick, 2002). Discovering the pros and cons of change can help the client develop conflict. These 'decision balance' exercises are used effectively in motivational interviewing counseling to help clients resolve their indecision and express behavioral concerns. (Hall, Gibbie and Lubman, 2012)

*Working With Resilience:* Working with resilience involves actively involving the client in the problem solving process. "Client behaviors defined as 'resistance' in motivational interviewing represent a signal for the counselor to change their approach" (Miller, Rollnick, 2002). The client, who is actively involved in problem solving, is also the first source of finding solutions and answers. Resistance can manifest in many ways. The most common ones can be defined as interrupting or arguing with the counsellor, ignoring the counselor's expertise,

apologizing for their behavior, minimizing the effects of their behavior, blaming other people for their behavior, and being pessimistic about change (Miller, Rollnick, 2002). Resistance should not be directly opposed, resistance should be simply reflected, the client should be directed to new perspectives, while doing this, an environment that is not coercive but helpful for change should be created, and strategies such as changing the focus of the discussion and reframing can be used to prevent resistance from affecting the interaction (Sarı, 2016). The task of the therapist is to invite the client to accept new information and see new perspectives by strengthening the possibility of change (Örücü, 2020)

*Supporting Self-Efficacy:* Another principle of motivational interviewing is to support self-efficacy/self-confidence. Supporting self-efficacy is a key element in motivation for change. Many clients do not have a well-developed sense of self-efficacy and also have difficulty believing that they can initiate or maintain behavior change. According to Freire, “For Freire, hope is the source of change, the belief in the possibility of change, and it is the power that enables behavior to change (Rivers, 2011, cited in Tarhan). Health Services Administration (SAMSHA); 1999). The counselor's belief in the individual's ability to change, emphasizing the client's strengths, and reflecting on the times when they have successfully changed in their lives contribute to the development of the client's self-efficacy. (Hall, Gibbie and Lubman, 2012). Supported by the client's own resources and past achievements, confidence and belief must be developed in the capacity to overcome It is the client who is responsible for choosing and making the change happen. For this reason, the message that should be given to the client is not "I will change you", but "I can help you change if you want" (Dicle, 2015).

### **MOTIVATIONAL INTERVIEW STAGES**

Motivational interviewing is not just a set of techniques for counseling, but a way of being with the client. Motivational interviewing requires four basic communication skills, represented by the acronym QARS (Question, Affirmation, Reflective, Summary) that support and strengthen the process of generating change speech. (Miller, Rollnick, 2002).

*Q-Open-ended questions:* In the motivational interview, open-ended questions allow the client to tell their stories and talk, as well as provide information about the client's perspective and ideas (Sobel & Sobel, 2011) For example, “What brought you here today? are you?”, “I understand that you have some concerns about ....., tell me about them”. Open-ended questions are also useful in the process of awakening the client's motivation for change.

*A-Confirmation:* Confirmation supports and encourages clients' self-efficacy. It is the therapist's acknowledgment of the client's difficulties, giving the message "I hear, I understand", and affirming the client's experiences and feelings. Affirmative statements such as “I appreciate how difficult it was for you to decide to come here”, “This is a big step”, “I must say, if I were in your position, I would find this situation difficult too” help clients to take action and change behaviors. helps them feel confident in arranging their resources. Therefore, it ensures the continuity of the consultation process (Samsha, 1999).

*R-Reflective listening:* Reflective listening is the most basic tool to empathize with the client. In reflective listening, the therapist helps the client by synthesizing content and process by simply reflecting what the client is saying without adding more meaning. Statements addressed to the client during reflective listening: “I hear you; I do not judge you; This is important; please tell me more.” For example, the client: “My boyfriend gets really angry when I get high and faint.” Reflective listening: “So, he goes crazy when he gets high.” Phrases such as “I mean, he goes crazy when he gets high.” Phrases that encourage the client to keep talking, convey respect, therapeutic It strengthens the alliance, clarifies what exactly the client means and strengthens motivation, encourages the client to tell more and reduces resistance (Samsha, 1999).

*S-Summarizing:* Summarizing is distilling the essence of what a client is expressing and reflecting back. "Summaries reinforce what has been said, show that you are listening carefully, and prepare the client to continue" (Miller, Rollnick, 2002). Summarizing is also a good way to start/end each counseling session and to provide a natural bridge as the client transitions between the stages of change (Sarı, 2016).

The four communication skills mentioned above are essential for motivational interviewing. In addition to these communication skills, it is important to have a guiding strategy to resolve ambivalence and strengthen commitment to change. Target-oriented “revealing change talk” is defined as the fifth communication skill (Miller, Rollnick, 2002).

### *Revealing the Speech of Change*

Revealing motivating statements is a critical skill for clients who are not committed to change. In motivational interviewing, change talk during the interview falls into four general categories. These:

*Presenting the disadvantages of the current situation:* "How has your drug use been a problem for you?" and "How do you think you are harmed by your drug use?" or "I think there's a bigger problem here than I realize", reflecting an acceptance of undesirable aspects of the current situation or behavior.

*Realizing the advantages of change:* "If you continue in this way without making any changes in your life, what kind of life awaits you and your loved ones?" , "Afraid of what might happen if you continue to drink alcohol?" questions evoke the disadvantages of the current situation (Sarı, 2016). It provides awareness of the potential advantages of change by highlighting the good things that can be achieved through a change.

*Developing optimism through change:* "What difficult goals have you achieved in the past?" Clients can also rate their confidence in their ability to change. The answers will help reveal the strengths they can bring to their behavior change initiative. Developing optimism with change expresses confidence and hope about one's ability to change, and the common ground here is that change is possible (Miller, Rollnick, 2002).

*Intention of the exchange:* One of the ways to start the exchange conversation is to use rating questions. "Using a scale from 1 to 10, with 10 being the highest, is "How important is it for you to stop drinking alcohol?" If the client answers "6", he is asked why he did not say "7" or "5". This can help uncover reasons why the client would want to change.

### **CHANGE SPEECH REVEALING METHODS**

There are many strategies for eliciting "change talk." These are through evocative questions, using a scale of importance, investigating decision balance, elaborating, questioning endpoints, looking to the past and future, exploring goals and values (Hall, Gibbie, and Lubman). , 2012).

*Provoking questions:* can be used to explore the client's own perceptions and concerns. "What are the pros and cons of the current situation? questions such as can evoke change speech (Sarı, 2016).

*Using the importance scale:* "It is useful to know how an individual perceives importance and trust in understanding his indecision" (Miller, Rollnick, 2002). Importance and trust are components of intrinsic motivation for change and need to be addressed at every stage (Miller). For each, the scaled scale method from 0 to 10 is used. "0 represents the negative and 10 represents the positive extreme. on a scale from 0 to 10 Would you say how important it is for you to .....? "Why are you at.....and not at zero?" "What do you need to reach a higher value than .....? Discussing importance and trust will kick start the talk of change.

*Investigation of the balance of decision:* Discussing the pros and cons of the current situation by emphasizing how determined the client is in the change is a method of starting the change talk (Sarı,2016)

*Elaboration:* A detailed examination of what might happen when a reason for change is identified, for example; In what ways? How much? When? What else can be? Questions such as these are among the methods of initiating the exchange conversation and strengthening motivation (Miller, Rollnick, 2002).

*Questioning the Endpoints:* Asking the individual for explanations of their (or others') best miraculous situation and anxiety-provoking worst situations for change talk when the individual is observed to have little willingness to change. Worries, the extreme consequences that may arise, "Let's say you continue as is, unchanged, imagining what is the worst thing that could happen to you? " and best results " What would be the best result you can achieve if you make changes?" consult with questions such as imagination can be helpful for bringing about change (Miller, Rollnick, 2002).

*Don't look back and forth:* "Do you remember a time when things were going well for you? What changed?" While revealing the change speech, it helps the client to remember the times before the problem arises, exceptional situations, and compare it with the current situation, making the difference clear and helping to discover the possibility of a better life (Miller, Rollnick, 2002).

*Looking to the future:* Talking about how clients' life will be when there is a change or not is another approach to bring about change talk (Sarı, 2016). "If you decide to make a change, what do you hope could be different in the future?" Similarly, the client may be invited to look ahead in time and anticipate what would happen if no

changes were made. "Given what has happened so far, what do you expect to happen 5 years from now if you don't make any changes?" (Miller, Rollnick, 2002).

*Exploring Goals and Values:* Another approach is to identify the client's life goals and values. The purpose of researching goals and values with the perspective of motivational interviewing is which existing behavior is inconsistent with important values or harms important values (Miller, Rollnick, 2002). The aim here is to understand and develop the resulting contradiction. Determining what the client's values and life goals are and their ambivalence contributes to the formation of change (Sarı, 2016).

## CONCLUSIONS

Motivational interviewing is a relatively new approach, and despite the evidence in studies supporting it to be an effective model, it is especially important to determine who adopts the approach and when it is least effective or when it is very effective, extensive evaluation studies continue to be carried out (Miller and Rollnick, 2002). Motivational interviewing is a collaborative approach in which the client is an expert in resolving ambivalence by using the client's own resources for "change" and it is aimed to strengthen internal motivation. This approach can be challenging for experts who are used to making suggestions and taking on the role of "expert" (Miller, Rollnick, 2002).

Motivational Interviewing can be applied to clients who are able to make connections between their current life goals and values. It has less chance of success with individuals who do not think there is a problem and who are reluctant or compulsorily involved in the interview. The effectiveness of the motivational interview depends on the quality of the communication between the client and the counselor and the proficiency of the counselor in the interview technique (Özdemir & Taşçı, 2013). In the Motivational interview approach, which focuses on acting for change by revealing the strengths of the client, it gives priority to creating the client's motivation, which is the first step for change. In this context, even though a long treatment process is not planned with the clients, the Motivational Interview can provide a counseling service that will help reveal the intrinsic motivation for change in a few sessions. The motivational interview was designed from the outset to be a brief intervention. It can be said that even a single session leads to a change in behavior (Miller, Rollnick, 2002). There is strong evidence for the effectiveness of motivational interviewing on the formation of change in negative lifestyle behaviors such as addiction.

Motivational interviewing is versatile and can be used in conjunction with many other approach techniques that focus on behavior change, especially Cognitive Behavioral Therapy (Söderlund, 2010). Motivational interviewing does not assume a long-term consultant-client relationship, and this aspect of the approach has also allowed it to be offered as supportive treatment to other healthcare treatment systems. Its effectiveness in health fields, especially substance abuse, rehabilitation after acute stroke, diabetes, lifestyle change, continuation of asthma treatment, antiretroviral treatment of HIV patients, alcohol addiction treatment, cardiac care, child protection, chronic pain, diabetes mellitus, diet It has been shown in studies that it increases compliance in many clinical settings such as management of AIDS, prevention of AIDS, prevention of accidents, anxiety disorder, depression, post-traumatic stress disorder, sexual behavior change, tobacco addiction and weight loss, which in turn improves treatment outcomes (Taşçı and Özdemir, 2008). 2013). Finally, the fact that the motivational interview is individual-centered, guiding, change/goal-oriented, evidence-based, short-term and low-cost has increased its use in areas where behavior change is required day by day.

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