

Case-based video demonstrations of MI skills

The following transcripts are from video interviews conducted by Marilyn Herie, PhD, RSW.

MOTIVATIONAL INTERVIEWING: AN ANGRY CLIENT (“ANGRY BOB”)

(Available on YouTube: www.youtube.com/watch?v=79YTuZUFRic)

Speaker	Content	Skill
Practitioner	So what brings you here, Bob? What can I do to help?	Open questions
Patient	Yeah, yeah well the only reason I’m here is ‘cause my wife thinks I got a problem with smoking. I’ve been smoking all my life and six months ago she thought, she got onto this health kick, right, and now everyone who smokes is evil! And so that’s why I’m here so it’s just to please her, get her off my back. . . .	
Practitioner	So you’re not too happy to be here. This is the last thing that you want to be doing this afternoon.	Complex reflection
Patient	Yeah that’s an understatement. I mean I’m supposed to be at work right now too, right?	
Practitioner	So you’ve taken time off; it’s costing you time and money to be here.	Complex reflection
Patient	Yeah, yeah. I’m only here because my wife forced me to come, you know. Like this has come to a head. Six months of just nagging me relentless every day because she was able to quit smoking and now I have to quit.	
Practitioner	So let me ask you this Bob: what are some of your wife’s concerns about your smoking?	Asking permission Open question
Patient	Well she’s concerned about my health, and she cuts out all these articles from the paper about second-hand smoke and. . . .	

Section 3: Participant resources

Speaker	Content	Skill
Practitioner	Wow, that she's been showing you and making you read. . . .	Simple reflection
Patient	Yeah I got to read this! That's my reading assignment for breakfast! And I want to go out and have, we used to go out and have a cigarette together at the table. Now I have to go outside in this weather, you know. What's that about? And she used to smoke more than me and now she's like, "holier than thou."	
Practitioner	So you're pretty angry about it.	Complex reflection
Patient	Yeah.	
Practitioner	It's pretty enraging that you're forced to change your whole life because of a decision she made six months ago.	Complex reflection
Patient	And she's got my kids on this against me, you know my son and my daughter they're up, it's like they're ganging up on me, you know what I mean?	
Practitioner	So from your perspective do you see any consequences to your smoking?	Closed question
Patient	Well the big one of course is how it's affecting my wife and I and the family. But, like, my dad's eighty-five and he still smokes! I mean, yeah, you know sometimes I've thought of quitting but I mean, I don't know if I can quit.	
Practitioner	So let me make sure I understand kind of the whole scenario, because there's a lot of pieces to it. Your wife is on your case and your kids are ganging up too, so you're sort of isolated, you're put in a corner, and you're being told this is something you have to do, you have no choice in the matter.	Summary statement
Patient	Yeah.	

Motivational Interviewing in Respiratory Health Care

Speaker	Content	Skill
Practitioner	You have a few concerns about your health, but that's not really the driving force. It sounds like it's most of all that it would be nice if things just went back to the way they were before she quit smoking and that all of this stuff wasn't something that you had to deal with anymore. Does that pretty much sum up?	Summary statement (cont'd) Closed question
Patient	Yeah, I'm just, I don't want to lose her or my family over <i>smoking</i> .	
Practitioner	I get the feeling that your relationship is really important to you, that you would do anything.	Complex reflection
Patient	Well yeah, I mean we've been married over twenty-five years and we've never had any major problems. Like this is a real, this is the first problem, and I don't even really see it's a problem cause we used to both smoke! And I was trying to accommodate them by smoking outside, but it's feeling like we're going like this [gestures, hands moving apart in two directions] and I'm just concerned, like if this keeps going. . . .	
Practitioner	So it strikes me that the way that we're talking about it, it's like it's all or nothing. Either you keep smoking the way you are, things continue to go downhill and get worse, your wife gets more and more on your case—or you put your cigarettes down starting the moment you walk in the door tonight, and never pick them up again. It's almost like one or the other. It strikes me that as well there might be some middle ground here . . . that it took you a long time to learn how to be a smoker and maybe it's going to take some time to learn how to stop smoking.	Providing information
Patient	So I can actually do it that way? Like gradual taper?	
Practitioner	There are some medications and some different approaches that we can use that aren't so abrupt, recognizing that it's going to take some time and practice to get to where you might want to be.	Providing information

Section 3: Participant resources

Speaker	Content	Skill
Patient	Well I wish my wife could have come today 'cause she feels I have to, like, just stop like right away. So do you think she could come with me at a future appointment or something and she'd hear that message?	
Practitioner	If you wanted to bring your wife along, I'd be more than happy to talk with both of you.	
Patient	Yeah okay. I'll have to talk to her just about, cause her schedule changes from week to week cause she works shifts. So I'll call you back tomorrow and we'll set something up?	
Practitioner	Okay that sounds good.	
Patient	Alright.	
Practitioner	Thanks for coming in.	
Patient	Okay thanks.	

MOTIVATIONAL INTERVIEWING: AGENDA-MAPPING CONVERSATION WITH “SAL”

(Available on YouTube: www.youtube.com/watch?v=klhHJ4coG8o)

Speaker	Content	Skill
Practitioner	Hi Sal. Thanks for coming in today.	
Patient	No problem.	
Practitioner	I saw that your doctor made the referral and I really appreciate you taking the time to come and make that appointment.	Affirmation
Patient	Yeah it's, it's a bit of an inconvenience I'd say but I'm here though.	
Practitioner	So you made it in here—and do you have a sense of what some of the doctor's concerns were that led her to refer you?	Simple reflection Closed question
Patient	I don't know. Something about changing my life even more . . . you know the smoking's been changed, and now it's, you know, “cut down the drinking,” “get rid of those extra smokes,” “get rid of my dog.” I don't know what else I have to do!	
Practitioner	So your asthma's been acting up and there's a lot of stuff, not just the asthma, going on.	Complex reflection
Patient	Yeah there's a lot of stress too. My wife's still on maternity leave. She's not getting paid, she's with the baby right now, and I'm the only person that's working right now. And plus I got to change all these things that are going on in my life! Yeah it's a lot.	
Practitioner	Almost overwhelming, it sounds like.	Complex reflection
Patient	Yeah, yeah it is overwhelming, it is.	
Practitioner	Well we have about, I guess, fifteen or twenty minutes together, and I wonder would it be okay if we took a couple of minutes and just kind of looked at all of the different things that are going on for you and maybe you can let me know what would be the most helpful to spend some time on?	Providing information Asking permission Closed question

Section 3: Participant resources

Speaker	Content	Skill
Patient	Yeah, it just feels like everything is all over the place. But I guess we got to start somewhere.	
Practitioner	Okay.	
Patient	Yeah.	
Practitioner	Well one of the things that that we use are these . . . it's kind of like a worksheet, and it's an agenda setting worksheet, basically. So if you were to list all of the different things that people around you are saying that you need to work on or you need to change, what would some of those things be? And Sal, just because we write them down here, it doesn't mean that you have to change them.	Providing information Open question Emphasizing autonomy
Patient	Okay.	
Practitioner	You're in the driver's seat, so it's just to kind of "put all the cards on the table" so to speak.	Emphasizing autonomy
Patient	Okay, okay that sounds good, as long as I'm not changing anything and we're just kind of putting, I guess, pen to paper or something?	
Practitioner	Yep.	
Patient	Okay, so: my asthma.	
Practitioner	Okay so asthma is one. [writes on agenda-mapping worksheet]	Simple reflection
Patient	Yeah.	
Practitioner	What else?	Open question
Patient	The fact that they want me to get rid of Oscar. That's my dog.	
Practitioner	So your dog and the doctor is saying the dog's. . . .	Simple reflection
Patient	Well she's, yeah, she's saying it's, well it's a main contributor to my asthma problems—which I don't, I don't, I don't buy it! And I just can't get rid of him, like that. But it's something that's there.	

Motivational Interviewing in Respiratory Health Care

Speaker	Content	Skill
Practitioner	That's pretty shocking to be told that you have to get rid of your dog, your—	Complex reflection
Patient	[interjects] Yeah the, the dog's been there before my wife! I know I've had him [Oscar] longer [than my wife].	
Practitioner	So that's a huge stress right now. [writes]	Complex reflection
Patient	Yeah it's a big stress. It's like my best friend so that's one of the important things. Also I guess cutting down on these last cigarettes I've been working on.	
Practitioner	Okay so smoking and working towards quitting completely—it sounds like that's a goal for you. [writes]	Simple reflection
Patient	Finances is a problem right now too.	
Practitioner	Okay, so money. [writes]	Simple reflection
Patient	Time. I got to come to all these appointments and I'm taking time off work—which obviously is the money factor right?	
Practitioner	Right, right, so the appointments and time. [writes] And some of these things are kind of related to each other, I think we're already seeing.	Simple reflection Providing information
Patient	Yeah there's something going on, and also I . . . my drinking. I got to cut down on my drinking too.	
Practitioner	Okay, wow, so there's a lot happening right now Sal.	Simple reflection
Patient	Yeah.	
Practitioner	Anything else that's concerning you?	Closed question
Patient	No, it's just overwhelming when you see them—	
Practitioner	Right.	
Patient	—everything there you know.	

Section 3: Participant resources

Speaker	Content	Skill
Practitioner	[Shows agenda-mapping worksheet] Well, so if you had to pick somewhere, one or two kind of high priorities or things to talk about in our time this morning, where would you want to start?	Closed question
Patient	I think, I don't know, I think the thoughts about the dog has been definitely bothering me. That's been one . . .	
Practitioner	Okay.	
Patient	. . . and my asthma is out of control too. So maybe those two.	
Practitioner	Okay and it, those are ones that are pretty related to each other it sounds like.	Providing information
[Voices fade out in video . . . Video end.]		

MOTIVATIONAL INTERVIEWING: A CONVERSATION WITH “SAL” ABOUT MANAGING HIS ASTHMA

(Available on YouTube: www.youtube.com/watch?v=-RXy8Li3ZaE)

Speaker	Content	Skill
Practitioner	So where you said you'd like to start Sal is talking about asthma . . . and specifically about your dog and how one is affecting the other.	Simple reflection
Patient	Yeah my asthma's just been out of control lately and my doctor says it might be connected to Oscar.	
Practitioner	So can you let me know. . . What do you know about your asthma and the things that affect it or might make it worse?	Starts a closed question Open question
Patient	I've got allergy testing. It's just the dust makes it bad. I thought the smoking was the main thing—that's cut down, and then they said the drinking might contribute to it too, so I've got a lot of different things I'm working on, so that's what I know. The drinking, the smoking and the dust that I got the scratch test for—and that's what I know and that I take the medicine for it.	
Practitioner	Okay and that your pet has never been mentioned as a concern.	Amplified reflection
Patient	No, I've had it for twelve years and <i>now</i> it's a concern. I don't understand.	
Practitioner	Yeah and I can see that you've already worked hard to make some changes. You've almost quit smoking. You're just down to your last couple of cigarettes—and you're not even smoking those in the house, so your house is totally smoke-free. Just [smoking] at work with the boys. And you have also thought about cutting back on alcohol and I think you mentioned done a little bit towards that.	Affirmation Summary statement
Patient	I'm a little, I'm a couple down. I used to drink four a night and now I'm down to three at least.	

Section 3: Participant resources

Speaker	Content	Skill
Practitioner	Okay, so now almost like “that’s not good enough,” like “now you have to, now it’s the dog,”—and if, now, what’s next?!	Complex reflection
Patient	What’s next?! Yeah! Yeah!	
Practitioner	Right, okay, so I mean there is certainly a lot of evidence that pets in the home and the dander from their fur can make asthma worse. . . . But I wonder what are your experiences with Oscar, you know, when he’s in the house, or maybe sleeping near you, or you’re around him? What happens with your asthma symptoms?	Providing information Open question Open question
Patient	Well we keep him clean, like he’s clean, so all the dander doesn’t really make sense. But I have been noticing sometimes when he comes on the bed or just beside I wheeze a little bit, but I think it has to do with the hair, the . . . in my lungs cleaning itself out from the smoking. So I don’t know if it’s. . . . That’s where I’m confused. I don’t know how this could be happening.	
Practitioner	So it doesn’t make total sense to you that that it’s all Oscar’s fault and that that’s the only solution.	Simple reflection
Patient	But, but the wheezing is something that I’ve definitely noticed a little bit.	
Practitioner	I guess I also wonder whether regardless of if your asthma symptoms are connected to Oscar, that maybe part of you feels like it’s worth it because he’s been such a big part of your life for so long.	Complex reflection
Patient	M’hmm, M’hmm. I just want some medicine [laughs] and I want to keep Oscar and I want to feel better about myself because I’m making all these changes in my life and it, it honestly feels like my nose is just above the water.	
Practitioner	Yeah.	
Patient	Yeah.	

Motivational Interviewing in Respiratory Health Care

Speaker	Content	Skill
Practitioner	And in the end you know whatever you do about Oscar, about your asthma, about all the other things that we talked about on that agenda setting worksheet . . . I mean you are in the driver's seat, Sal it really is your choice.	Emphasizing autonomy
Patient	Yeah I know, that feels good that you know that at least it is my choice. I just feel like just about. . . I'm not feeling happy about just all these different things that are coming up and I'm kind of sad about things, and I don't know, I don't know what to do.	
Practitioner	There's a lot of decisions and a lot of change with your wife, with the new baby and now thinking about, looking after your health and wanting to be healthy for your wife and your baby.	Complex reflection
Patient	I want, I want Jean-Carlos to grow up with Oscar so he has his friend, when he's young too, and I just . . . it's a lot of stress and a lot of things you got to think about and I'm not feeling good about it.	
Practitioner	So what would need to happen or how would you know when or if you ever did have to make a decision about whether to keep Oscar with you or not?	Open question
Patient	Man! Oh how would I know? I don't know, I think if my asthma got really bad and the medicine, and she [doctor] gave me the strongest medicine and it wasn't working—that would be the way right now cause I can't see, I don't know how I'm going to give this dog up.	
Practitioner	Yeah, and I get the feeling that it's something that you want to think about. That this is a really big decision and it's not one you're going to make in a hurry.	Complex reflection
Patient	No, no it's something . . . I got to just sit there and, and kind of put the pros and the cons on the table about, but—something's going on . . .	
[Voices fade out in video . . . Video end.]		