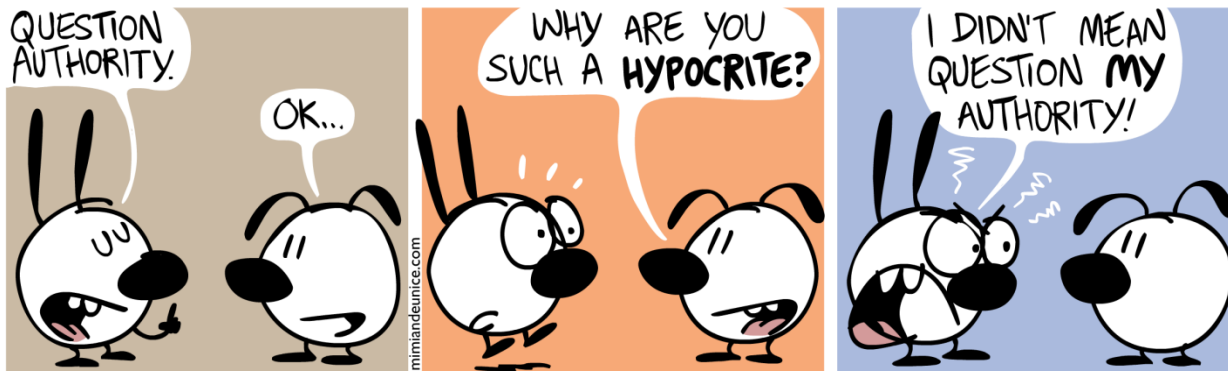
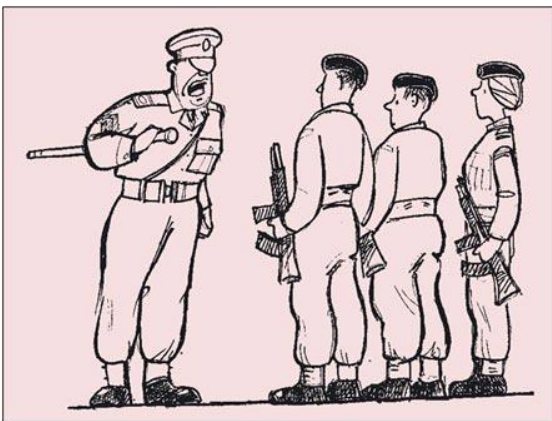


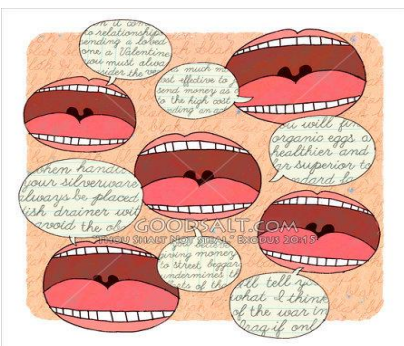
The behaviors below are contrary to *Motivational Interviewing Spirit or Attitude* when Helpers work with clients somewhere along the journey of their change process. These twelve categories of “ways of being” are things that are most likely to create discord (disruption in the engaged relationship).



- 1) **ORDERING, DIRECTING, COMMANDING:** Helper believes using a direct command with the force of authority behind it, is the fastest/best way for Client to make changes. He or she believes they are the expert and therefore directs how Client should change.



- 2) **WARNING, THREATENING:** Similar to directing, but it carries an implication of **CONSEQUENCES** if the directions are not followed... such as a threat of a bad outcome. “You know you should do this or you’ll be terminated from the program.” Helper believes if Client is fully aware of the consequences and knows what is at stake, he/she will make the right choices.



- 3) **GIVING, ADVISE, MAKING SUGGESTIONS, PROVIDING SOLUTIONS** (without permission or caveat): Helper believes their own “expertise” and change experiences are the best way for Clients to see a “better way of doing things.” If Client would just listen to the advice given, they will make changes faster, better and more long-term.

Heading Home Motivational Interviewing Manual

ROADBLOCKS TO EFFECTIVE LISTENING



4) PERSUADING, WITH LOGIC, ARGUING, LECTURING: Helper believes Client has not adequately reasoned through the problem; therefore, Helpers hope Client will listen to Helper's wisdom and sense of reason. If Client does so, he/she will make the right choices faster and better.



5) MORALIZING, PREACHING, TELLING CLIENT THEIR "RIGHT AND PROPER" DUTY: Helper believes Client either doesn't have "proper" morals or chooses to act with "improper" morals. Helper believes Client needs instruction in "proper" behavior and if Helper provides this education, Client will "see the light of day" and make "proper" behavior choices quicker more easily, and more often.



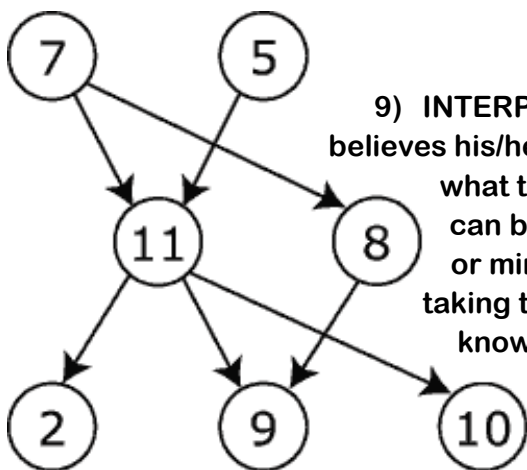
6) JUDGING, CRITICIZING, DISAGREEING WITH POINT-OF-VIEW, BLAMING: Helper believes there is something "wrong" with the Client or with what the Client has said. Helper believes that he/or she has the "right" answers and "right" ways of doing things. Helper believes if Client will only listen to Helper's vision of rightness, Client will make the right choices this time and most of the time.



7) AGREEING WITH, APPROVING, PRAISING: Helper believes their role is to “validate, to give approval” to what Client says...but only if what Client says is “right.” Helper thinks that if Helper decides what’s right and wrong, what’s working and what’s not, the Client will be less burdened with making those decisions on his or her own. Helper believes that if Client knows how proud others are of him/her during the change process, change will be quicker, easier, and more long-term.



8) SHAMING, RIDICULING, NAME-CALLING: Helper believes the best and fastest way to change is to confront and correct a problematic behavior or attitude by shaming, ridicule and/or name-calling (usually in jest/kidding around or with sarcasm). Helper believes this will “motivate” Client to work harder and change faster- when they hurt bad enough. This type of behavior is usually done in a disapproving manner or attitude.



9) INTERPRETING, ANALYZING, DIAGNOSING, SOLVING: Helper believes his/her role is to look for and reveal the “hidden meaning” in what the client says so that a quicker solution to the problem can be had. Helper usually believes Client has a tendency to lie or minimize the truth. Helper believes Client’s changes are taking too long and Client is incapable of determining his/her own knowing or solutions.

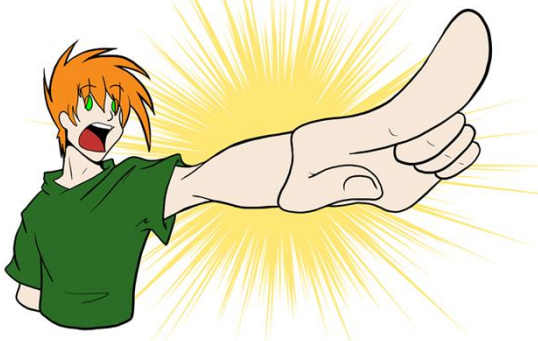


10) REASSURING, SYMPATHIZING, CONSOLING: Helper believes Client should feel differently than they feel in the moment; therefore, Helper tries to make Client feel better by downplaying emotions and/or the difficulty of the issue. (Generally, Helper is uncomfortable and strives to move away from the emotion in the moment; rather than being willing to “be with” in the moment.)



11) QUESTIONING, PROBING: Helper believes that if enough questions are asked (like an investigator or interrogator), Client will provide more answers and find solutions to the problem. Helper tends to ask questions about off-topic or non-relevant material (out of curiosity or to analyze for solution-finding). Unfortunately, under the duress of multitudinous questioning, clients rarely feel safe enough to go deeply into themselves and begin to provide very superficial answers and/or display discordant (contrary) body language or spoken statements.

LOOK!
A Distraction!



12) WITHDRAWING, DISTRACTING, HUMORING, CHANGING THE SUBJECT: Helper believes that what the person is saying is not important to the moment or matter at hand, or that the emotions displayed are inappropriate or too deep. Generally, Helper believes changing the subject (even in variations) would help Client to move away from where they currently stand and move towards change quicker and/or easier.