



Module 4

Basic Strategies of Motivational Enhancement



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Substance Abuse and Mental Health Services Administration
Center for Substance Abuse Treatment
www.samhsa.gov



Open-Ended Questions

- Help clinicians understand their clients' points of view
- Elicit clients' feelings
- Facilitate dialog
- Solicit information in a neutral way
- Encourage the client to do most of the talking
- Help avoid prejudgments
- Keep communication moving forward

Affirming



- Supports and promotes the client's sense of self-efficacy
- Acknowledges the client's difficulties
- Validates the client's experiences and feelings
- Increases the client's confidence to take action and change behavior



Reflective Listening Requires

- Continuous tracking of the client's verbal and nonverbal responses and their possible meanings
- Understanding the communication style of the client's culture
- Formulation of reflections at the appropriate level of complexity
- Ongoing adjustment of hypotheses



Summaries

- Reinforce what clients said
- Demonstrate that the clinician has been listening carefully
- Help clients consider their responses and experiences
- Prepare clients to move forward

Elicit and Reinforce Self-Motivational Statements



- Reflect the statement
- Nod or make approving facial expressions
- Make affirming statements
- Ask for an elaboration, explicit examples, or more details about remaining concerns