

## Enhancing Patient Self Management Series:

# Motivational Interviewing Building Conviction

Million Hearts Grantee Technical Assistance  
Recorded Webinar

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Enhancing Patient  
Engagement

Recorded Webinar  
(October 2021)

Self Management  
Support

Recorded Webinar  
(Fall 2021)

Shared Decision  
Making

Recorded Webinar  
(Fall 2021)

### **Motivational Interviewing**

1. Motivational Interviewing Basics
2. Building on Open Ended Questions
3. Change Talk
4. Reflective Listening
5. Understanding Resistant Statements
6. Building Conviction

Recorded Webinars  
(Winter 2022)



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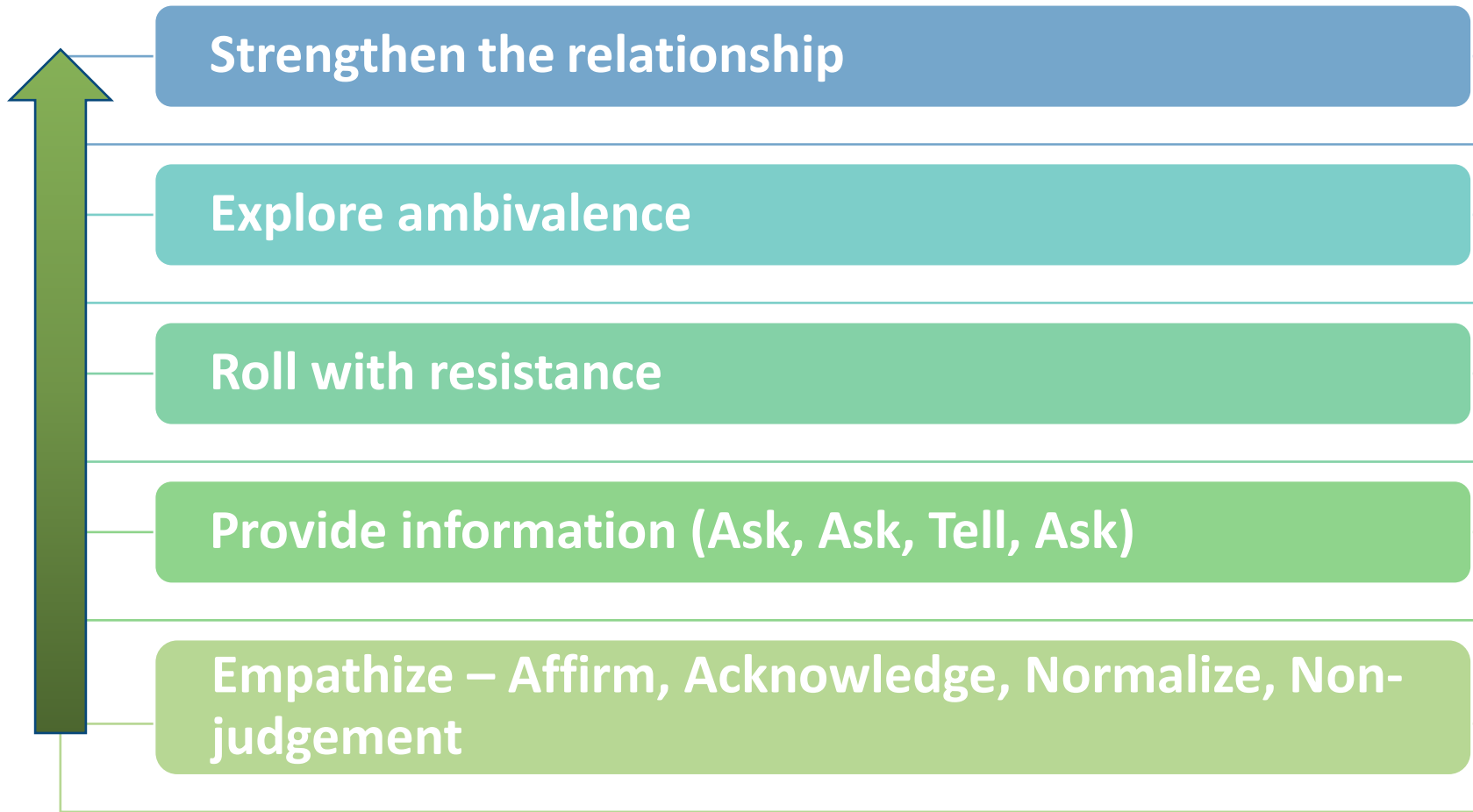
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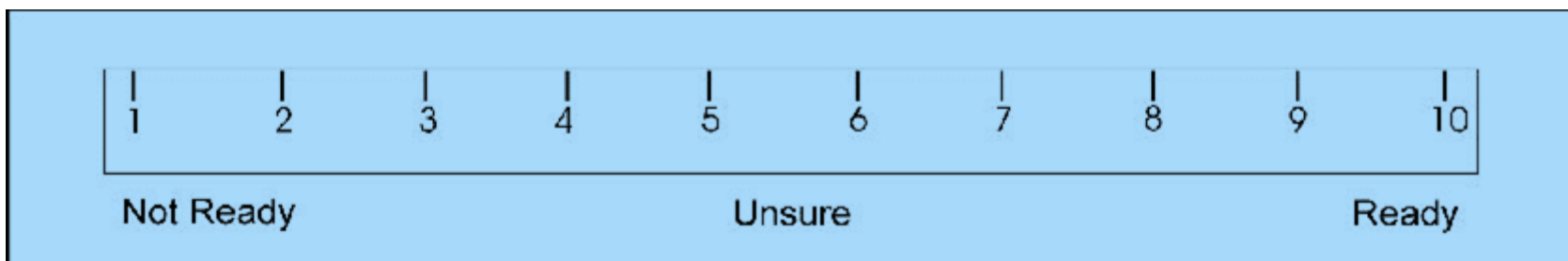
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# To Build Conviction



- Make the goal reasonable and short-term
- Strive for a change that is behavior-specific
- On a scale of 1-10, how ready are you to make a change in your diet?



- Start when the patient has a confidence level of 7 or greater & work to strengthen confidence.
- Create a specific action plan - answer: *what; how much; when; and how often?*

- **Elicit the person's own ideas and experiences that reflect their ability to change by asking questions:**
  - “How might you go about doing this?”
  - “What would be a good first step?”
  - “What might get in the way and what can you do to prevent that?”
  - “What gives you some confidence that you can do this?”
  - “On a scale of 1-10, how ready are you to make this change?”
  - “Why are you \_\_\_\_\_ and not a zero?”
  - “What would it take for you to go from \_\_\_\_\_ to [higher number]?”
  - “What strengths do you have to help you succeed in doing this?”

Jose, a 62-year-old male with diabetes mellitus presents for a routine visit to discuss a recent A1c result was 10.

- The patient brought his blood glucose diary with him. They demonstrate wide variation over the course of each day – typically ranging between 130 and 300.
- The change under discussion is a modification of diet.



## Where do I start?

Start small, ask a colleague to practice with you

- Identify a behavior change you would like to initiate, and role play a conversation with your colleague
- What worked? What was uncomfortable?
- Problem-solve the issues that arise and build on your successes
- Think about how you would begin to practice this skill with your patients





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