

## Enhancing Patient Self Management Series:

# Motivational Interviewing Reflective Listening

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

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(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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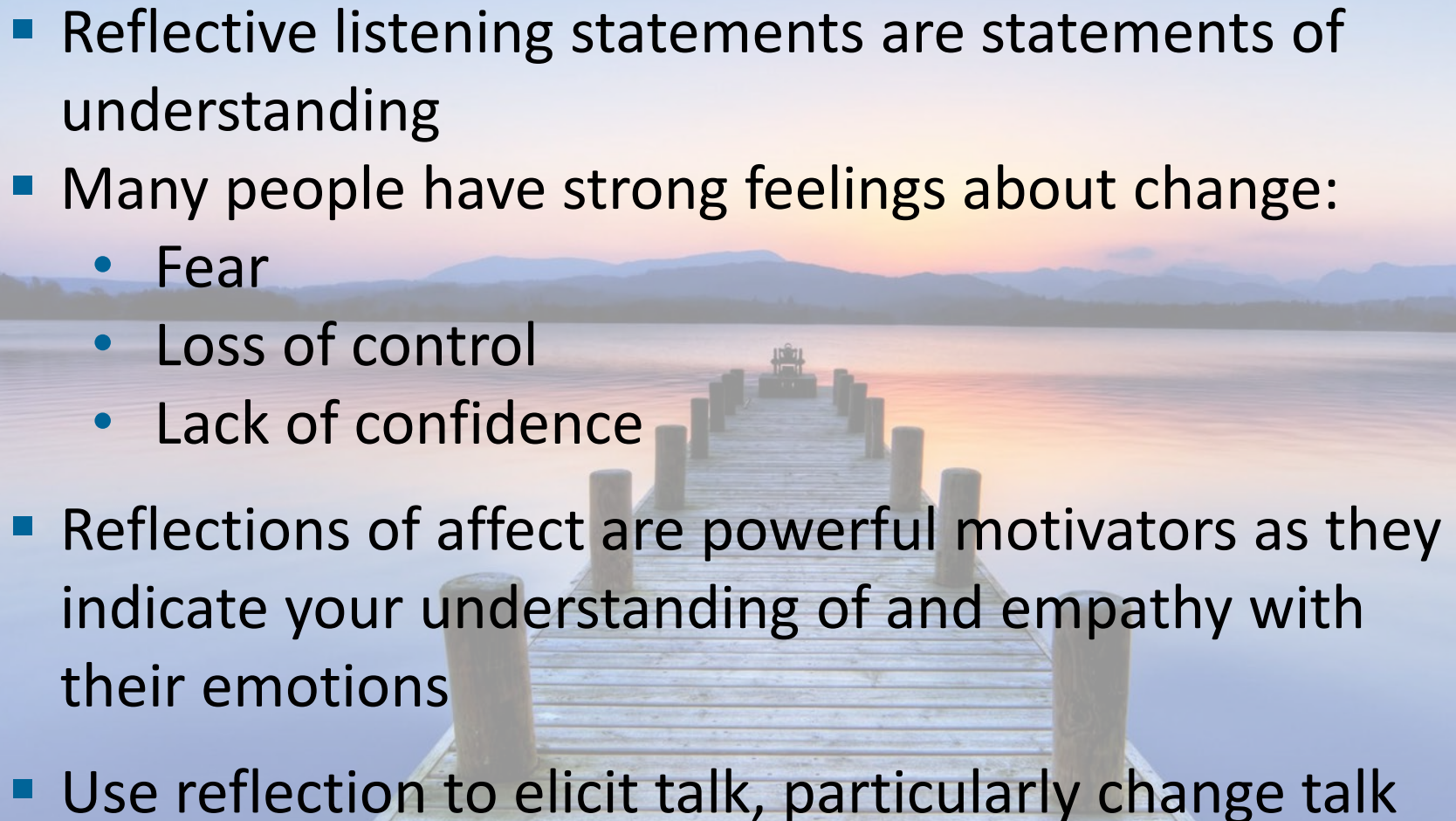


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- Reflective listening statements are statements of understanding
  - Many people have strong feelings about change:
    - Fear
    - Loss of control
    - Lack of confidence
  - Reflections of affect are powerful motivators as they indicate your understanding of and empathy with their emotions
  - Use reflection to elicit talk, particularly change talk

# Steps to Reflective Listening

1. Listen
2. Listen for meaning
3. Choose your direction
4. Offer a reflection
5. Pay attention to the patient's response

*Work to help the person come up with their own solutions by reflecting elements that build change talk.*

- Use simple reflection statements, not questions, not problem-solving
    - Empathy
    - Repeat back exact words used
  - Complex reflections:
    - Deepen understanding
    - Forward movement, Explore the future
    - Probe priorities
    - Use double-sided reflection
    - Acknowledge ambivalence
    - Emphasize personal responsibility and choice
- 



## Encourage Change Talk by “What else?”:

- Use benefit substitution
- Bring the future to the present
- Clarify values
- Identify discrepancies
- Use differences in motivational reasons

- **Person:** “I don’t think that drinking is really my problem”
  - **You:** “Your drinking hasn’t caused any real difficulties for you”
  - **Person:** “Well, sure it has. Anyone who drinks as much as I do is bound to have some consequences.”
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- **Person:** “I think my family would be happier if I didn’t sleep all the time.”
  - **You:** “You really care about them.”





Janelle, a 37-year-old female with a history of uncontrolled hypertension and anxiety presents for a follow-up visit after starting a new blood pressure medication 3 weeks ago. She is complaining of increased fatigue since starting the medication.

## Where do I start?

Partner with a colleague to practice.

- Work on reflecting statements with each other
- Problem-solve the issues that arise and build on your successes

Start small, try it with just a few patients, and then assess your experience.

- Use it with 3 patients
- Listen for change talk and reflect statements you hear with empathy



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