



References:

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- Patterson, K., Grenny, J., McMillian, R. & Switzler, A. (2012, 2nd ed.). *Crucial conversations: Tools for talking when the stakes are high*. New York: McGraw Hill.
- Rosengren, D. B., (2009). *Building motivational interviewing skills: A practitioner workbook*. New York: Guilford.

PINK: **P**practice **i**ntentionally **n**ot **k**nowing (curiosity) with OARSI

Open-Ended Question

No more than two questions in a row; Express concern, interest, puzzlement, etc.; Who, What, When, Where, How and maybe Why

- “How’s your week been?”
- “Who helped you get to the office today?”
- “What is important to you that we talk about now?”
- “The next step for improving your health and well-being is what?”
- “What do you think we should do now?”
- “And what else?”

- Key question: Use to move from building motivation for change to developing, implementing, and maintaining a change plan

Affirmation/validation

May or may not be phrased as questions; Builds feelings of empowerment and self-efficacy in the other person, a “can do” attitude; Instills hope and the belief that the other person can change or already has changed; Re-orient to the resources that the other person has available; be sure it is based on **observed** strengths or character

- “You stayed sober last weekend” instead of, “You managed to avoid using”
- “What did you do to pay all your bills this month?”
- “Given your experiences, it makes sense that you are concerned about seeing me today. It must have taken a lot of determination to get here.”

- Begin with “You...” not “I”
- More than reflections, affirm appreciation of the other person and identify strengths
- Focus on specific observed behaviors instead of attitudes, decisions or goals
- Describe behaviors, leave out the evaluations
- Attend to solutions instead of problems
- Attribute interesting qualities to the other person
- Nurture a competence instead of a deficit view of people
- Focus on a strength or attribute, not the lack of something





Reflection/Paraphrase

Make statements instead of asking questions

“You think (or feel)...,”
“You’re wondering if...,”
“So you feel (or think)...,”
“You mean that...,”
“Sounds like you ...”

- Varying the depth deepens or raises the intimacy level – match the situation: surface level at the beginning and end, and when struggling to control emotions
- Generally, make two reflections to after every question; more than two questions in a row tends to make the other person passive

Summary

Succinct, clear statements that organize what’s been said; highlight change talk and contrast ambivalence stated previously or in the moment; serves to: 1) collect and organize a series of statements, 2) link the pros and cons of change or something said previous with a current statement, or 3) transitional to a new topic or to move from Phase I - building motivation - to Phase II developing, implementing and maintaining a change plan; **always** end with a summary by you and/or the other person(s): “What are your takeaways or next steps?” (O)

- Use ‘and’ not ‘but’

Information giving

“What others who I know that are similar to you have found useful that you may want to consider is...”

“The research on this suggests...”

- Use OARS first
- Ask for permission if a specific request has not been made
- Share multiple ideas/resources as potential options
- State how you feel and what you need in this mutually beneficial relationship
- Use 3rd person references; add your experience if clarification needed
- Discuss interest, confidence and commitment levels





PINK: Ppractice intentionally not knowing (curiosity) with OARSI

Interaction Analysis by: _____ Date: _____

With: _____ Location: _____ Recording #: _____

| Type | Description | Number |
|--------------------------------|---|--------|
| <u>O</u> pen-ended question | Express curiosity, interest, concern, etc.; Who, What, When, Where, How and maybe Why | |
| Closed question | Solicit a simple, short answer, often “Yes”, “No” or specific information | |
| <u>A</u> ffirmation/Validation | Build feelings of empowerment and self-efficacy – may or may not be questions; be sure it is based on observed strengths or character | |
| <u>R</u> eflection/Paraphrase | Stay “within an inch” of what the other person has said | |
| Simple | Repeat the other person’s words or phrases; communicate attention, following and interest | |
| Complex | Extend what the other person has said; cognitively reframe the content or reflect the emotion expressed, infer greater meaning; move the conversation forward | |
| Amplified | Over- or under-state an absolute statement to ensure this is an accurate statement or prompt re-considering a statement; avoid sarcasm - typically leads to anger or a counter-argument | |
| Double-sided | Highlight both sides of an issue; Use “and” not ‘but’: “on the one hand... and on the other...” | |
| Metaphor | Move beyond stated content; provide a new framework or model for understanding what was said; if the metaphor is familiar to the other person, may introduce an organizational scheme for incorporating new information/observations | |
| <u>S</u> ummary | Succinct; organize what’s been said; highlight change talk and contrast ambivalence stated in the moment or previously; transition to new topic or focus; always end with a summary by you and/or the other person(s): “What are your takeaways or next steps?” (O) | |
| <u>I</u> nformation-giving | Use OARS first ; ask for permission; use 3 rd person references - add personal experience if clarification needed; share as potential options; state how you feel and what you need for this to be a mutually-beneficial relationship; discuss interest, confidence and commitment levels | |





Affirmation and Validation Practice

1. Stephan tests positive for cocaine, the second time in two months. At first he denies using, saying that yesterday he was he was around some friends who were smoking it. He then admits that he snorted “one little line” just to fit in and it seems to help him sleep without getting the sweats. Says he’ll come in for urine tests 3-4 times a week to help him not use again because he’s tired of getting locked up for it.

Strengths:

Affirmation: You are someone who...

2. Bobby, a 24 year old, stands before the Parole Board member for the second time in 3 years after being arrested for possession of marijuana. He was hanging out with a group of his homeless friends when some college students started haggling about the price of the pot. He jumped in and a brawl ensued. As the police broke up the fight, a bag of weed fell out of his pocket. He is rude and disrespectful toward you and the Board member.

Strengths:

Affirmation: You are someone who...

3. Jody arrives on time as usual driving a spotless truck. “Everything is going fine but I’m tired from working 10 days straight.” You then see that for the third time the money order to pay your fee has an incorrect amount.

Strengths:

Affirmation: You are someone who...





Affirmation and Validation Practice (cont.)

4. Truly says, “I partied hardy” after getting released from jail yesterday. She knows it was a violation of her contract and is fed up with everyone reminding her of it because it helped her “blow off some steam.” Says she’s now made up her mind to stop using. Her plan is to find a job and “stay focused.”

Strengths:

Affirmation: You are someone who...

5. As you were standing at the door of George’s house about to knock you hear George swear at his wife and scream, “leave me alone woman!” George is a “man’s man” who works hard to pay his child support and all other bills every month. He cooks in several restaurants and is proud of his reputation as someone who doesn’t take crap off of anyone, including his boss and his wife. When she complains about him being distant, he says he doesn’t know what she means. He is pissed because she’s constantly nagging him and insisting that they talk more. He listens to her talking to you without saying a word. Then he says that he tells her he loves her often, buys her flowers, watches her froo-froo TV programs sometimes, and does his “honey do” list every weekend.

Strengths:

Affirmation: You are someone who...

