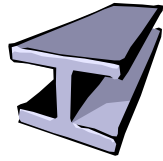


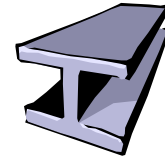
## **Table of Contents for Handouts (sequential order)**

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**Twelve Roadblocks to Listening**  
(Thomas Gordon, Ph.D.)

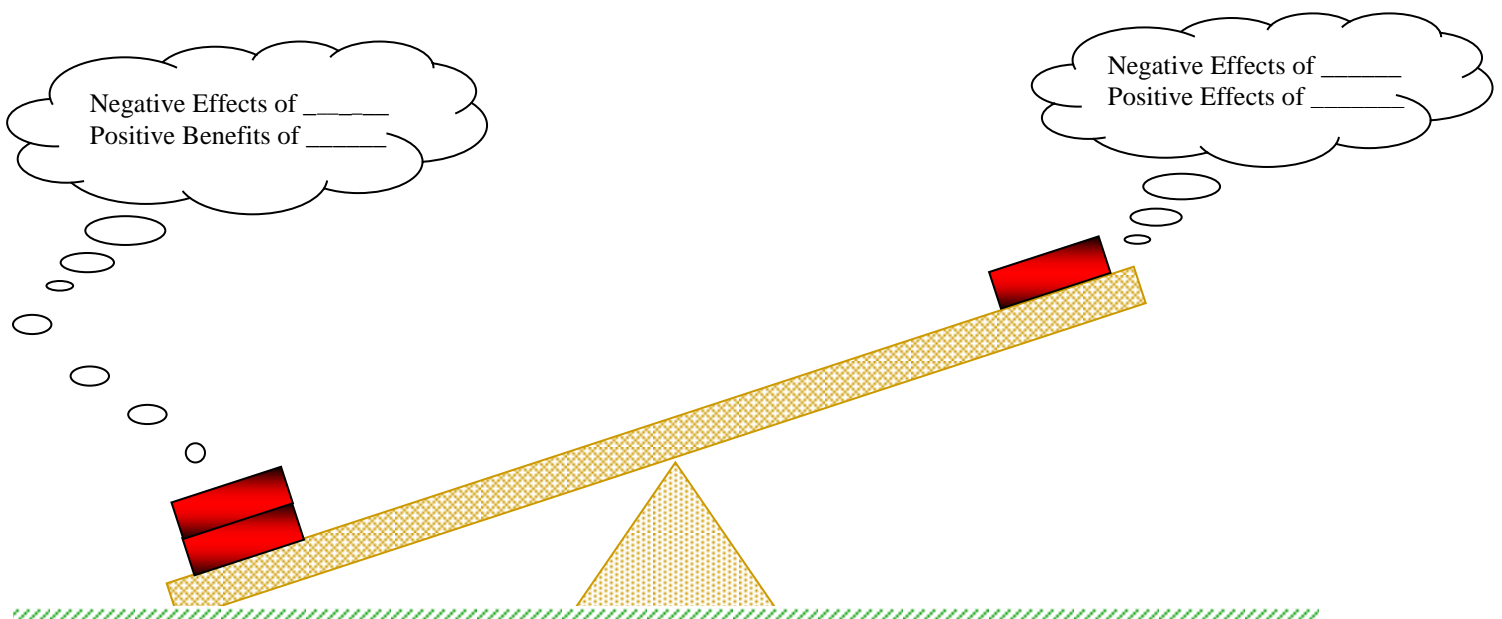


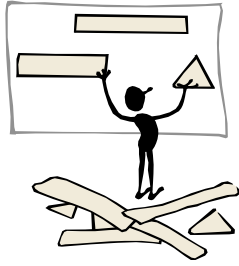
1. Ordering, directing, or commanding
2. Warning or threatening
3. Giving advice, making suggestions, or providing solutions
4. Persuading with logic, arguing, or lecturing
5. Moralizing, preaching, or telling clients what they “should” do
6. Disagreeing, judging, criticizing, or blaming
7. Agreeing, approving, or praising
8. Shaming, ridiculing, or labeling
9. Interpreting or analyzing
10. Reassuring, sympathizing, or consoling
11. Questioning or probing
12. Withdrawing, distracting, humoring, or changing the subject

## Strategies for Various Stages of Change Process

<b>Stage of Change</b>	<b>Professional's Role</b>	<b>Process</b>
Precontemplation	Create perception of risk	Feedback
Contemplation	Elicit personal concerns and perceived need for change	Motivational interviewing
Preparation	Negotiate alternatives	Planning
Action	Assist person in changing	Resources Change Plan
Maintenance	Assist person in maintaining changes	Reinforcement
Relapse	Assist person in resuming change strategies	

### CONTEMPLATION Cost-Benefit Balance





## Affirmations of Successful Changers

Accepting  
 Active  
 Adaptable  
 Adventurousome  
 Affectionate  
 Affirmative  
 Alert  
 Alive  
 Ambitious  
 Anchored  
 Assertive  
 Assured  
 Attentive  
 Bold  
 Brave  
 Bright  
 Capable  
 Careful  
 Cheerful  
 Clever  
 Committed  
 Competent  
 Concerned  
 Confident  
 Considerate  
 Courageous  
 Creative  
 Decisive  
 Dedicated  
 Determined  
 Die-hard  
 Diligent

Doer  
 Eager  
 Earnest  
 Effective  
 Energetic  
 Experienced  
 Faithful  
 Fearless  
 Flexible  
 Focused  
 Forgiving  
 Forward-looking  
 Free  
 Happy  
 Healthy  
 Hopeful  
 Imaginative  
 Ingenious  
 Intelligent  
 Knowledgeable  
 Loving  
 Mature  
 Open  
 Optimistic  
 Orderly  
 Organized  
 Patient  
 Perceptive  
 Persevering  
 Persistent  
 Positive  
 Powerful  
 Prayerful  
 Quick

Reasonable  
 Receptive  
 Relaxed  
 Reliable  
 Resourceful  
 Responsible  
 Sensible  
 Skillful  
 Solid  
 Spiritual  
 Stable  
 Steady  
 Straight  
 Strong  
 Stubborn  
 Thankful  
 Thorough  
 Thoughtful  
 Tough  
 Trusting  
 Trustworthy  
 Truthful  
 Understanding  
 Unique  
 Unstoppable  
 Vigorous  
 Visionary  
 Whole  
 Willing  
 Winning  
 Wise  
 Worthy  
 Zealous  
 Zestful

## OARS

Listen for examples of the communicator's use of each of the OARS responses. As you hear them, place a hash mark (/) in the appropriate row. Make notes of examples of each type of OARS response that you heard.

<b>Counselor Response</b>	<b>Count (hash marks)</b>	<b>Good Example(s)</b>
<b>O</b> pen Question		
<b>A</b> ffirm		
<b>R</b> eflect		
<b>S</b> ummary		
<b>Not at all</b> <span style="margin-left: 150px;"><b>Very Ready</b></span>		
1	2	3
4	5	6
7	← Level of client readiness for change	

# Decisional Balance Worksheet

When we think about making changes, most of us don't really consider all "sides" in a complete way. Instead, we often do what we think we "should" do, avoid doing things we don't feel like doing, or just feel confused or overwhelmed and give up thinking about it at all. Thinking through the pros and cons of both changing and not making a change is one way to help us make sure we have fully considered a possible change. This can help us to "hang on" to our plan in times of stress or temptation. *Below, write in the reasons that you can think of in each of the boxes.*

	Benefits/Pros	Costs/Cons
Making a change		
Not Changing		

# Change Plan Worksheet

The changes I want to make are:

The reasons I want to make these change are:

The steps I plan to take in changing are:

The ways other people can help me are:

Person

Possible ways to help

Some things that could interfere with my plan are:

I will know that my plan is working if:

## **Motivational Interviewing Learning Plan**

Why is learning MI important to me?

What are my strengths currently? (reflective listening, client-centered, affirming, etc.)

Where do I want to start? What is my short-term learning goal?

What steps will I take to reach that goal? (discuss/practice in supervision, listen to my own tapes, etc.)

How will I know that I have reached my goal?

Whose help do I need to accomplish my goal?