

Motivational Interviewing: Example of Questions to Ask Members/Patients

Pre-contemplation

Encourage exploring - Intro ambivalence:

Acknowledge the lack of readiness and that the decision is theirs

- Be patient with minimal progress

Validate where the person is and respect how they feel. Always ASK Permission.

Example questions:

It sounds like you feel pretty low and do not see any benefit to taking any medication. Will you talk with me about that so I can better understand how you are feeling?

I can see/understand change is scary-or uncomfortable-or pointless to you. I am wondering if you have always felt this way?

Has there ever been a time you felt better?

Are there other times when you had to make a change in your routine? What did you do. Was it hard at first?

Are there any ways that you think that you could or would do to feel better? Are there any things that you have ever thought about doing if you did feel better? Is there anything you ever thought about doing to make you feel better?

How will you know when it is time to think about changing?

Contemplation:

Following, listening and asking

Seeking to understand their behavior; pros and cons

- Be accepting

Identify the areas of resistance, potential barriers, motivators and supports

- Encourage exploration of the pros and cons:

Example questions:

What do you think is preventing you from taking steps to accept help/treatment /meds/?

What are you most concerned with?

How would you think you would feel if you took your medications?

How do you envision” *statements*?

What do you see that would prevent you from taking your meds each day?

Preparation

Guide and ask

Intending to change; ready in attitude and behavior, on the verge of action

Provide strategies for reducing use

Identify sources of support and skills

- Identify potential difficulties and make a plan of how to approach those
- Offer specific suggestions/referrals
- Develop a plan a follow-up talk:

Example questions:

It seems like you're considering making a change.

Could we talk about this?

There may be ways I can support you?

Would that be helpful?

What difficulties do you anticipate?”

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Action

Inform ask and guide with some direction

Eliminate relapse triggers

- Support and encourage
- Bolster self-efficacy
- Help create plans to deal with pressure to return to previous patterns
- Refer to doctor or counselor
- Check in with person:

Example questions:

How have you done since we last met? Did you run into any challenges? Yes, what were some of your thoughts?

How did you deal with forgetting to take your medications?

Tell me what's worked for you."