

Interpersonal Style: Motivation Enhancing

- Warm, friendly, genuine, interested
- **Empathetic:** Shows an active and sincere interest in making sure they understand what the participant is saying and conveys that understanding to the participant.
- **Personalized:** Communicates in a personal, individualized way, unique to that participant's own situation, experience, and readiness to change.
- **Collaborative:** Sharing power and control; working together in partnership; pursuing common goals; dancing rather than wrestling.
- **Positive:** Finding regular opportunities to affirm, acknowledge, and reinforce; offering messages of hope and possibility; letting the participant know that s/he can do it!
- **Non-judgmental:** Freedom of choice and self-direction are respected.
- **Safety:** Creates a safe, non-threatening, non-judgmental environment where staff and participant voices can be heard and respected.
- **Resistance:** Recognizes signs of resistance and rolls with it rather than fighting it.
- **Permission:** Asks permission, either directly or indirectly, before raising a topic, addressing concerns, offering advice, or exchanging information.
- **Control & Choice:** People are more motivated to change when it's based on their own decisions and choices, rather than an authority figure telling them what to do (Self-perception theory: Bem, 1972)

PARADOX OF CHANGE:

*When a person feels accepted for who they are and what they do
- no matter how unhealthy -
it allows them the freedom to consider change
rather than needing to defend against it.*