

Motivational Interviewing Key Concepts

The spirit, the skills and the four processes on one page

Spirit

CAPE

Skills

OARS + giving information

Processes

Four

Spirit of MI

Compassion	Acting for the person's well-being and putting their needs first.
Acceptance	Communicating absolute worth, accurate empathy, affirmation and support for autonomy.
Partnership	Working alongside the person and honoring their own expertise.
Evocation	Drawing out the person's own views and motivation.

MI skills: OARS and giving information

Open questions	Questions that invite the person to say more, not a one-word answer. Useful for drawing out change talk, meaning, values and goals.
Affirmations	Naming the person's strengths, efforts and abilities. They build confidence and turn the talk toward what can be done.
Reflections	Offering back what you hear the person mean. They build rapport and insight, show empathy and highlight change talk.
Summaries	Gathering what the person said into a "bouquet" of their change talk, motivation and meaning.
Giving information	Elicit, Provide, Elicit: ask what they know, ask permission and share, then ask what they make of it.

The four processes

- 1 Engaging:** building rapport and a working relationship.
- 2 Focusing:** finding the change goal and the direction of the conversation.
- 3 Evoking:** drawing out the person's own reasons for change and strengthening change talk.
- 4 Planning:** building confidence and commitment, and shaping next steps.