

MI During Brief Phone Calls

Ten tips for when you can't see each other

Setting	Tips	Read time
Phone or audio	Ten	Two minutes

- 1 Know the difference.** On the phone there are no facial expressions or body cues, you can't shape the room, and silence can feel bigger.
- 2 Check the connection.** Make sure the line and the technology are working.
- 3 Share your intentions.** Set your expectations before the call and be open with the person about them.
- 4 Listen more, speak less.** Invite the person's voice early and often.
- 5 Narrate.** If you're typing or taking notes, say so.
- 6 Stay flexible.** Let the agenda bend to meet the person. Move in and out of assessment so it doesn't take over.
- 7 Lean on motivation and strengths.** Come back to them often, and draw out change talk as you go.
- 8 Be specific and vivid.** Make any suggestion concrete, with examples the person can picture.
- 9 Prepare yourself.** Silence notifications, close email, take a breath, set your intention, and smile.
- 10 Help with their distractions.** When it fits, help the person find a quieter moment or spot, and name it if the line is bad.