

GLOSSARY



Affaires francophones
Francophone Affairs

APPLYING MOTIVATIONAL INTERVIEWING SKILLS TO VACCINATION HESITANTS

DEALING WITH AMBIVALENCE

Avec le financement de
Financial contribution from



Agence de la santé
publique du Canada

Public Health
Agency of Canada

Design and production



LE-COURS

Affirmation

Explicitly recognizes the positive, including the inherent value of all human beings.
Objective: to help the person articulate change talk.

Altruism

A benevolent intention to dynamically promote the well-being, the needs and the interests of the person being assisted.

Ambivalence

Manifests as the simultaneous existence of reasons to change (change talk) and reasons not to change (sustain talk).

- Both sustain talk and change talk are integral to ambivalence.
- Ambivalence is normal when it comes to preparing for change.
- The practitioner's role is to support the client, through their choice of interventions, in communicating a supportive discourse for change.
- Emerging from ambivalence involves choosing a direction, moving toward it and pursuing it.

Change talk

Anything expressed by the person that supports change.

Commitment

In every therapeutic relationship, the meeting time and development of a therapeutic alliance are essential and well known to professionals. In MI, the commitment phase focuses on reinforcing this bond and building a relationship of mutual trust and deep empathy.

Dissonance

An oppositional phenomenon that involves the practitioner and the client, resulting from interventions that deny the client's autonomy.

- Dissonance is different from sustain talk because it focuses on the practitioner. The practitioner's actions are the catalyst for this type of resistance.

EPE: Elicit-Provide-Elicit

Elicit someone's knowledge about a given topic.

Provide permission to add to the topic.

Provide information

Elicit what the person has to say about the information provided.

Evocation (mind)

Curiosity, attentive and conscious listening by specialists who consider that the individual has inner resources to explore ambivalence, and that the purpose of this intervention is to draw out these motivations.

Evocation (process)

Where the individual is asked to articulate their reasons, needs and motivations for change.

Focusing

This involves drawing a picture of the person's situation and working with them to decide where they want to go with coaching. The interviewer focuses on a specific goal of change to direct the conversation around it.

Motivational interviewing (1)

A collaborative, goal-oriented communication style that emphasizes the language of change. It is designed to strengthen a person's motivation and commitment to a specific goal by drawing out and exploring their reasons for change in a setting of non-judgment and altruism.

(William R. Miller, Stephen Rollnick, *Motivational interviewing*. Helping People Change, 2nd edition, InterEditions, 2019)

Motivational interviewing (2)

A specific approach to discussing change, which allows the individual to consider their own reasons and motivations for change, and how to achieve it.

(Adapted from William Miller *Motivational Interviewing* - Foundational, online training, 2022)

Non-judgment

This involves recognizing the individual's unconditional value and autonomy, while showing deep empathy and appreciating their abilities and efforts.

Open-ended question

Question for which the respondent is not given an answer.

- Objective: allows the client to explain their response and actively participate in the interview.

Partnership

Collaboration between two experts: a professional who is an expert in his field and a participant who is the expert of his own situation. Partnership implies an attitude of curiosity, openness and confidence in the person's abilities.

Planning

Planning addresses the how-to. Planning begins when change talk develops into mobilization. The goal is to steer the conversation toward commitment by helping the person formulate a concrete plan of action.

Reflection

Reflects what the practitioner hears and understands about the person's feelings and needs.

- Objective: allows the client to expand on, qualify or correct what they have just said, adding momentum to the conversation.

Righting reflex

Refers to the practitioner's tendency to build the case for change.

- The Righting reflex may cause the person to become defensive and argue for their point of view. The case for change must come from the client.

Summary

May be considered a special form of reflection.

- Multiple objectives: e.g. to collect several statements on related issues.

Sustain talk

The individual's expression of reasons that prevent them from changing their behaviour.