

# Getting Clients to Change

- ◆ We're trained to know the best approaches
- ◆ Clients are coming for help to change
- ◆ We show them how to feel better and they'll follow our plan
- ◆ Improving health and performance is our *superpower*

About those *superpowers*...

“With Great Power...  
...Comes Great Responsibility”

Uncle Ben  
- *Spiderman*

“With Great Power...  
...Comes Great Bullshit”

Max Caulfield  
- *Life is Strange*

# The Client Challenge

- ◆ Ambivalence feels like and shows up as both sides making sense
- ◆ Embarrassment (“*I should* be able to do this”)
- ◆ Passive Patient Syndrome / Teacher’s Pet
- ◆ Giving up

# The Provider Trap

The fixing reflex in action:

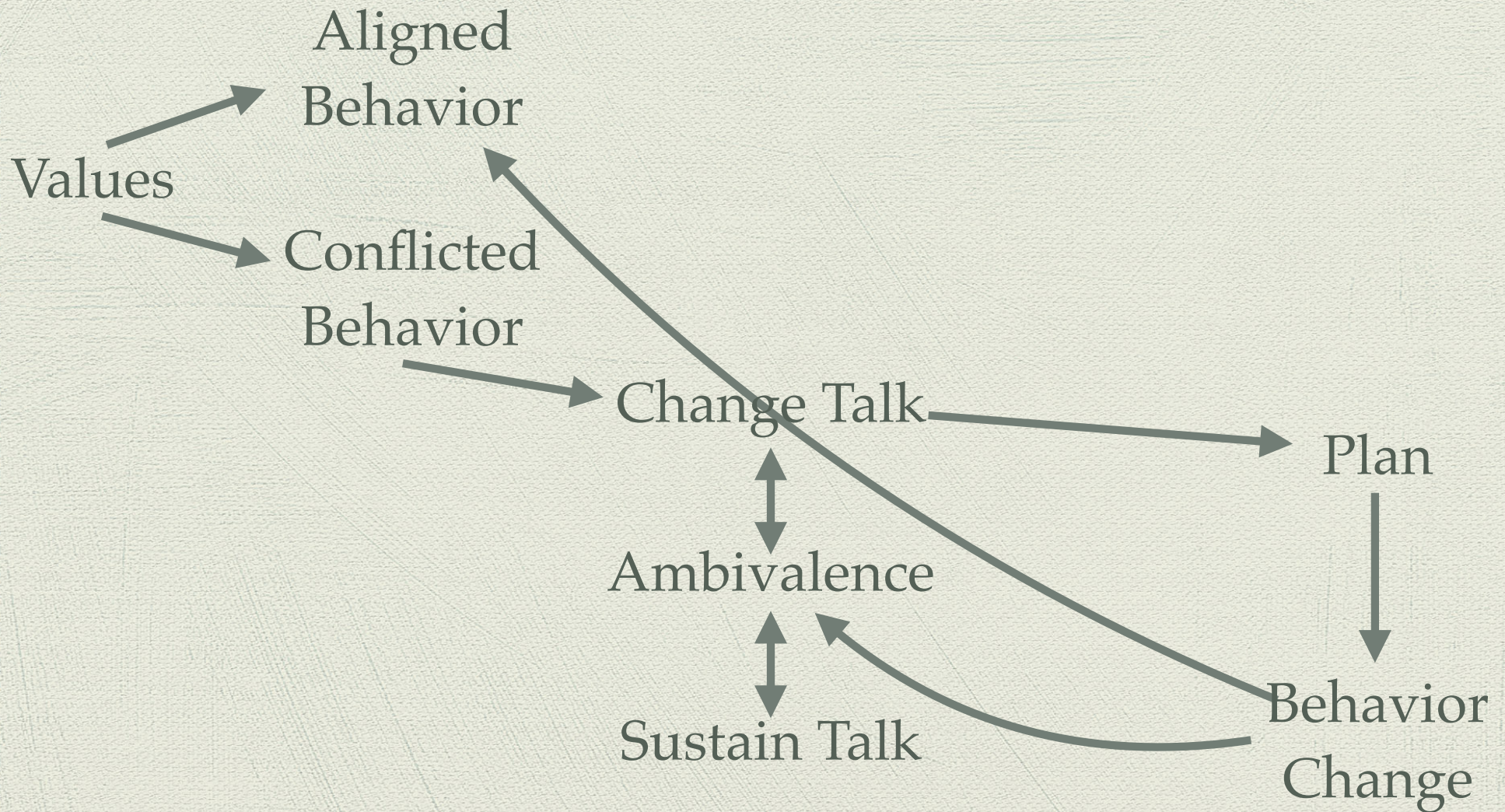
- ◆ I know what the problem is
- ◆ Impose my expertise
- ◆ Prescribe generic solutions

# The Provider Trap

The fixing reflex in action:

- ◆ I know what the problem is
- ◆ Impose my expertise
- ◆ Prescribe generic “evidence-based” solutions
- ◆ Assume the client will follow the plan

# Behavior Change the MI Way



"Open your arms to change but  
don't let go of your values."

– *Dalai Lama*

Adventure	Growth	Respect	Curiosity	Music
Friendships	Privacy	Community	Leisure	Trust
Passion	Beauty	Innovation	Self-Respect	Exercise
Altruism	Happiness	Responsibility	Empathy	Nature
Fun	Quality	Connection	Love	Truth
Patience	Bravery	Integrity	Spirituality	Fairness
Ambition	Health	Risk-Taking	Entertainment	Open-Mindedness
Gaming	Reading	Contribution	Loyalty	Vulnerability
Perseverance	Calmness	Kindness	Sport	Faith
Animals	Honesty	Safety	Environment	Optimism
Gardening	Relationships	Cooking	Mercy	Wealth
Playfulness	Career	Knowledge	Stability	Family
Art	Humility	Security	Equality	Order
Generosity	Resilience	Creativity	Mindfulness	Wisdom
Pleasure	Change	Leadership	Thoughtfulness	Financial Stability
Authenticity	Humour	Self-Compassion	Ethics	Parenting
Gratitude	Resourcefulness	Culture	Minimalism	Writing
Politics	Commitment	Learning	Travel	
Balance	Independence	Self-Expression	Excellence	

- ◆ What are your top TEN values?
- ◆ What is the MOST important value and the SECOND most important value?

# Living Into Values

- ◆ What is a behavior that aligns with one of your top two values?
- ◆ What is a behavior that conflicts with one of your top two values?
- ◆ What makes it difficult to live into your values?
- ◆ What supports efforts to live into your values?

# Doing MI

- ◆ Use values as a framework for change
- ◆ Focus on *client's* reasons to change
- ◆ Work towards change in a systematic and strategic fashion

# It's a dance



*Steven Universe*, property of Cartoon Network

# The clinical stance

- ◆ Awareness of assumptions
- ◆ Reduce power differential
- ◆ Acceptance, nonjudgmental
- ◆ Provider brings *expertise*  
Client brings *meaning*

# Establish Rapport (The Beginning)

# Goal #1:

## Keep Client Pointed Toward Change

### Listen for:

- ◆ Ambivalence as the tipping point between moving and staying
- ◆ Movement towards change vs. staying the same
- ◆ Discord

# OARS

- ◆ *Open ended questions* – Evoke a client's thoughts about the topic
- ◆ *Affirming statements* – Articulate client progress
- ◆ *Reflecting statements* – Let client know you are listening
- ◆ *Summarizing statements* – Let client know you are trying to understand

# “I didn’t really practice”

- ◆ *Open*: “I’m curious about how it went when you thought about practicing or practiced.”
- ◆ *Affirm*: “You tried a few times—that matters.”
- ◆ *Reflect*: “Part of you wanted to, part didn’t.”
- ◆ *Summarize*: “So time and motivation both played a role.”

# MI Inconsistent Provider Behaviors

- ◆ Direct confrontation
- ◆ Unsolicited advice
- ◆ Asserting authority
- ◆ Non-collaboration
- ◆ Hurry

# Prepare for Change (The Middle)

# DARN

- ◆ *Desire* to change (“I want to”)
- ◆ *Ability* to change (“I can”)
- ◆ *Reasons* to change (“I have reasons to”)
- ◆ *Need* to change (“I need to”)

# How Important?

Readiness Ruler  
Importance

How **important** is this change to you right now?



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- ◆ Why did you rate it a Y, rather than X (~ 2 values lower)
- ◆ What would have to happen to move Y up to Z (~ 1 value higher)?

# Confidence

## Readiness Ruler Confidence

How **confident** are you about making this change?



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- ◆ Why did you rate it a Y, rather than X?
- ◆ What would have to happen to move Y up to Z?

# Importance and Confidence

- ◆ High importance but low confidence: Needs more external support and relatively easy goals to reach
- ◆ Low importance but high confidence: Is there genuine interest in change?
- ◆ Low importance and low confidence: Not ready to change, focus on readiness.

Engage in Change  
(The End...Of The Beginning)

# CAT

- ◆ *Commitment to change*
- ◆ *Activation*
- ◆ *Taking steps*

# Offer to offer advice

- ◆ I might have some ideas if you are interested.
- ◆ I don't know how much you know, but just let me know if you want some information.
- ◆ I've worked with a lot of people who have this issue. If you want, I can share some of the tips that worked for them.

# Jointly create a plan

- ◆ The client's plan is *always* better than ours
- ◆ SMART goal:
  - ◆ Specific
  - ◆ Measurable
  - ◆ Achievable
  - ◆ Relates to life
  - ◆ Time-limited

# Plan follow up

- ◆ Let's set a follow up appointment in 3 weeks

# Thanks!

*Motivational Interviewing in Biofeedback Practice  
Getting Clients to Want to Change*

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