

Motivational Interview: Demonstrative Intervention



Product Overview:

This document includes a script of the Motivational Interviewing: Demonstrative Intervention product. The document content is:

- An introduction the presenter gives on the product and the intervention sessions
- A script on the sessions between the interviewer and the participant dramatizing the intervention

We have highlighted in red the skills used during the intervention to facilitate the comprehension of the Motivational Interviewing method and to provide useful tools for the supervision process.

Script: Motivational Interview: Demonstrative Intervention

Introduction

Welcome. The following presentation is based on the motivational interview method which is a directive client-centered process whose objective is to help clients explore and resolve their ambivalence to elicit behavior change. It is a brief non-confrontational semi-structured interview that identifies the person's stage of change. It is aimed to generate the wish to change habits and lifestyles. It is based first of all on the collaboration between the interviewer and client, establishing a joint effort process to achieve a common goal. Second, it promotes an exchange of ideas to elicit intrinsic motivations. Third, the autonomy that recognizes the person's right to choose and to be responsible for change.

The therapist uses the 4 principles that compose a motivational interview. These are: to express empathy or the interviewers' capacity to accept and understand in a neutral way the client's perspective and feelings; to develop discrepancy or to promote the person's understanding of the distance between his/her actual stage and his/her goals; roll with resistance is a process on which client resistance to change is not contradicted, but accepted as a neutral and comprehensible part of change, and; to support self-efficacy or to promote the client's belief in his/her ability to change and reach his goals and incentives.

To practice these principles, the Interviewer uses the following strategies: open-ended questions, reflective listening, positive reinforcement, and, by exchange of ideas, elicit self-motivational statements from the client.

The use of motivational interview strategies can be evaluated with supervision tools. These allow identifying skills consistent with this intervention model. These tools are:

1. Fostering a collaborative atmosphere
2. Using open-ended questions
3. Affirming strengths and efforts to change
4. Making reflective statements
5. Providing motivation to change
6. Developing Discrepancies
7. Discussing pros, cons, and ambivalence

8. Facilitating a client-centered discussion and provide feedback when requested.
9. Assisting client to develop a change plan.
10. Assessing how much the interviewer maintains an emphatic, collaborative approach that rolls with client's resistance, meaning, it maintains the motivational interviewing style and spirit.

Next we present an interview process using the motivational interview strategies. It is the case of a woman who is dependent to several substances; she attends counseling motivated by a monetary incentive. A self-awareness regarding the use of substances and the impact on her life is fostered by the interviewer through the interventions.

Introduction to the First Session:

The intervention had 5 sessions. In the first session, we can observe the initial contact between the client and interviewer. It is based on a collaborative and empathic atmosphere that will be maintained in each and every session. The discussion of problems from the client perspective is fostered, her feelings are reflected and the interviewer listens reflectively. Information is sought after with open-ended questions, and it's focused on the person and her circumstances. These strategies foster an awareness of her situation, to consider alternatives and to deal with emotions. The main objective is to make the client feel accepted and willing to participate in the process, analyze her situation with an optimistic attitude towards change, and to elicit self-motivational statements.

Session 1

Interviewer: Hi, I'm Claudia, the person who will accompany you in this process. My role will be to facilitate uh, your decision making regarding issues related to drug use. Mm-hmm, I truly hope you can take advantage of this situation by sharing with me all the information you wish to. As you know, this is part of an investigation, so every time you attend you will receive a \$20 incentive.

Client: Mm-hmm...

Continuation... Interviewer: It is also important that you know that this is confidential, right? And we can only break the confidentiality if your life or any other people were in danger, and that this is a voluntary process, right? because you wish to be here and to come here. So, at this moment you can clarify any doubts.

- **Fostering a Collaborative Atmosphere [Respect for the client's autonomy and personal choices]**

Client: No, I don't have any doubts, no questions, my neighbor explained everything.

Interviewer: I see...

Client: Hmm, what I really want is the money; I'm here for the money, because I know I'm getting some money.

Interviewer: Mm-hmm...

Client: That's why I want to answer all those questions.

Interviewer: Mm-hmm... As you know you get \$20 every time you come and \$240 if you attend to all sessions. I see money is important for you.

- **Reflective Statement (Rephrase) [Reflective Listening - Rephrase]**

Client: Yeah! You bet it is, with that I'll come to all sessions. I have never, ever been paid to talk to someone, and about my stuff, never!

Interviewer: Well, since we're going to spend time together, I would like to know more about you. Ok! I have here... your name is Sylvia.

Client: Mm-hmm...

Continuation... Interviewer: you're 34, and separated from your partner,

Client: Mm-hmm...

Continuation... Interviewer: you have two children and you live on the East Division. Anything else you would like to share?

- **Fostering a Collaborative Atmosphere [Respect for the client's autonomy and personal choices]**

- **Client Centered Problem Discussion and Feedback**

- **Closed-ended Question**

Client: It's just..., I've been there, well, more or less for only two months, because I used to live in Apple States,

Interviewer: I see...

Client: but I got sick, lost my job, we, my partner left and I couldn't pay, you know, the house, and well, that house was like everything you could ever want,

Interviewer: Mm-hmm...

Client: but I couldn't stay there.

Interviewer: By the way you tell me, it makes you sad, because you liked that house very much. Tell me about it.

- Reflective Statement (Reflections) [Reflective Listening - Reflections]

- Open-ended Question [Open-ended Question -Evocative]

Client: Well, imagine, after having such a hard life,

Interviewer: I see...

Client: With so many abusive men, you would kill yourself working, and they would take it all, then this last partner, we rented a house, everything was fine, even though he was also a substance user, but he went into what they call methadone, and then he started assisting to group meetings in the afternoon, later he began pressuring me so I would go to a treatment center,

Interviewer: Mm-hmm...

Client: but I said, I said no, but later, I said yes, that I was going to change, and one day, he got home and found me high, he took all his stuff and left.

Interviewer: Hmmm...

Client: I couldn't, I got depressed, it was very hard on me, I got sick, I lost my job, and well, I couldn't pay the rent, then, so I wouldn't be on the streets, my mom asked me to move there

Interviewer: Mm-hmm...

Client: where I live now, in the East Division, so I could stay there, in a house that belongs to many siblings, and that's where I am.

Interviewer: Mm-hmm... until now, you have shared with me many things very important to you. So, so, among them that you liked living at Apple States, that your partners were drug users, and that you considered them abusive men,

Client: Mm-hmm...

Continuation... Interviewer: that your last partner wanted, hmm, to change his life for real, he went into a program, and when you didn't accept entering a program, he left, and that's when you lost your job, and at the same time, you lost your house, and then, your mother lends you this little house, right?, so this house where you live is part of your inheritance.

Client: Mm-hmm

Continuation... Interviewer: You mentioned that after your partner left, you were sick, and that you lost your job, how was your health affected?

- Reflective Statement (Summary) [Reflective Listening -Summary]

- Open-ended Question [Open-ended Question -Evocative]

Client: Well, look, in those days I was feeling really bad, you know, very sad, crying all the time, what people feel when they say they're depressed, maybe that's what it was, I don't know. My whole body ached as well, I had diarrhea, and I felt really bad,

Interviewer: Mm-hmm...

Client: honestly I don't even want to think about it, about all that, when I went back to work, when I could, cause honestly I couldn't before, they had someone else in my position, and I got, I got so upset, that the very same day, I took off to drown my sorrows.

Interviewer: So, when you lost your job, you took off to drown your sorrows because you were very angry

- Reflective Statement (Repetition) [Reflective Listening -Repetition]

Client: Mm-hmm... And I honestly wanted even to forget the name... hehehe... you know, those occasions where you don't want to remember anything, not to think, not to cry, I even forgot my name was Sylvia.

Interviewer: I see, you drank until you forgot your name?

- Closed-ended Question

Client: Mm-hmm, well, it's because like that, hehehe... sounds like a lot, but I truly drank what most people usually drink,

Interviewer: Mm-hmm...

Client: you have two or three and then you don't remember how many you had, but it's not that much...

Interviewer: Mm-hmm..., you have told me that when you got fired you got really upset, and that you drank alcohol, and that on occasions, you drink alcohol when you're upset.

- Reflective Statement (Rephrase) [Reflective Listening -Rephrase]

Client: Well, you know, I sometimes use other stuff too.

Interviewer: What stuff do you mean?

- Open-ended Question [Open-ended Question]

Client: Well you already know, or do I have to give you details?

Interviewer: No, you don't have to give details, you don't have to talk about anything you don't want to, but for me other stuff could be anything, or I have to imagine what does it mean for you, and the important person in this process is you.

- Fostering a Collaborative Atmosphere [Respect for the client's autonomy and personal choices]

Client: Well, to address that subject is very hard for me, sometimes; I don't even want to talk about it,

Interviewer: Mm-hmm...

Client: I don't talk about it with anyone.

Interviewer: I see it's a difficult subject for you, we could then talk about something else, and whenever you're ready we'll talk about it.

- Reflective Statement (Repetition) [Reflective Listening - Repetition]

- Fostering a Collaborative Atmosphere [Respect for the client's autonomy and personal choices, Roll with resistance, Shift focus]

Client: So, you're not going to keep asking about it.

Interviewer: Well, when you're ready you'll tell me. Here, in the information you talked about your children, tell me about them.

- Fostering a Collaborative Atmosphere [Respect for the client's autonomy and personal choices]

- Open-ended Question [Open-ended Question]

Client: Well, I have a daughter, she's 14 and lives with my mom, hmm, my nine year old was taken, I have a nine year old boy

Interviewer: Mm-hmm...

Client: and the Department of Family took him from me

Interviewer: Mm-hmm...

Client: And I don't know anything about him, I see the girl sometimes, and I know she's alright; she's with mom, so she's fine.

Interviewer: Mm-hmm..., so you have a young lady of 14, and a nine year old son.

Client: Mm-hmm...

Interviewer: Listen, you have a 14 year old daughter and you're 34, you were young when you got pregnant.

- Reflective Statement (Repetition) [Reflective Listening -Repetition]

Client: Oh, if only you knew.

Interviewer: How was that experience?

- Open-ended Question [Open-ended Question]

Client: Well, it was horrible, it was horrible! I had problems with my partner, and we were always fighting,

Interviewer: Mm-hmm...

Client: we were always fighting, and using drugs when the girl was born, so then I left her with my mom, and you always have that in your conscience

Interviewer: I see...

Client: and then you think you did something wrong, and well, I followed my partner.

Interviewer: You say that you followed your partner, tell me about it.

- Reflective Statement (Repetition) [Reflective Listening - Repetition]

- Open-ended Question [Open-ended Question -Evocative]

Client: I felt like I didn't want to have the girl, not because I didn't want her, but because I wasn't prepared, it wasn't the right time

Interviewer: Mm-hmm...

Client: and then you're on the street with all this, but when I left her I knew it wasn't the right thing, and I left her with my mother,

Interviewer: Mm-hmm...

Client: and then, that feeling of abandoning my children... well that makes me feel too guilty,

Interviewer: Mm-hmm...

Client: sad and then one... I don't know. It's a very difficult part of my life, very difficult,

Interviewer: Mm-hmm...

Client: very difficult... I have a lot, like, guilt feelings

Interviewer: Mm-hmm...

Client: that's why.

Interviewer: You previously mentioned that when you felt depressed, you, you drown your sorrows in alcohol, right?, and used drugs. When this time you got depressed as well, how did you handle it?

- Reflective Statement (Rephrase) [Reflective Listening -Rephrase]

- Open-ended Question [Open-ended Question -Evocative]

Client: Well, you know, you start to, well, to try to deal. What do you do when, to forget? Well, in my case, I drink alcohol.

Interviewer: Mm-hmm...

Client: and well, then, my partner used other stuff and I began, I began to use as well

Interviewer: What did your partner use?

- Closed-ended Question

Client: That one was truly crazy, he was very difficult, very aggressive, and he'd use anything that he could get his hands on,

Interviewer: Uh-huh...

Client: Hmm, what he liked the most was crack, you know

Interviewer: Mm-hmm...

Client: crack makes you really crazy, you're out there, and you feel like they're following you,

Interviewer: Mm-hmm...

Client: It's something, and well, so... I wasn't crazy enough to do it, honestly. Then he was shooting,

Interviewer: Mm-hmm...

Client: but me, well, I always stayed like using just a little you know, and then, well alcohol, and sometimes, I would use a little of, just a little of cocaine.

Interviewer: Mm-hmm... So with your first partner, after you left your daughter, hmm, you start to increase your alcohol consumption and then you start to use cocaine

- Reflective Statement (Rephrase) [Reflective Listening - Rephrase]

Client: Mm-hmm... yes, imagine, everything, all that, I really had, my life has not been easy, and I, hmm, I haven't used many things

Interviewer: Mm-hmm...

Client: When hanging out in school, with your pals, you use marihuana,

Interviewer: Mm-hmm...

Client: alcohol, but then since everything is, with all these complications with my partner

Interviewer: Mm-hmm...

Client: and to feel like that, with my partner, I started using cocaine, but it wasn't the first time,

Interviewer: Mm-hmm...

Client: I used sometimes, well... I left school when I was in tenth grade. Later my mom enrolled me in an independent study program and that's how I finished high school, then at 19 my boyfriend got me pregnant, and then all the mess I told you about.

Interviewer: Mm-hmm..., so you have told me you started drinking when you were 15

Client: Mm-hmm...

Continuation... Interviewer: and that sometimes you took a hit, right!, of other drugs. Later, when your daughter was born you left her with your mom, you felt depressed because according to you, mothers shouldn't abandon their children, and that increased you alcohol consumption and the hits. I would like to know more about that!

- Reflections (Summary) [Reflective Listening - Summary]
- Client Centered Problem Discussion and Feedback-Open-ended Question [Open-ended Question]

Client: Well then, that's when I went all out there, imagine later

Interviewer: Mm-hmm...

Client: of all these storms, and all this stuff, from that point on, the only thing I did was to feel that guilt feeling, and so I wouldn't think

Interviewer: Mm-hmm

Client: and to forget about it, the more drugs I did, that way I forgot about sad things, and I was fine.

Interviewer: It seems as if your alcohol and drug use was out of control, right! And then, well, you felt as if it helped, right! Because you felt better, you forgot things. What other good things, well, you felt when you were using drugs or alcohol?

- Reflective Statement (Reflections) [Reflective Listening - Reflections]
- Exploring Pros, Cons and Ambivalence [Exploring Ambivalence]
- Open-ended Question [Open-ended Question]

Client: Well, hmm, it's just that it is another world, you're disconnected,

Interviewer: Mm-hmm...

Client: you forget everything; you don't feel sad anymore, even if it's for just a while,

Interviewer: Ok, Mm-hmm...

Client: and then you try to stay feeling the same way,

Interviewer: Mm-hmm...

Client: even if it's just for a while, hmm, the only bad thing is that later you begin to, to, to feel so good, but then not so good

Interviewer: Mm-hmm...

Client: and you need another hit, and another one, and another one, and then, by the time you realize, sometimes things got ugly between my partner and I, we ended up hitting each other, and we weren't even aware of it for being so, well that, I don't want to go deeper into something that I, well, sometimes I didn't even remember, because of how much we would use,

Interviewer: Mm-hmm...

Client: everything that happened

Interviewer: So, among other good things that you mentioned were, hmm, that you forgot your sadness and you could disconnect yourself, right! However, you mentioned that you're not so sure if that's why you increased your drug use and you even began fighting physically with your partners, right! You stated that your partner also invited you to try other things, like what?

- Reflective Statement (Summary, Double-sided Reflection) [Reflective Listening - [Summary, Double-sided Reflection]

- Developing Discrepancies [Developing Discrepancies, Exploring Ambivalence]

- Closed-ended Question

Client: Well, it was, is that you know, everything is more or less the same, but then, hmm, I used crack, I did it for a while too, but when the high is too strong, you need something else so you can get,

Interviewer: Mm-hmm...

Client: mellower, because you're over stimulated and you can't be still

Interviewer: Mm-hmm

Client: and then, well, that's how I started, hmm, with heroin.

Interviewer: Hmm! So, you used alcohol, heroin and cocaine. Hmm, how is your use right now?

- Reflective Statement (Repetition) [Reflective Listening - Repetition]

- Open-ended Question [Open-ended Question]

Client: Well, I now use crack, that's it, and well, heroin, but it's just that, this combination is killing me, and I get up sick if I don't use,

Interviewer: I see...

Client: I can't stand myself, I live in that house, and my mom, well, she, she allows me to live there, but I don't have anything inside, I just live there, I survive there, but I'm all the time looking for drugs, my life revolves around it,

Interviewer: Mm-hmm...

Client: I don't do anything else, not before, I used to do other stuff, but then, you keep using, using, using, you get hooked and now it's the only way I can function

Interviewer: Mm-hmm... You say you're using heroin and crack, and that it's killing you,

-Reflective Statement (Repetition) [Reflective Listening - Repetition]

Client: Mm-hmm...

Continuation... Interviewer: it's a very hard situation for you.

- Reflective Statement (Paraphrase) [Reflective Listening - Paraphrase]

Client: well, imagine, you only look for your fix, nothing more,

Interviewer: Mm-hmm...

Client: you're all the time hooked, looking for your fix. Imagine, my partner left, I tried to prevent him from finding me, ever, but then, everything gets out of hand, even my job, well because I felt sick and I couldn't go and then, I even lost my job.

Interviewer: Mm-hmm... Let me see if I understand this. You said that because of your alcohol and drug use you lost your partner, your job, your children and even your health.

- Reflective Statement (Paraphrase) [Reflective Listening - Paraphrase]

Client: Well, if you group it just like that, it's like, no, I haven't thought of it that way, honestly

Interviewer: I see...

Client: It seems like it

Interviewer: I see, on one hand your alcohol and drug use helps you to forget your sadness, but on the other hand, alcohol and drugs have made you lose your job, your partner, your children, and your health

- Reflective Statement (Double-sided Reflection) [Reflective Listening - Double-sided Reflection]

- Developing Discrepancies [Developing Discrepancies, Exploring Ambivalence]

Client: Well, hmm, it's that, on occasions I have felt, let me think, I have felt sad, alone, empty

Interviewer: Mm-hmm...

Client: depressed, and everything you could add. The only thing that makes me feel, hmm, away from this, away from all this, is this

Interviewer: Mm-hmm...

Client: I came here for the money,

Interviewer: Mm-hmm...

Client: I got up this morning and came here sick, and they told me, so I came here

Interviewer: Mm-hmm...

Client: And, and I don't know anything else

Interviewer: Mm-hmm..., yes, and you had told me previously that when you felt like that you drink alcohol to drown your sorrows

- Reflective Statement (Repetition) [Reflective Listening - Repetition]

Client: yes, and also, well, the substance use is a combination of, of everything, I, but it's that one thing leads to the next, and by the time you realize, you don't, well, you don't know how to, well, it's very hard to control it, I don't know where I am anymore, I'm not, I'm not the same that I used to be, I have stopped doing anything. Look where I'm at, look how I am.

Interviewer: How are you?

- Open-ended Question [Open-ended Question -Evocative]

Client: I'm a mess, I have lost everything,

Interviewer: Mm-hmm...

Client: I'm worthless, my only consolation is that I can still get a good high, and I can forget everything for a while

Interviewer: Mm-hmm...

Client: and then, when I go back to reality,

Interviewer: Mm-hmm...

Client: to look for money, to hang out, and all the rest, to see how I can keep on going, but I'm already a mess.

Interviewer: Mm-hmm... If you feel like that, I guess that at this point you don't see too many good things in your life, I wonder then, how would you like your life to be?

- Reflective Statement (Paraphrase) [Reflective Listening - Paraphrase]

- Discussing Motivation to Change [Eliciting self-motivational statements or a discussion about change]

- Open-ended Question [Open-ended Question -Evocative]
- Developing Discrepancies - looking into the future.

Client: My life? Hmm, you know, my life has been a tribulation
 Interviewer: I see...

Client: Since I was little, things have been hard, I have lost everything I loved, everything I need, everything a human being appreciates, and I have lost everything, I have quit before

Interviewer: Mm-hmm...

Client: and then, sometimes I think about dying, but I don't know, well, hmm, I'm not brave enough as to try it, but other times when I'm high, I think, yeah, this is the best thing in the whole world, and I don't know, I don't know, I don't know

Interviewer: Mm-hmm.... You feel that life has been hard for you.

Client: Mm-hmm...

Continuation... Interviewer: By the way, well, the way you say it, I realize how much you have suffered, the positive aspect of all this, is that you're here today, and that you have been able to talk to me about this, right!, and about how you feel. You told me before that it was very hard to talk about this, and you have been able to do it, so it seems to me that you have been brave and honest, right!, to speak about all these situations with me.

- Reflective Statement (Closed-ended Question) [Reflective Listening - Closed-ended Question]
- Affirming Strengths and Change Efforts [Affirmations, Support self-efficacy]
- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]

Client: Really, I haven't talked about it with nobody, honestly, it is with you that I feel more at ease, at the beginning I thought that I was coming to say, well, to answer questions and to say well, hmm whatever, but I think that it's better to say the truth and to open up.

Interviewer: Feeling you can trust me, you have decided to share your life's experiences. Look, you had decided how to behave, and then you changed it; that means you can make decisions and change some ideas.

- Reflective Statement (Rephrase) [Reflective Listening - Rephrase]
- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]
- Affirming Strengths and Change Efforts [Support self-efficacy]

Client: Then, you're telling that I have been making decisions at all times, oops! I haven't even realized it, I had no idea.

Interviewer: Yes, you decided to be here, you decided to talk to me about your children, your partners, and your drug use, with time you could even decide to change, to change some behaviors in your life that you don't like.

- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]
- Discussing Motivation to Change [Eliciting self-motivational statements]

Client: Change? Change my life? Honey, you haven't seen how I am. What can I change?

Interviewer: Hmm, look, during all this process you could evaluate, identify some aspects that you may want to change, you could even, well, we could, right!, establish some steps so you can achieve what you want, if you want to, I can accompany you in this process, because you're the main character in your life.

- Discussing Motivation to Change [Eliciting self-motivational statements]
- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]
- Change Planning

Client: Hehehe ... The main character of what? Honey, it would be of the tragedy of my life, but anyway, that sounds, that sounds good, we could try it.

Interviewer: We have shared today important aspects of your life, you have shared with me that your mom, your children, your job, are all important to you. I thank you for the opportunity you have given me to meet you, and well, to work with you, to listen to you. Well! I think that at our next session, we could start to define what things in your life we can start to look into with more detail. What do you think?

- Reflective Statement (Summary) [Reflective Listening - Summary]
- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]
- Client Centered Problem Discussion and Feedback-Open-ended Question [Open-ended Question -Evocative]

Client: It sounds good, it has been nice, this, we have talked, and I haven't realized everything we have talked about, we could think about next session, maybe. This has been nice. See you at the next one.

Interviewer: Well, take care then.

Introduction to the Second Session:

The second session begins by reinforcing positively the client's attendance, while the link between interviewer and client is promoted and reaffirmed. Through questions,

the client self-perception of her substance use is explored, promoting a discussion centered on her point of view, and showing her that she is the one making decisions. With the summary, the client statements are clarified, and her importance as a person is validated. The Interviewer uses the listening strategy and offers reflective statements when she uses repetitions (using the exact words), rephrases (changing slightly the exact words) and paraphrases (amplifying the thought or feeling, using an analogy or inferring), or by making a summary with reflections about what the client had just said.

Session 2

Interviewer: Hi Sylvia, how good to see you, hmm, congratulations on the effort that you're making, uh, to be here and on time.

- Affirming Strengths and Change Efforts [Support self-efficacy]

Client: Oh, thanks, at least I have to do something well. At least here I pour my heart out, I get some money and I feel comfortable.

Interviewer: Mm-hmm...

Client: and we talk then.

Interviewer: It makes me happy that you can be comfortable and open up here, how has it been since the last time we met?

- Client Centered Problem Discussion and Feedback

- Reflective Statement (Repetition) [Reflective Listening -Repetition]

- Open-ended Question [Open-ended Question]

Client: Hmm... everything is just the same, still no job... I still on the streets looking for, you know, looking for my fix. And honestly I feel very tired, I feel that I can't, that I can't go on. So, sometimes, I wish that I would like, I would like to die and go back, hmm, to the mad house because, uh, it will be the only way to get disconnected from it all.

Interviewer: Look, even when you wish to die, like you say, uh, you're also saying that you see the possibility of returning to the psychiatrist, and even to treatment at the hospital.

- Reflective Statement (Double-sided Reflection) [Reflective Listening - Double-sided Reflection]

- Developing Discrepancies [Develop a discrepancy, Exploring Ambivalence]

Client: To the hospital no, no, not to the hospital, but it's that sometimes I'm so tired,

Interviewer: Mm-hmm...

Client: that it's the only way out, maybe to forget everything that's happening to me.

Interviewer: Mm-hmm... So, you could go to a hospital not to think. What other advantages would you have if you went to a hospital?

- Reflective Statement (Repetition) [Reflective Listening - Repetition]
- Exploring Pros, Cons and Ambivalence [Roll with resistance - Exploring ambivalence]
- Discussing Motivation to Change [Eliciting self-motivational statements]
- Open-ended Question [Open-ended Question -Evocative]

Client: Well, uh, there are advantages, maybe since I stopped going to

Interviewer: Mm-hmm...

Client: the psychiatrist

Interviewer: Mm-hmm...

Client: my life took a different turn, and maybe if I were to go back, it can be straighten out, let's see.

Interviewer: Listen, I don't understand, because you mentioned that since you stopped going to the psychiatrist your life got complicated. Hmm, can you help me understand?

- Client Centered Problem Discussion and Feedback
- Open-ended Question [Open-ended Question]

Client: Well, maybe at some other time I wouldn't have talked about it

Interviewer: I see...

Client: but, since with you things flow... Well then, I was taken to the psychiatrist when I was 13 and 16

Interviewer: Mm-hmm...

Client: because I had taken some pills, so the, my mom insisted on taking me, taking me, so well, they took me,

Interviewer: Mm-hmm...

Client: and I was there for a while, and then I was discharged, and my mom kept taking me

Interviewer: Mm-hmm...

Client: but at a certain point, I started taking care of other things, and I moved on, I never, ever, went back.

Interviewer: You say you took care of, of other things; I would like to know more about that.

- Reflective Statement (Repetition) [Reflective Listening - Repetition]

- Open-ended Question [Open-ended Question]

Client: Yeah..., well there, that's where everything got started in my life, the men, the drugs, my children, and all this drag I have told you about many times,

Interviewer: Mm-hmm...

Client: and I have seen how my life has been getting worse little by little.

Interviewer: Mm-hmm... so, then you're telling, hmm, that when you were a teenager, right?, hmm, you were admitted to a psychiatric hospital because you had a fight with your mom and you took some pills, and from that point on you didn't continue with your treatment, and then all these circumstances take place in your life, all you have been telling me about previously.

- Reflective Statement (Summary) [Reflective Listening - Summary]

Client: Yes, yes it was, everything has been, now that you say it, after the pills' situation and more, and everything else,

Interviewer: I see...

Client: it was like a mess that kept getting complicated

Interviewer: I see...

Client: and then one thing led to the next, so here I am, without a job, without a husband, and getting worse.

Interviewer: Mm-hmm... look, um, based on our conversation, I perceive your concern with your present situation, right! and let's do an exercise.

-Reflective Statement (Closed-ended Question) [Reflective Listening - Closed-ended Question]

Client: Mm-hmm...

Continuation... Interviewer: If we look at a scale from one to ten, how important do you think it will be for you to stop using, or to change your substance use?

- Discussing Motivation to Change [Readiness Ruler, Eliciting self-motivational statements]

- Closed-ended Question [Closed-ended Question]

(INTERVIEWER IS SHOWING THE SCALE TO THE CLIENT)

Client: Hmmm... well, if I were to give it a number, I think is more or less like a five, easy

Interviewer: so...

Client: because sometimes I want to change

Interviewer: Mm-hmm...

Client: and sometimes I want to make something, and I don't know how, and sometimes I don't know, I don't know,

Interviewer: Mm-hmm... So, you would give it a five to how important is to change your use,

Client: Mm-hmm...

Interviewer: not because you don't want to change, but because you don't know how to do it.

- Reflective Statement (Rephrase) [Reflective Listening - Rephrase]

Client: Mm-hmm... yes, yes, it's important to change it, but sometimes I have too many worries, and I feel, I don't feel well, I'm like without strength, I don't have any enthusiasm, I feel sad, and I look at myself on the mirror, and I'm still in the same place

Interviewer: Mm-hmm... No

Client: It's like nothing

Interviewer: I perceive your concern, hmm, and that your mood regarding your present situation, uh, I think it's very brave and positive that you can share with me, right!, how you feel. I think that what's important is that you know we can work with that, and that the important thing is that we're going to work until you're willing to.

- Reflective Statement (Closed-ended Question) [Reflective Listening - Closed-ended Question]

- Affirming Strengths and Change Efforts [Support self-efficacy]

- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]

Client: What a relief, it's always good no matter what to know that you won't be pressuring me

Interviewer: Mm-hmm...

Client: like my partner did and you know, this and that, when are you going to change, or stop using? What can I be?

Interviewer: Mm-hmm... I think that's also very significant, that you can recognize that you are the one who can change your own life circumstances. Going back to the scale, um, if you look at it

- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]
- Reflective Statement (Rephrase) [Reflective Listening - Rephrase]
- Affirming Strengths and Change Efforts [Support self-efficacy]

Client: Sorry!

Interviewer: where one is unsure and ten is sure, how sure do you feel about changing your substance use?

- Discussing Motivation to Change [Readiness Ruler, Eliciting self-motivational statements]
- Closed-ended Question [Closed-ended Question]

Client: There you got me, you made it really difficult for me, honestly, because sure, well, sure there's a God in heaven, but I don't feel sure because then

Interviewer: Mm-hmm...

Client: there are days that I want to, but I feel depressed, I feel bad,

Interviewer: Mm-hmm...

Client: all my body starts aching, and then I don't want to use, but I use more, hmm, using substances helps me to free myself,

Interviewer: Mm-hmm...

Client: and being under the influence of the drug makes me forget, and then I think that more or less like a three, that's the best I can do

Interviewer: So, you're telling me that you don't feel sure and that you give yourself a three, um, due to how you'll feel, because of your physical and emotional states,

Client: Mm-hmm...

Continuation... Interviewer: that you could feel when you're sober.

- Discussing Motivation to Change [Eliciting self-motivational statements]
- Reflective Statement (Rephrase) [Reflective Listening - Rephrase]

Client: Mm-hmm, Mm-hmm... is that, um I would like to work with

Interviewer: Mm-hmm...

Client: with the situation, but it's very difficult, I don't know how I'm going to do it,

Interviewer: Mm-hmm...

Client: I don't know, and in the meantime I think about how my body remains there

Interviewer: Mm-hmm...

Client: asking for the substance, and then, honestly, it is, it becomes, um, very difficult, with drugs I feel on a cloud, and it's not, like it's not something that I feel I could control.

Interviewer: Mm-hmm...Going back to the scale in terms of your desire to change your use,

Client: Mm-hmm...

Interviewer: if you look from one to ten, where one is almost no desire and ten is a lot of desire, how much do you think you want to change, um, if you were to give it some value?

- Discussing Motivation to Change [Readiness Ruler, Eliciting self-motivational statements]

- Closed-ended Question [Closed-ended Question]

Client: Hmmm...wishful thinking, one desires many things, but from wishing to action

Interviewer: Mm-hmm...

Client: hmm, it's that I think like more or less a four, because I can, there are days when I can say yes, but there are days that I wish to do it but I feel that I can't

Interviewer: Mm-hmm...

Client: and everything stays like in a dream.

Interviewer: Mm-hmm... look, when we speak of the importance of changing your use, you place yourself in a five, right?

Client: Mm-hmm...

Continuation... Interviewer: and you say, um, five not because you don't understand it's important, but because how to do it it's difficult. When we speak about

sureness, hmmm, you give it a three, right?, because you feel less confident because of the effects you may experience, right?, physical, emotional, and how you are going to deal with them; and when we speak about your desire to change, you chose a four because you think how much you may want to, but how much you could really do, right?

Client: Mm-hmm...

Continuation... Interviewer: However, when we consider your average placement it's four.

- Discussing Motivation to Change [Eliciting self-motivational statements]

- Reflective Statement (Summary) [Reflective Listening - Summary]

Client: Well, if you summarize it like that

Interviewer: Mm-hmm...

Client: I can see it, like, easier, but, do you truly think I could change?

Interviewer: I see, what makes you think you are a four and not a two?

- Discussing Motivation to Change [Eliciting self-motivational statements]

- Open-ended Question [Open-ended Question -Evocative]

Client: Hmmm... Now you made it even more difficult. Well, I'm coming here to talk to you,

Interviewer: I see...

Client: I get here on time.

Interviewer: I see...

Client: Hmm, I, what happens is that in order to ... I know I have to make some adjustments and

Interviewer: Mm-hmm...

Client: sometimes I feel ready to do so,

Interviewer: Mm-hmm...

Client: there are days that I can, and days that I can't, maybe I have to change my attitude, what do you think?

Interviewer: Remember that what's more important is that you believe that's possible and real for you. I'm only a facilitator on this process. How about if on our

next appointment we explore positive things about changing your drug use?

- Fostering a Collaborative Atmosphere [Support self-efficacy, Respect for client autonomy and personal choices]

- Closed-ended Question-Evocative

Client: Well, maybe, I don't know, maybe, and we can do that in another session.

Interviewer: I see...

Client: We'll see what happens from now until next week.

Interviewer: I see... Well then, I'll wait for you next week.

Client: We'll see.

Interviewer: Okay.

Introduction to the Third Session:

During the third session the interviewer continues to get acquainted with the client's life, in addition to focusing on her present stage, and the impact of substance use in her present situation. With the following strategies: open-ended questions, listening reflectively, summaries and eliciting self-motivational statements, the client can see her actual stage and can relate her history of losses with her substance use. Through reflective statements, discrepancies are discussed and ambivalence is explored. The client acknowledges that it is hard to live without drugs. At the same time, the client begins to analyze the pros and cons of her drug use. By managing her ambivalence, she starts to analyze her drug use when coping with some feelings and life issues. This is accomplished by listening reflectively, and by making double-sided reflection statements. It begins with the client-centered discussion of Change Planning. A collaborative atmosphere is validated taking into consideration the client's autonomy and free will.

Session 3

Interviewer: Hi Sylvia, I'm happy to see you. How do you feel today?

- Client Centered Problem Discussion and Feedback
- Open-ended Question [Open-ended Question]

Client: Well, to tell you the truth, so-so. Before coming here I was

Interviewer: Mm-hmm...

Continuation... Client: trying to do my hair, a little, because I have come to all the other sessions with my hair all messed up and suddenly I saw my reflection in the mirror, and went, wow! I saw the rings under my eyes, how my face looks, and I said, wow! That's not me.

Interviewer: Mm-hmm...

Client: That's not me

Interviewer: You said that you saw yourself in the mirror, and that you don't look like yourself. Explain that to me?

- Reflective Statement (Repetition) [Reflective Listening -Repetition]
- Open-ended Question [Open-ended Question]

Client: Well, it's that I remembered me in a different way. I look emaciated, with rings under my eyes, wasted away, I look ugly, I wasn't like that, period, and I wasn't.

Interviewer: Your looks are important to you, how were you?

- Reflective Statement (Paraphrase) [Reflective Listening -Paraphrase]
- Open-ended Question [Open-ended Question -Evocative]
- Discussing Motivation to Change [Eliciting self-motivational statements]

Client: Well, very flirtatious, I was always well dressed, and I was concerned with my appearance, my hair well colored, with nice make-up, well I

Interviewer: What do you think is the reason for this change?

- Open-ended Question [Open-ended Question -Evocative]

Client: Hmmm... Well, you know, drugs. I have lost everything I had of value

Interviewer: Mm-hmm...

Client: I lost my house, my partner, my children, sometimes, like this morning, I wish everything was different

Interviewer: Mm-hmm... You told me before that you had lost your children, that you had lost, hmm, your relationship with your mom, your job, and now you

say you have lost your beauty, that you wish it was different, how so? How would you like things to be?

- Reflective Statement (Summary) [Reflective Listening - Summary]
- Discussing Motivation to Change [Eliciting self-motivational statements]
- Open-ended Question [Open-ended Question -Evocative / Looking into the future]
- Developing Discrepancies [Developing Discrepancy and Exploring Ambivalence]

Client: I would like to wake up with strength, in a good mood, get dressed, nicely dressed-up as before, look myself in the mirror and see me. I had money before

Interviewer: Mm-hmm...

Client: to do my things, take care of my stuff,

Interviewer: Mm-hmm...

Client: I had a pretty house, um, I didn't have my children all the time, but I was in contact with them

Interviewer: Mm-hmm... So until now, you have told me about important things for you, like your children,

Client: Mm-hmm...

Continuation... Interviewer: like your relationship with your mom, with your job, with your physical appearance. Listen, you're talking about powerful reasons, um, to help you consider a change, um, regarding your drug use

- Reflective Statement (Rephrase) [Reflective Listening - Rephrase]
- Discussing Motivation to Change [Eliciting self-motivational statements]

Client: Well, at this point I don't think that's possible. Sometimes, I can't imagine life clean and without drugs

Interviewer: So, at this point, you no longer imagine your life without using drugs?
- Closed-ended Question / looking at opposite sides

Client: I always said I could stop using whenever I wanted to, that I was going to use until I wanted to, but

Interviewer: So, it was a matter of quitting and that was it
- Reflective Statement (Rephrase) [Reflective Listening -Rephrase]

Client: Sounds very easy to say it,

Interviewer: I see...

Client: but from here to there is a long way. And if it were that easy, I would have done it a long time ago, but it's not like that in reality

Interviewer: Mm-hmm, Mm-hmm, so even if you want to stop using drugs, it's very hard to imagine life without them

Client: Yes

Continuation Interviewer: even when you would like to have money, to have, um, a pretty house, change your life

- Reflective Statement (Double-sided Reflection) [Reflective Listening - Double-sided Reflection]

- Developing Discrepancies [Developing discrepancy, Exploring Ambivalence]

Client: Of course, Mm-hmm, that's how it is

Interviewer: Mm-hmm... What positive things do you get, hmm, by using drugs?

- Exploring Pros, Cons and Ambivalence [Developing Discrepancies, Exploring Ambivalence]

- Open-ended Question [Open-ended Question]

Client: Hehehe, nothing positive, look at me

Interviewer: Mm-hmm...

Client: look, all I'm saying is how wasted I am

Interviewer: Mm-hmm... I remember you telling me that, um, they help you handle your anger and depression

-Exploring Pros, Cons and Ambivalence [Exploring Ambivalence]

Client: well, that's true

Interviewer: Mm-hmm...

Client: when I feel bad, sad, angry, frustrated, alone, uh, it bothers me, I can't control myself and, well, it's just that drugs make me feel more relaxed

Interviewer: Mm-hmm... So, the positive thing about using drugs is that you can feel better

- Reflective Statement (Rephrase) [Reflective Listening -Rephrase]

Client: Mm-hmm...

Interviewer: But, what are the negative things?

- Exploring Pros, Cons and Ambivalence [Developing Discrepancies, Exploring Ambivalence]

- Discussing Motivation to Change [Eliciting self-motivational statements]
- Open-ended Question [Open-ended Question -Evocative]

Client: Hehehe, all the money I use, that I hang out a lot, um, and I use it all on drugs

Interviewer: Mm-hmm...

Client: and I lost my job because I didn't go to a treatment center like my partner asked me to

Interviewer: Mm-hmm...

Client: I feel sick, weak, ugly, I lost my house, and I'm disgusted with myself

Interviewer: Mm-hmm...

Client: I don't have a reason to go on living, I'm a disgrace, I have even, look, I have even slept with men for money to, to, to buy drugs, and sometimes I feel very guilty, sad, alone, worthless

Interviewer: Mm-hmm... After you get money, you use drugs, and you feel bad, guilty, sad,

Client: Mm-hmm, Mm-hmm...

Continuation... Interviewer: ashamed, and before you said that you use drugs not to feel that way. So, it's like a cycle, so you don't feel bad, you use drugs, but then you feel bad because you did, so you do it again

- Reflective Statement (Paraphrase) [Reflective Listening -Paraphrase]
- Developing Discrepancies [Developing Discrepancy, Exploring Ambivalence]

Client: Well, now that you say it like that, I haven't seen it that way

Interviewer: Mm-hmm...

Client: well, yeah, hmm, you're right, but then I'm helpless?

Interviewer: Mm-hmm... let's review this; the positive aspect is that using drugs helps you to, to deal with your anger, your sadness, right! Hmm, with depression as you define it. But, the negative aspect of using drugs is that you have lost your family, your children, your relationship with your mom, your job, your health. Hmm, and the other aspect is that you feel even worse, and then you use again to deal with it

- Exploring Pros, Cons and Ambivalence [Exploring Ambivalence]
- Developing Discrepancies [Developing Discrepancies, Exploring Ambivalence]
- Reflective Statement (Summary) [Reflective Listening -Summary]

Client: So, the only positive aspect is that the high makes me forget and helps me to feel better, but just, only for a little while

Interviewer: Mm-hmm...

Client: but, because the high isn't forever

Interviewer: Mm-hmm...

Client: I have to go back to reality, to Sylvia's reality, to keep using until I feel well again. One day something bad may happen, I overdo it, and who knows

Interviewer: So, another negative aspect is that using drugs can cause your death?

- Exploring Pros, Cons and Ambivalence [Exploring Ambivalence]

- Closed-ended Question -Discussing Motivation to Change [Eliciting self-motivational statements]

Client: Hmm... I think it's a miracle that I'm alive, because of my mom's prayers, maybe

Interviewer: Mm-hmm... Are you saying your mom prays for you?

-Closed-ended Question

Client: Of course she prays, she worries, and I think that more than worrying she suffers for me.

Interviewer: Mm-hmm...

Client: and I feel guilty for that

Interviewer: Mm-hmm... Look, then, another negative aspect is that your mom suffers because of you, let's review this again, the positive aspect is that drugs help you to avoid feeling depressed, right! The negative side is that you've lost your children, your relationship with your mom, your job, your health, and that you could die of an overdose, right?

- Exploring Pros, Cons and Ambivalence [Exploring Ambivalence]

- Reflective Statement (Summary) [Reflective Listening -Summary]

- Developing Discrepancies [Developing Discrepancy]

- Discussing Motivation to Change [Eliciting self-motivational statements]

Client: Mm-hmm...

Continuation... Interviewer: there are more cons than pros, what do you think?

- Open-ended Question [Open-ended Question -Evocative]

Client: Well, when you say it like that

Interviewer: Mm-hmm... You acknowledge that drugs have been damaging, you would like to change your life, but you also say you cannot imagine life without drugs

- Reflective Statement (Double-sided Reflection) [Reflective Listening -Double-sided Reflection]

- Developing Discrepancies [Developing Discrepancy]

- Discussing Motivation to Change [Eliciting self-motivational statements]

Client: Wow! I have been on this for many years, I'm already very tired, sometimes I have wanted to stop, but I don't last more than a month

Interviewer: Mm-hmm...

Client: I have heard about programs, places, and some of those groups also worked for my partner, but I don't know if it would be for me, I don't think it works for me

Interviewer: Mm-hmm... So, you don't, you can't imagine yourself in a program. But if you could imagine, um, there's a chance to do something, what would you like to achieve?

- Reflective Statement (Double-sided Reflection) [Reflective Listening -Double-sided Reflection]

- Discussing Motivation to Change [Eliciting self-motivational statements]

- Open-ended Question [Open-ended Question -Evocative / Looking into the future]

Client: Well, a quiet life, be able to wake up in the morning, see myself in the mirror without having to use drugs

Interviewer: Mm-hmm... What would you have to do to achieve that? Think like, as if you were giving advice to someone

- Discussing Motivation to Change [Eliciting self-motivational statements]

- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]

- Open-ended Question [Open-ended Question -Evocative]

- Discussing Change Planning

Client: well, I would advise to look for help, to go see someone like you, or those groups, like, like the one my ex-partner went to, even methadone, I don't know

Interviewer: Mm-hmm... Do you think that if you did something like that, you would get support?

- Closed-ended Question

Client: Yeah... Sure, my mom, my daughter, they'd be very happy

Interviewer: Mm-hmm...

Client: they'd help me with everything

Interviewer: And what do you think prevents you from making the change that you want?

- Discussing Change Planning [Exploring Ambivalence, Support self-efficacy]

- Open-ended Question [Open-ended Question -Evocative]

Client: Well, I could feel locked up, I'm not used to staying put in a place, and people telling you whatever all the time, I would have to share with people I don't know, even when that's what you do on the streets, but I don't like that. I wouldn't know what to do if I felt sad, when you just want to get out of the place, oh no, I don't think it would work for me

Interviewer: Mm-hmm... So, you think that being in a place with different people, with rules, with structures would be very difficult to handle?

- Closed-ended Question

Client: I think so.

Interviewer: Mm-hmm... Look, you have given me a clear description of your worries regarding a treatment program. But I would like to offer you some additional information for you to consider, what do you think?

- Discussion Client Centered Problem Discussion and Feedback

- Open-ended Question

Client: Yes, it sounds good

Interviewer: Listen, have you ever thought that if you go to a program you could have the opportunity to meet people that are in the same situation, as well as others that have succeeded.

- Client Centered Problem Discussion and Feedback

Client: Well, that's true, but how am I going to handle the cravings to use drugs when I want to use?

Interviewer: Mm-hmm...

Client: And, or I need to use, and if I just want to go out, leave, how can I handle that?

Interviewer: Mm-hmm... look, I could give you other information, hmm, so you can consider it also, probably a doctor could evaluate you, and prescribe you medications to manage, uh, what you feel

- Client Centered Problem Discussion and Feedback
- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]

Client: Hmmm, but that is like changing drugs for pills, I don't know, I'd keep using other drugs

Interviewer: Mm-hmm... So, have you been in other treatments, and you had been prescribed medications?

- Closed-ended Question

Client: Yes, yes, and it took away what I had.

Interviewer: If you allow me, I would like to provide you orientation regarding medications role

- Client Centered Problem Discussion and Feedback

Client: Of course, of course, tell me

Interviewer: Listen, when you say you feel sick because you need drugs, um, these medications reduce those physical symptoms you're experiencing, that's why you say you feel sick. And medications, what they, hmm, they're used for a specific aim for a specific time. They're only used when necessary

- Client Centered Problem Discussion and Feedback

Client: Well, I don't know a lot about pills, or about these programs. When I was a teenager

Interviewer: Mm-hmm...

Client: they took me to the psychiatrist, and they gave me pills at the hospital, back then it didn't do a thing

Interviewer: Mm-hmm...

Client: maybe, if I had followed instructions, and stayed in treatment, maybe, perhaps, I wouldn't be like this now

Interviewer: Mm-hmm... So, if you had a different attitude back then, God knows if things would be different, and now that time has gone by, you're not a young girl anymore; do you think you could make other decisions?

- Reflective Statement (Paraphrase) [Reflective Listening - Paraphrase]
- Discussing Motivation to Change [Eliciting self-motivational statements, Support self-efficacy]
- Closed-ended Question-Evocative

Client: Well, now I would do things because I want to

Interviewer: Mm-hmm...

Client: And because of how I've been, and having reached this point,

Interviewer: Mm-hmm...

Client: and nobody forces me anymore, but we're only imagining, right!

Interviewer: Mm-hmm...

Client: Because said like that seems so easy

Interviewer: Mm-hmm...

Client: and sometimes I even, I wish for it, what did you say last time? That I am the main character in all this, uh, and sometimes, I don't know, can I make decisions?

Interviewer: Mm-hmm... You liked that comment? The one about being the main character in your life

Client: Hehehe ...

Interviewer: You are the one living your experiences, so you decide how you want to change them

-Reflective Statement (Paraphrase) [Reflective Listening - Paraphrase]

-Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]

Client: I do realize that I can't have the things I want, and sometimes I want to go on, hmm, using

Interviewer: Mm-hmm...

Client: and other times I want to stop

Interviewer: Mm-hmm...

Client: You see, there are many more things I have lost,

Interviewer: Mm-hmm...

Client: that there are positive things in using, well, using drugs

Interviewer: Mm-hmm...

Client: and one thing is to talk about, and something else to do something, like I said before, from here to there is a long way, hmm...

Interviewer: Mm-hmm... Changes always take time, but what's most important is that you have started to consider it. We have talked today about the positive and negative aspects of drug use. We have seen that there are more negative aspects than positive ones, but regardless of all that, it's still difficult for you to decide to change your life even when you want to, and you'd receive your mom and daughter's support. One of the alternatives that you mentioned is treatment programs. This is not new to you because when you were a teenager you were taken to a psychiatrist

Client: Mm-hmm...

Continuation... Interviewer: the difference will be your attitude, because back then you did not commit and left the process, you couldn't imagine the effect that drugs would have on you. Now because you have lived it, you have the power to decide and analyze the consequences of your decisions

- Reflective Statement (Summary) [Reflective Listening - Summary]

- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]

- Affirming Strengths and Change Efforts [Support self-efficacy]

Client: I agree.

Interviewer: If it's fine with you, we could keep talking about this in our next meeting

Client: Sure.

Introduction to the Fourth Session:

The fourth session affirms the client's strengths and efforts to change. The client narrates her recent experiences at the drug dealing point, where she got involved in an affective relationship, so she seems to back down of her ideas of change. The interviewer maintains a position of interest, empathy, and client's acceptance. Through reflective statements and reflective listening they keep discussing motivation towards change, developing discrepancy and exploring ambivalence. Open-ended questions and summaries are constantly used, helping the client to evaluate her situation, possible circumstances, and to consider responsible decision-making. The atmosphere of respect that prevails helps the client to make an analysis of her decisions, exploring pros and cons. With reflections and reflective statements, the client can evaluate her reality in relation to her partner. At the end of the session, in a collaborative

atmosphere, and through discrepancies, the client seems to reconsider the impact of her relationship on her process of change. This is how the self-motivational statements resurfaced.

Session 4

Interviewer: Hi Sylvia, how are you?

- Client Centered Problem Discussion and Feedback -Open-ended Question [Open-ended Question]

Client: Hmm, fine, and you? I'm very happy; you're going to be the first one to know.

Interviewer: It sounds like something very important for you, what's it about?

- Reflective Statement (Paraphrase) [Reflective Listening - Paraphrase]
- Open-ended Question [Open-ended Question]

Client: Well, do you remember last time we met? We talked about substance use

Interviewer: I see...

Client: Um, about all I had lost, of all the problems, well, I left thinking about it, I went to the pusher's point and like that, I stayed there, I was like, is this what I really want?

Interviewer: Mm-hmm...

Client: do I really want to be one of them?

Interviewer: Mm-hmm...

Client: I looked at everybody, and I said, is this what I want? Hmm, I don't know, I asked myself something like, what, what can I do? What should I do?

Interviewer: Mm-hmm... I truly congratulate you, you have shown much interest in, in our meetings, and, you do remember, right?, about what we spoke about last time. Hmm, you also talked about the sessions, right?, to change your drug use. Hmm, you said you were going to tell me something, I was going to find out something important

-Affirming Strengths and Change Efforts [Affirmations, Support self-efficacy]
-Reflective Statement (Summary) [Reflective Listening - Summary]

Client: Well, hehehe... while I was at the point

Interviewer: I see...

Client: I met a guy; he found me there thinking, overwhelmed, just like that, so he asked, "What's going on"? And then, I told him, and imagine what he told me when I told him about the program that we have talked about, he said, "girl, that doesn't work, I was there a few days ago". And then that, you know, like, do you think that works?

Interviewer: I see, you met someone that was in a program and left it
-Reflective Statement (Repetition) [Reflective Listening - Repetition]

Client: Mm-hmm... Yes, but that's not important

Interviewer: I see... and, so, what's important?
- Open-ended Question [Open-ended Question]

Client: Well, we kept talking

Interviewer: I see...

Client: he told me he was on the street

Interviewer: I see...

Client: Well, I felt sorry, so I invited him to stop by the house

Interviewer: I see...

Client: And since then, right now we're together, I'm doing well, hmm, I struggle, I have struggled

Interviewer: Mm-hmm...

Client: because he uses, but he's good people. Right now, he's out there waiting for me, because I told him, but, since he hasn't been able to get money to score, I told him we could come, that I come here and he could wait, that when we left we could share the money

Interviewer: Mm-hmm...

Client: between the two of us

Interviewer: Do you feel happy because you have a partner
-Reflective Statement (Rephrase) [Reflective Listening - Rephrase]

Client: Mm-hmm...

Continuation... Interviewer: with whom you share the money to use drugs?

Client: Mm-hmm...

Continuation... Interviewer: Hmm, you said that you met him at the drug point and that he just came out of a program, that he left it, and that he is out there, and that you both are getting out of here to score together

- **Reflective Statement (Summary) [Reflective Listening - Summary]**

Client: that's it, hmm, what do you think? I don't, well, I don't feel lonely anymore, even though he uses substances, but I don't feel alone, sad anymore,

Interviewer: Mm-hmm...

Client: because I have a partner.

Interviewer: Mm-hmm... so, you're no longer sad, nor lonely?

- **Closed-ended Question**

Client: No.

Interviewer: Now you have a new way to deal with loneliness and sadness, with your partner, now you don't have to use drugs.

- **Reflective Statement (Paraphrase) [Reflective Listening - Paraphrase]**

- **Discussing Motivation to Change [Eliciting self-motivational statements]**

Client: Why do you say that?

Interviewer: Um, because you said before that you used drugs when you felt sad or lonely, so you would not think

Client: Mm-hmm, Mm-hmm

Continuation Interviewer: so now you have a partner, you don't feel like that, so you don't have to use drugs

- **Reflective Statement (Paraphrase) [Reflective Listening - Paraphrase]**

- **Developing Discrepancies [Developing Discrepancy, Exploring Ambivalence]**

Client: Well, no, no, no, not like that, he uses and invites me

Interviewer: I see...

Client: and, and, he even gets for the two of us

Interviewer: I see...

Client: that's it, I think I have more now, more, I even use more

Interviewer: Mm-hmm...

Client: because what he gets, he gets more than me, so I think I even use more now

Interviewer: Mm-hmm... well, and what could happen if this keeps on like this?

- Open-ended Question [Open-ended Question - Evocative]

- Discussing Motivation to Change [Eliciting self-motivational statements]

Client: Oh, don't even say it out loud, if my mother finds out, it would be, the only thing for sure, a fight, because she's not going to want anyone at the house

Interviewer: Mm-hmm...

Client: and when she let me, hmm, live there, she said it crystal clear, she didn't want anybody there.

Interviewer: Mm-hmm... What do you think is going to happen if she finds out?

- Open-ended Question [Open-ended Question]

Client: Um...well, imagine, she's going to kick us both out.

Interviewer: I see...

Client: Well, so I'll be on the street

Interviewer: Mm-hmm... So that will be difficult for you, because you don't have, hmm, you don't have your own money to rent a place

- Reflective Statement (Paraphrase) [Reflective Listening - Paraphrase]

Client: And my partner says his family kicked him out, that he doesn't have any support either, that they don't want to know anything about him, so we cannot count on them

Interviewer: Mm-hmm... so, let me see if I understand this, you're telling you have a partner, so you don't feel lonely anymore, or sad, and that that's good for you,

Client: Mm-hmm...

Continuation... Interviewer: but you also say he's actively using drugs and that you're using with him, that your use has increased, that at this point, um, your mother

doesn't know, that if she finds out, she may throw you out of the house, that his family kicked him out as well, and that none of you are capable of paying, right?, rent. How do you think this will end?

- Reflective Statement (Summary) [Reflective Listening - Summary]

- Open-ended Question [Open-ended Question -Evocative]

- Discussing Motivation to Change [Eliciting self-motivational statements]

Client: Hmm hmm, well, when you say it like that

Interviewer: Mm-hmm...

Client: I, I haven't thought about it

Interviewer: Mm-hmm...

Client: Everything has been so... no, I'd rather think we're going to be fine, that we're going to live in a pretty house, like, like the one I had before

Interviewer: Mm-hmm... so, you are thinking about, um, about the house you liked, the one you used to have with your partner, he, your ex-partner paid for the house, he stopped using substances, uh, and he left when you didn't want to enter a program, right?, and then, later you lost the house. How do you think your conduct can approach you or distance you from your goal?

- Reflective Statement (Paraphrase) [Reflective Listening - Paraphrase]

- Discussing Motivation to Change [Eliciting self-motivational statements]

- Open-ended Question [Open-ended Question - Evocative]

Client: Wow! I only came here because I have a partner, and it seems to me I'm just sinking deeper. It seems I can lose my mom's support, and I could even end up on the street. Honestly, I didn't think of this, I don't know, what do you think?

Interviewer: Well, do you remember that last time we saw the negative and positive aspects of using drugs. Today we could see the positive aspects and the not so positive of this relation. You already mentioned that you don't feel alone.

-Exploring Pros, Cons and Ambivalence [Exploring Ambivalence]

Client: Mm-hmm... it's just..., not really, he, he, well, he takes care of his stuff. Look, the other day he disappeared, hmm, he didn't return home, then he showed up with some stuff that he had, like stashed, and disappeared again, and I was like scared, and I said, like when they came asking for him, no, no, I don't know him, I haven't seen him. But I thought I could get into trouble, and could be worse if I ended up on the street, and I could even have problems with people at the drug point.

Interviewer: How can this affect you?

- Open-ended Question [Open-ended Question - Evocative]

- Discussing Motivation to Change [Eliciting self-motivational statements]

Client: Well... Imagine, if they found stolen stuff at home, they can lock me up, or if he gets in trouble at the point, I could pay for it also hmm, if he gets shot, since we're together sometimes

Interviewer: Mm-hmm...

Client: like today that he's waiting for me, I can go down as well

Interviewer: That sound worrisome, you also said he was good people

- Reflective Statement (Closed-ended Question) [Reflective Listening - Closed-ended Question]

- Developing Discrepancies

Client: Well, the first few days, he was like, tender, loving

Interviewer: Mm-hmm...

Client: but a few days ago, well, he sold the TV my mom gave me, when I questioned him he pushed me, then he pulled my hair, but later he apologized. I understood because he was sick, desperate

Interviewer: Mm-hmm...

Client: to use drugs, well, that's why he reacted that way, but I just forgot you know

Interviewer: Mm-hmm...

Client: it was just that he didn't realize that the TV was important to me

Interviewer: Mm-hmm... So, he sold the TV without asking you and he assaulted you. You said before that your previous partners assaulted you, and have sold things, and it had been hard for you

- Reflective Statement (Rephrase) [Reflective Listening - Rephrase]

Client: Yes, yes, but those partners gave me beatings, he, he only pushed me and pulled my hair

Interviewer: It doesn't bother you that someone pushes you and pulls your hair?

- Closed-ended Question

Client: Yes, yes, but, well, he was very nice at the beginning, just like everything

Interviewer: Mm-hmm...

Client: like the other partners, like that, at the beginning everything was fine and then, later, when they got hooked, the blows and change began

Interviewer: Mm-hmm... I understand, so then, you're saying that your present partner has increased the use, during the first week he pulled your hair and pushed you

- Reflective Statement (Repetition) [Reflective Listening - Repetition]

Client: Do you think I shouldn't have brought that man into my house?

Interviewer: Let's look at this, the last time you came here, you were evaluating the possibility of getting, of entering into a program, but you were not convinced,

Client: Mm-hmm...

Continuation... Interviewer: you go out, you get to the drug point, you meet this man that has been into a program but left it, you feel lonely, you can identify yourself with him, you take him home, but you still feel lonely, your use has increased, he took away your television and sold it, he attacked you, pushed you, and some people came into the house looking for him because he had some merchandise that apparently he had stored in your house, in addition to that your mom, if she finds out you may lose her support

- Reflective Statement (Summary) [Reflective Listening - Summary]

Client: Mm-hmm...

Interviewer: What do you think of all this?

- Open-ended Question [Open-ended Question]

Client: Well, put that way, sounds like I'm stupid, I can't say anything else. Initially, we have said that I was the main character of my life, and I even liked that, and now I'm stuck in this situation, I don't even know why I got myself into it, look what I do after having thought something else, I get myself in such a difficult situation, I think you're right. In just a week so many things have happened that I don't even want to, imagine what's going to happen if my mom finds out Yeah... there you go, then I'm going to have serious problems, because she'll kick him out and she'll kick me out, we'll be on the street. Then, maybe he can deal with it, but it's more difficult for me.

Interviewer: So, you're saying you didn't think about it. That you reacted out of impulse

- Reflective Statement (Paraphrase) [Reflective Listening - Paraphrase]

Client: Yes, I think so, something like that, it's just that I'm used to hanging out on the street

Interviewer: Mm-hmm...

Client: to, to behave like that, hmm, sometimes I think like, look, forget about the craziness of a program, if I want something today, tomorrow I want something else, then, maybe, what came to my mind was, maybe I get over it with this man, um... the loneliness, everything goes away, and then, oh well, I find someone that loves me, accepts me and makes me happy

Interviewer: So when you think about your relationship with this man, you see a future, but what you're saying is that you don't think it was a good decision

- Reflective Statement (Paraphrase) [Reflective Listening - Paraphrase]
- Discussing Motivation to Change [Eliciting self-motivational statements]

Client: Sometimes I think, um, I don't know, that all men want is to go to bed with you, and that's it, I don't know

Interviewer: Mm-hmm... So, do you think all he wants is to sleep with you, and what do you think of him?

- Reflective Statement (Repetition) [Reflective Listening - Repetition]
- Open-ended Question [Open-ended Question]

Client: I, honestly, I don't know. Sex is good, but in these last days, he's been so,

Interviewer: Mm-hmm...

Client: so high, he doesn't even pay attention to me

Interviewer: Mm-hmm...

Client: he doesn't even pay attention to me

Interviewer: You share drugs and have sex with him, he has pushed you, hmm, he has pulled your hair, hmm, and you say these last few days he has been so high that he has been ignoring you. What have you gained with this relation?

- Developing Discrepancies [Developing Discrepancies]
- Exploring Pros, Cons and Ambivalence [Exploring Ambivalence]
- Open-ended Question [Open-ended Question - Evocative]

Client: Well, from that perspective, nothing, no profit

Interviewer: You mentioned that you had increased your substance consumption, and you had told me previously that when you were using drugs, right?, you had lost your family your job, your children, your health

- Reflective Statement (Repetition) [Reflective Listening - Repetition]

Client: Well, I think that my health could get worse, if I lose my house, I die, and who will take me in? Nobody is going to let me live in a house like my mother does. I think I'm in deep trouble, and I hadn't realized it before.

Interviewer: What do you think is the problem?

- Client Centered Problem Discussion and Feedback

- Discussing Motivation to Change [Eliciting self-motivational statements]

-Open-ended Question [Open-ended Question - Evocative]

Client: Hmm... Taking him in, now it won't be easy to get him out; he feels like the owner, like, when he gets like that, I do what he says, because he thinks he's the lord and master of the house.

Interviewer: So, he thinks he is the owner of the house, and if you, if you were to ask him to leave, he wouldn't go

- Reflective Statement (Repetition) [Reflective Listening - Repetition]

Client: I think he wouldn't, I think you need to help me, I'd do what you tell me to, but I'm like, I don't know, honestly, how do I get him out of the house now, no, no; and then, on top of everything, if my mom finds out I'm going to lose the house

Interviewer: Listen, I could tell you many things, but the most important thing here is whatever you decide, what it is that you want

- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]

Client: So, you won't be able to help me?

Interviewer: We can analyze alternatives, uh, but you're the one that has to decide

- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]

Client: Well, it's just that I don't see any alternatives anymore, maybe I should go far away, where he doesn't know about me, leave everything, abandon everything because, I don't know, honestly I don't know

Interviewer: That could be an alternative, but where could you go to?

- Closed-ended Question

Client: Yeah, if I go away my mom, she, mom, mom then comes and checks the house, she's going to say something happened to her, I don't have any money to go anywhere else, otherwise I would have left long time ago;

well, I thought, maybe the best alternative is what we've talked about last time.

Interviewer: What do you mean?

- Open-ended Question [Open-ended Question]

Client: Well, one of those treatment programs, that way I get out of this mess, and maybe like you say I can stop using drugs

Interviewer: You're thinking about entering into a treatment program so you could end your relationship with your partner, and this is an important decision, hmm, last time we listed numerous important reasons for you to get into a program, but, if two or three days later into the program your partner leaves the house?

- Reflective Statement (Rephrase) [Reflective Listening - Rephrase]

- Open-ended Question [Open-ended Question]

Client: Well, then I could go back to my house, but I could also stay in the program, I don't know, for a while

Interviewer: I see...

Client: I have never been in one of those centers, and maybe I could try, and I even need the rest

Interviewer: Mm-hmm...

Client: the only thing I told you last time was, well, my concern was that, well, living with other people, and if you have problems and you want to use, what will I do?

Interviewer: Mm-hmm...

Client: I would say that's my concern, you always get scared, but I could try anyways

Interviewer: Mm-hmm... In addition, we also talked about, well, the possibility of receiving medical evaluation, with a psychiatrist

- Client Centered Problem Discussion and Feedback

Client: I see...

Interviewer: Do you remember anything else we talked about on that occasion?

- Closed-ended Question

Client: Yes, well, we also talked that time about medications; its use can make the process less difficult

Interviewer: Mm-hmm...

Client: less complicated, that maybe I don't feel that sick

Interviewer: Mm-hmm...

Client: maybe what they give me helps me feel better; I could also meet people in my same situation. Look, maybe I could do something, that I, I have never done before, really, this is something I have never tried, and I could, hmm, get out of this mess, from this mess I got myself into

Interviewer: Mm-hmm...

Client: and then I might stop using at the same time, maybe

Interviewer: Mm-hmm... so, it would be a new experience for you, the possibility of entering a program, well, it could help you to try to change your drug use

Client: Mm-hmm...

Continuation... Interviewer: and, and not only to get out of the relationship, but because it could help you to stop using drugs

- Reflective Statement (Rephrase) [Reflective Listening - Rephrase]

- Discussing Motivation to Change [Eliciting self-motivational statements]

Client: Well, this is maybe..., maybe this is a sign

Interviewer: Mm-hmm...

Client: this is happening so I could get out of what I got myself into

Interviewer: Mm-hmm...

Client: that maybe this will lead me, hmm, to get out of all this

Interviewer: Mm-hmm...

Client: if not, otherwise, I have to do something, no, things are really bad for me, or I end up in the streets, or something, something is going to happen. Until now, all decisions I've been making have only brought me more problems, problems, and more problems, and it seems this is going to get even more complicated if I don't do something different. When I got here, I thought that I was giving you good news, and then, well, everything, everything came down, I thought I was doing the right thing taking this guy into my house, and now I realize that I just added another problem. You

don't want to tell me, but maybe, you, you think a program could be a good thing for me.

Interviewer: Hmm... What I think is not that important

Client: Oh God...

Continuation... Interviewer: I believe that what you think is more important and any decision, anything that you decide we can analyze and, and consider some possible results

- **Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]**

Client: If I'm the main character in my life, I know I can decide if I go or don't go to the program

Interviewer: Mm-hmm...

Client: but anyway, you would analyze the situation with me

Interviewer: Mm-hmm...

Client: I know, you won't pressure me

Interviewer: Mm-hmm...

Client: for, in order to go to the program, I, I, I'm clear on that, maybe I could consider it

Interviewer: Mm-hmm... Yes, it seems like it, um, entering a program is an important decision for you, one you can make if you truly want to, like an opportunity, hmm, one that may give you a chance to change some aspects of your lifestyle, hmm, that could help you to achieve your goals, and that is something that you've mentioned before as important for your mom and daughter

- **Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]**

- **Reflective Statement (Paraphrase) [Reflective Listening - Paraphrase]**

- **Discussing Motivation to Change [Eliciting self-motivational statements]**

Client: Yes, I think I should think about her a little, I think they would like to see me fine

Interviewer: Mm-hmm...

Client: and be proud of me

Interviewer: Mm-hmm... Yes, you have mentioned before that they were, they are very important for you, but in addition, you had also told me that you would like to have a different life and that you deserve it

- Reflective Statement (Rephrase) [Reflective Listening - Rephrase]

- Affirming Strengths and Change Efforts [Support self-efficacy]

Client: The only thing I know, is that it's very hard, I have tried to quit before

Interviewer: Mm-hmm...

Client: even, even if it wasn't attending a program

Interviewer: Mm-hmm...

Client: but, I imagine, sometimes I dream that I'm fine, hmm, it's just that, this is really hard, even in my dreams I see myself in a very pretty house and with my daughter,

Interviewer: Mm-hmm...

Client: with everything, but I'm not so sure I could really remain

Interviewer: Mm-hmm...

Client: and stay in that program

Interviewer: Mm-hmm...

Client: I can try, and maybe I try, and I make it, I don't know

Interviewer: Mm-hmm...

Client: I don't know, maybe, like you say, I deserve an opportunity and I deserve something different, and try to see what happens, you never know

Interviewer: Mm-hmm...

Client: what could happen, at this point, I have tried already, if I try something else, it would be like trying something new, not completely new, you know, if I can't make it won't be the end of the world

Interviewer: Mm-hmm... you're right. If you can't, um, if you can't with the program the world is not going to end, but if you make it, your life can change completely and like you wish, and like you dream, you can have a house, a job, a relationship with your mom and daughter,

- Reflective Statement (Double-sided Reflection) [Reflective Listening - Double-sided Reflection]

Client: Yeah... That's fine, let's see, let's do something, maybe next week we can talk a little about, about those places that you know I could go see, to check out which will be better, because you can't get me into one of those strict places, because I won't be able to deal with the pressure. Maybe next week we could talk about it more, when I feel better.

Interviewer: Then I'll wait for you next week Sylvia

Client: Okay, see you next week

Interviewer: Bye

Introduction to the Fifth Session:

During the fifth session we see the client focused on her process. The interviewer maintains an atmosphere of client's acceptance, respect, and empathy. By effectively managing empathy, reflection, discrepancy and resistance, the client has managed to develop the intrinsic motivation needed to visualize change. By expressing her fears and concerns about her decision to accept entering a treatment program, she allows the interviewer to help her develop alternatives to cope with them. The process has helped the client to make a well-thought decision from her point of view, and to feel committed to herself which makes her visualize change with an optimistic attitude.

Session 5

Interviewer: Hi Sylvia, how good to see you again. We have had several meetings and you haven't missed any, which shows your commitment, how have you been?

- Affirming Strengths and Change Efforts [Affirmations, Support self-efficacy]

- Client Centered Problem Discussion and Feedback

-Open-ended Question [Open-ended Question]

Client: Well, so, you know, since I saw you last, remember the mess I was going through with this friend, the one I took in my house

Interviewer: Mm-hmm...

Client: Well, I spoke with him, I told him that if he didn't change,

Interviewer: Mm-hmm...

Client: we could lose the house, and that my mom was going to kick us, it seems to me he got scared,

Interviewer: Mm-hmm...

Client: and now he spends less time in the house, when he gets home I try to avoid arguments and to make a fuss, I stay away and so I avoid arguments, it's not what I wanted, but avoid, prevent tensions, and we are um, a lot calmer. On the other hand, I really feel very, very tired, hmm, my life revolves around this, all the time using more, I go on, go on, go on and I'm already truly tired. I have no life, no life, hmm, coming here is maybe what makes me feel a little better, but I leave here and it's just the same, to look for more drugs, every day the same so I don't get sick, and every time I use more, and I go on, go on, and go on, and honestly, I don't know what else to do, what, what do you think?

Interviewer: Mm-hmm... like we have said before, the important thing here is what you think, right? As for me, I can tell you that you haven't missed any of your appointments, that even your physical appearance has changed, hmm, hmm, I can say that probably you haven't realized but you have developed skills to, hmm, share things with people you don't know, you have done it talking to me. At the same time, the fact that you're talking about how you feel with your present drug use, shows your concern. What do you think?

- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]
- Affirming Strengths and Change Efforts [Affirmations, Support self-efficacy]
- Client Centered Problem Discussion and Feedback
- Discussing Motivation to Change [Eliciting self-motivational statements]
- Open-ended Question [Open-ended Question - Evocative]

Client: Well, I sometimes, I continue, I'm still the same

Interviewer: I see...

Client: I'm still the same, but it's not enough to be concerned

Interviewer: Mm-hmm...

Client: why not, get concerned and that's it, then I still use the same

Interviewer: Mm-hmm...

Client: honestly I don't know how to stop

Interviewer: Mm-hmm...So, it seems as if the concern is not enough, that, that you don't know how to stop. But I wonder, is it an option for you to do it alone?

- Reflective Statement (Repetition) [Reflective Listening - Repetition]

- Discussing Motivation to Change [Eliciting self-motivational statements, Support self-efficacy]

- Closed-ended Question

Client: It's that I just can't, no matter how hard I try; I'm always going to use

Interviewer: Mm-hmm...

Client: right now I can't be without using, I can't, I leave here to use

Interviewer: Mm-hmm...

Client: what, what do you think?

Interviewer: I see... do you remember last time we met we talked, you told me, you wanted that on this meeting; you wanted to talk about the different treatment programs

- Discussing Change Planning

Client: yes, I remember that, but the truth is that I'm, that I'm afraid of not being able to,

Interviewer: Mm-hmm...

Client: of disappointing my mom, and my daughter, and myself

Interviewer: Mm-hmm... So, entering into a program is not what you fear, but not to be able to stop your substance use is

-Reflective Statement (Closed-ended Question) [Reflective Listening - Closed-ended Question]

- Developing Discrepancies [Developing Discrepancy, Exploring Ambivalence]

Client: Well, look, I have using for years; I have been on this for so many years

Interviewer: Mm-hmm...

Client: I have lost so many things that; I have tried many times as well,

Interviewer: Mm-hmm...

Client: always, if it's not one thing is something else, always! But I always end up using again

Interviewer: Mm-hmm...

Client: so then I don't see,

Interviewer: Mm-hmm...

Client: I don't see which, what I can do.

Interviewer: So, on other occasions when you have tried to stop using drugs, and you have gone through situations, you have used again in order to cope with them?

- Reflective Statement (Rephrase) [Reflective Listening - Rephrase]

Client: Yes, when I had my son, the one that is 9, the one I told you about everything that went down with the Department of Family and all, I was trying to quit, I knew, because I knew, I was going to be supervised in order to

Interviewer: Mm-hmm...

Client: leave the child with me, and then I began to reduce my use

Interviewer: Mm-hmm...

Client: and I was fine, um, but my partner kept increasing his

Interviewer: Mm-hmm...

Client: and one day, he, we had an incident, a fight, he was very high

Interviewer: Mm-hmm...

Client: he began to fight in the house, then the police came, the Department of Family, and they took the child, so then, what do I have left?

Interviewer: Mm-hmm...

Client: I'm, it's worthless, and I lost everything

Interviewer: So, at that moment you were making an effort to stop using substances, and because of a situation beyond your control, all this happened. Because your partner kept using, um, drugs, more drugs, and because of his actions is that you lose your child, because of your partner's actions

- Reflective Statement (Rephrase) [Reflective Listening - Rephrase]

- Affirming Strengths and Change Efforts [Affirmations, Support self-efficacy]

Client: Yes, and it had happened before, previously

Interviewer: I see...

Client: that's why I also lost, um, my daughter.

Interviewer: I see...

Client: Well this time I was making an effort

Interviewer: I see... what do you mean?

- Open-ended Question [Open-ended Question]

Client: Well, remember that I said that more or less at 15 I began using for fun while hanging out with my friends

Interviewer: Mm-hmm...

Client: I left school, then I completed high school with an independent study program, well, then, when I finished, I moved with my boyfriend and I had my daughter, because at that point I felt I could control my consumption. But the situation I couldn't handle was when I had to give my daughter to mom. Actually, the truth is, the truth is that I didn't want the girl. The girl, hmm, because she cried a lot, almost all the time, always demanding my attention um, and I wanted, well to have fun, go out, dance, enjoy my youth, and well, the girl wasn't allowing me and well, I also had to share with my partner, go out, and I decided then to take the girl to places we went, night places

Interviewer: Mm-hmm...

Client: Well, hmm, mom knew, she kept bugging me, and threatening to call the Department of Family

Interviewer: Mm-hmm...

Client: um, so then, one time, I took the girl to the drug point

Interviewer: Mm-hmm...

Client: and then, my mom, it seems somebody told her, and she, she then told me, either you give me the girl or I call the Department of Family, and I, right and then, had no option but to give her my daughter. From that point on everything changed, my life changed. I became a bad mother, so well, hmm, having done that is something, truly, that marked my life, and well, I felt I needed to forget

Interviewer: Mm-hmm...

Client: and drugs made me forget that guilty feeling, being a bad mother. So, with time he proved to me who he really was, he hit me many times, but he had never been unfaithful. When I found out I questioned him, he denied it and he even kept ignoring me more and more, and then he left me.

Interviewer: Look, you have told me that you decided to give your daughter to your mom so she won't file a complaint with the Department of Family, but it was to maintain your relationship with your partner, with whom you used drugs. On the other hand, the Department of Family removes your son because, when you're in the process of reducing your use, you remain with your partner who keeps increasing his use.

- Reflective Statement (Paraphrase) [Reflective Listening - Paraphrase]
- Developing Discrepancies [Developing Discrepancy, Exploring Ambivalence]

Client: From what you say, it seems as if on both occasions that I have experienced painful situations; my partners have casually something to do with it

Interviewer: How can your partners have affected you?

- Open-ended Question [Open-ended Question - Evocative]
- Discussing Motivation to Change [Eliciting self-motivational statements]

Client: Well, right now I'm talking to you about certain things, right? How can I change the use?

Interviewer: Mm-hmm...

Client: and what things I could do

Interviewer: Mm-hmm...

Client: and he's out there waiting for me so we can go score

Interviewer: Let's see! You could want to look for alternatives to change your life, and the fact that your partner is out there waiting for you, could be, hmm, a barrier, or is it affecting the will you have

- Closed-ended Question- Evocative

Client: well, what's going on is that it's makes it harder, and well, sometimes I don't know how to tell my partners what I want to do, and the changes I want to make and to be truly respected

Interviewer: Is your partner, at this point, a barrier for you to enter into treatment?

- Closed-ended Question

Client: I wish I could deny it, see it differently, but I think it's true, I think that is one of my barriers

Interviewer: What other barriers can you identify?

- Discussing Change Planning -Exploring Pros, Cons and Ambivalence [Exploring Ambivalence]

- Open-ended Question [Open-ended Question -Evocative]

- Discussing Motivation to Change [Eliciting self-motivational statements]

Client: Well, even if my mom is happy if she finds out I went into a program, well, probably

Interviewer: Mm-hmm...

Client: she won't, well, she won't support me until, once I have proven to her that I'm going to stay, and then, the beginning is the hardest part, and when you need the support

Interviewer: Mm-hmm...

Client: and I would be alone

Interviewer: Are you afraid to be alone at the beginning of treatment?

- Reflective Statement (Closed-ended Question) [Reflective Listening - Closed-ended Question]

Client: Well, um, yes, this can make me get, get depressed

Interviewer: Mm-hmm...

Client: and therefore, look for what I always use

Interviewer: Mm-hmm...

Client: to drown my sorrows, my problems, go back to using

Interviewer: Mm-hmm... you're right, you could get sad, right?, hmm, but as we have said before, you could get a medical evaluation at the program, hmm, get medication, if it were necessary

- Client Centered Problem Discussion and Feedback

- Discussing Change Planning

Client: Look, I think that could be something to help me stay, like I have explained before, it could help me cope when I feel sick for not using

Interviewer: So you think that, actually, the medical treatment could help you stay in the program

- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]
- Reflective Statement (Rephrase) [Reflective Listening - Rephrase]
- Discussing Change Planning

Client: Yes, but I also need to handle all this pain that I have, that at the end it has been my own doing

Interviewer: What do you mean?

- Open-ended Question [Open-ended Question]

Client: Well, I usually, I almost always chose partners that, well, that end up hurting me, and I don't know how to avoid it

Interviewer: You acknowledge that you chose partners that hurt you, and you don't know how to stop them

- Reflective Statement (Double-sided Reflection) [Reflective Listening - Double-sided Reflection]

Client: Well, look, I had never used drugs alone

Interviewer: I see...

Client: almost always, when I use, I use, or have used, because my partner share them with me, and at the end, I end up paying for it.

Interviewer: Have you being paying for drugs for your partners?

- Reflective Statement (Repetition) [Reflective Listening - Repetition]

Client: Uh... well, imagine, now as well, he's there waiting for me to come out so we can buy drugs, of course, with my money

Interviewer: The way you say it seems as if you were angry

- Reflective Statement (Closed-ended Question) [Reflective Listening - Closed-ended Question]

Client: Well not only angry, but I would say tired more than anything

Interviewer: Mm-hmm...

Client: I think I want a change

Interviewer: Mm-hmm...

Client: hmm, I'm already tired, my life truly needed to change; I have to enter into a treatment program

Interviewer: So, it seems as if you're deciding, um, to enter into a treatment program

- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]
- Reflective Statement (Repetition) [Reflective Listening - Repetition]
- Discussing Change Planning

Client: Mm-hmm...

Interviewer: And, what's the first thing that crosses your mind so you that can achieve that goal?

- Discussing Change Planning
- Open-ended Question [Open-ended Question - Evocative]
- Discussing Motivation to Change [Eliciting self-motivational statements]

Client: Well, the first thing I would have to do is leave him. I think that, well, I want to talk now about the different programs and opportunities that I could have, and so my life is in my hands now. Tell me where I can go. Where can I look up information?

Interviewer: Mm-hmm... Well, look, I have a book here with a directory of services; we can start looking for available programs

- Discussing Change Planning
- Client Centered Problem Discussion and Feedback
- Fostering a Collaborative Atmosphere [Respect for client autonomy and personal choices]

Closing

The purpose of this video is to provide strategies that guide motivational interview training and supervision. We hope that the skills shown during this presentation facilitate the understanding of this model and its later implementation when dealing with cases that present conditions related to substance use.