

Motivational Interviewing for Diabetes Management (101)

Objectives

At the end of the training, participants will be able to:

- Describe the spirit and key principles of motivational interviewing (MI)
- Use open-ended questions to understand the patient's concerns, needs and desires related to diabetes management
- Name three resistance-producing clinician behaviors
- Frame diabetes management advice using terminology that is more receptive to patients

Training activities will include:

- Observing, coding and debriefing video clips of the counseling style
- Small group discussions
- Listening exercises
- Real and role play activities

Agenda

9–9:45 a.m.

1. Introductions
2. Influential person exercise: qualities and characteristics of people you find helpful and not so helpful

9:45 to 10:10 a.m.

3. View and debrief video examples of counseling style

10:10-10:30 a.m. Break

10:30–noon

4. Spirit and skills of MI – motivation-enhancing and resistance-producing behaviors

Noon–1 p.m. Lunch

1–2:30 p.m.

5. The art of listening – OPEN EARS
6. Listening exercise – forming reflections

2:30–2:50 p.m. Break

2:50–3:30 p.m.

7. Change talk – What is it? Why is it important? How to elicit it using open-ended questions?

3:30–3:45 p.m.

8. Providing feedback, advice and education in a supportive way – FRAMES model

3:45–4 p.m.

9. Summary, takeaways and next steps