

Therapeutic Communication

To Promote Motivation and Participation in Therapy

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Motivation Theories as Guides

Maslow's hierarchy - Are unmet foundational needs impeding progress towards higher level goals?

Self-determination theory - Are ideas, preferences, and opinions being elicited from the client?

Positive psychology - Are the client's strengths and hopes receiving as much attention as their deficits and fears?



Transtheoretical model - Is the approach appropriate for the client's current stage of change?

Stage	Description	Approach
Pre-contemplation	Client is not considering change; low motivation and activation	<ul style="list-style-type: none"> ● Raise awareness of problem ● Strengthen therapeutic relationship and self-efficacy ● Provide information
Contemplation	Client recognizes the problem, will consider the pros and cons, yet is ambivalent and uncommitted to change	<ul style="list-style-type: none"> ● Discuss benefits and barriers to change ● Reduce ambivalence by developing discrepancy ● Increase self-efficacy and self-motivational comments ● Explore values and personal goals
Preparation	Client is planning to make a change; begins taking small behavioral and mental actions necessary for change	<ul style="list-style-type: none"> ● Strengthen commitment to change ● Educate and provide information on how to change ● Breakdown action into small, manageable steps ● Inventory of strengths and weaknesses
Action	Client is engaged and motivated in change process; demonstrates evident behavior modifications	<ul style="list-style-type: none"> ● Set short-term goals and accountability ● Problem-solve obstacles that arise ● Behavioral strategies (recording thoughts & behaviors)
Maintenance	Client is regularly practicing new behaviors	<ul style="list-style-type: none"> ● Anticipate future obstacles and implement solutions ● Facilitate reflection of benefits of change ● Assure stability of changes
Relapse	Client has returned to an earlier stage	<ul style="list-style-type: none"> ● Identify cause of breakdown ● Discuss recovery options ● Normalize as a part of the cycle of change

Motivation Increases

References:

Prochaska, J. O., Norcross, J. C., & DiClemente, C. C. (1994). *Changing for Good: a revolutionary six-stage program for overcoming bad habits and moving your life positively forward.* William Morrow and Company. Inc. New York: NY.

[Image] Maslow's hierarchy of needs. (n.d.) In *Wikipedia*. Retrieved September 21, 2017. https://en.wikipedia.org/wiki/Maslow%27s_hierarchy_of_needs#/media/File:MaslowsHierarchyOfNeeds.svg

Therapeutic Communication Techniques

Therapeutic Use of Self

Which mode should I be in?	When the client...
Advocating	needs to know their rights, requires additional resources, is distrustful of others
Collaborating	is engaged, is seeking dialogue and autonomy, benefits from some structure
Empathizing	has difficulty communicating or trusting, needs to be heard and feel understood
Encouraging	has difficulty communicating or trusting, benefits from increased self-efficacy and hope
Instructing	requires structure and direction for learning, has difficulty asserting needs
Problem-solving	requires or is seeking guidance in analysis of a situation

Motivational Interviewing

- Open-ended questions- (i.e. “How do you feel about..”)
- Affirmations (i.e. “You are really good at..”)
- Reflections (i.e. “I hear you saying that...”)
- Summaries (i.e. “So let me see if I understood this correctly...”)

Eliciting Change talk

What would you be willing to try?

What worries you about your current situation?

How would you like for things to be different?

What would support you in making this change?

How important is this to you?

So what do you intend to do?

Cognitive Behavioral Therapy

Use activities to increase clients' awareness of interactions between the situation, their thoughts/beliefs, and the consequences of those thoughts/beliefs.



Solution-Focused Interviewing

Create a concrete vision of clients' preferred future through questions that elicit strengths, hopes, and past successes.

- Set clear, client-centered goals
- Ask for details about those goals
- Find out when they have been closer to their goal state

References:

- Taylor, R. R. (2008). *The intentional relationship: Occupational therapy and use of self*. FA Davis.
- Miller, W. R., & Rollnick, S. (2013). *Motivational interviewing: Helping people change* (3rd ed.). New York, NY: Guilford Press.
- Bannink, F. (2006). *1001 solution-focused questions*. New York, NY: W. W. Norton & Company, Inc.