

Double-Sided Reflection Guide

“An interviewer reflection that includes both client sustain talk and change talk, usually with the conjunction ‘and’” (Miller & Rollnick, 2013).

Helpful Tips

- State the sustain talk first, change talk second
- The client is most likely to respond to that last thing said
- Check your tone, be sure to sound genuine and nonjudgmental
- DO not use “but,” instead use “and,” “yet” or no conjunction at all
- Switch it up, use a variety of stems and be creative in your phrasing
- Seek to understand, not to judge

Some Uses

- Using and empathetic response but focusing on change
- Acknowledging sustain talk and focusing on change talk
- Dancing with discord
- Redirecting conversation to the positives, change goal or change talk
- Highlighting ambivalence
- Developing client insight into complex ideas

Sample Stems

- On one hand [sustain talk], and on the other hand [change talk].
- It seems like [sustain talk], and you know that [change talk].
- You really value and enjoy [sustain talk], and you know that it is becoming a problem because [change talk]
- Sometimes you think you could never [sustain talk], yet you have had some successes [change talk].

Examples

CLIENT: I am not sure that I want to be here right now.

INTERVIEWER: You are feeling uncomfortable here, and on the other hand you did show up.

CLIENT: I want to change, it is just really hard and I every time I try I fail. I am just so hopeless, what's the point?

INTERVIEWER: You have been discouraged quite a bit, and you somehow keep that hope alive, it is really important to you to make this change.

CLIENT: The PO is just a jerk. I mean I know I am not perfect but he just needs to get off my case all the time. It is like he is looking for an excuse to lock me up again.

INTERVIEWER: It feels like the PO is on you all the time and out to get you, it's hard not to take it personally. It sounds too like you are thinking of things you could do differently to get him off your back.

Works Cited

Miller, R. M. & Rollnick, S. (2013). Glossary of Motivational Interviewing Terms. NY: Guilford Press.