

# Inviting Change into The Room

Mallori DeSalle, MA, LMHC, NCC, CMHC, CPS, MATS  
Member of Motivational Interviewing Network of Trainers  
[mdesalle@indiana.edu](mailto:mdesalle@indiana.edu)

## Learning Objectives:

1. Recognize three styles of listening and responding.
2. Compare outcomes from the different communication styles.
3. Identify ways people speak about change.
4. Practice listening for change in conversations.

## Styles of Listening/Responding: (1 & 2)

**Directive:** Prescriptive in nature and critical during circumstances in which a client needs treatment provided to them.

**Following:** Passive in nature (listening more than talking.) Common as a person-centered style to build relationships or support patients when processing concerns.

**Guiding:** A strategic conversation where the professional partners with the patient to discuss benefits and barriers to change. Uses many common person-centered skills but operates with the intension of **reflecting change talk** to increase motivation.

## Key Concepts for Empathic & Active Listening: (3 & 4)

**Change Talk:** Statements by the patient in the direction of change in present or future tense.

Desire  
Ability  
Reason  
Need

Commitment  
Activation  
Taking Steps

Open-ended Questions  
Affirmation  
Reflection  
Summary

Partnership  
Acceptance  
Compassion  
Evocation

