Four Processes of Motivational Interviewing

Engage:

• Make the obvious explicit.
• Elicit the patient’s concerns.
• Reflect and summarize.

Focus:

• Get the topic of concern on the table and refocus throughout as necessary.

Evoke:

• Ask for talk (patient statements in favor of changing).
• Summarize change talk (if there is any).

Plan:

• Elicit from patient options for change, and add some if necessary.
• Elicit commitment to taking action.
• If possible, summarize.

Always remember: Close on good terms, no matter what.