

University of New Mexico
Center on Alcoholism, Substance Abuse, and Addictions
Motivational Interviewing: Professional Training Videotape Series, 1998
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<http://motivationalinterview.org/training/miorderform.pdf>

Tape/Part D, Chapter 2, selected scenes – Case example: Giving feedback

Part 1 – Beginning of the interview: Providing normative feedback in an MI style

Counselor: Well Daniel, let's change course here a little bit. I want to take a few minutes and go over some of the feedback from all of those assessments you filled out, I know you spent a lot of time with that and I appreciate that. I'm hoping this will be useful to you, but it's really just information for you, and you can take it and use it as you see fit. I'll give you a copy of this you can take with you, and we even have an explanation of what all the scales mean, but we'll kind of go through it step by step, if that's OK.

Client: Cool - that's cool.

Counselor: OK, well, let's look at the first one here, basically this compares your alcohol and other drug use to other American adults, and in particular other American males. So keep in mind this is comparing you to the US adult male population as we go through it. And the way it's set up, we'll take the first one as an example here, the alcohol, essentially this is based on how frequently you were using – you reported the use on that calendar you filled out. OK, so with the alcohol for instance, it shows that you were at the 98th percentile. And what that means is, that you were drinking alcohol more than 98% of the population. So you're in the top 2%.

Client: Are you sure you got the right population? Cause that, I don't know, I don't see that, I mean, I drink plenty, I mean, I'm not denying that or anything, but most of my friends drink as much as I do and I know some people who go way more than me.

Counselor: So that seems really high to you.

Client: Yeah, I mean, like I said, when I go out to party everyone's putting it away, you know?

Counselor: Yeah, yeah, um, this is the way it came out based on your report, I know sometimes it's confusing. We tend to hang around with folks who drink the same way we do, maybe a little more, but this seems like it may be a little off to you.

Client: Yeah, I mean, it does seem a little off. I mean, I don't see myself as drinking more than 98% of the population or whatever.

Counselor: Yeah, so that's surprising to see.

Client: Yeah, I mean, that's a lot of drinking.

Counselor: Yeah, it's a lot of drinking. OK, well let's look at...

Part 2 - Wrapping up the feedback in an MI style

Counselor: The level of alcohol and other drug use, it was surprising and kind of disturbing to see that you were that high compared to the rest of the population, and in fact you're not sure, if I understood you, whether that really made sense in some cases, particularly the cocaine. That seemed unusually high to you.

Client: Yeah

Counselor: And then also some concern about the level of intoxication you were reaching. To find out that was abnormally high as well was disturbing.

Client: Yes

Counselor: OK, and in the other areas, in the consequences, it seemed like some of those made more sense. And in fact it seemed good to see that you were low on some of the physical problems

Client: Yeah, something's gotta be low

Counselor: Something was low, but the other areas, the interpersonal area, made some sense to you and you expressed a lot of concern about your relationship -

Client: Yeah

Counselor: With your girlfriend and your child. And the impulse control, made some sense to you that that was kind of high, that's an area that's been troubling you. And again, it was just - if I heard you right, it was hard to see that you were in that higher range of having a problem, of being rated by others as having more of a problem with alcohol and drug use than you expected.

Client: Yeah.

Counselor: It was difficult to see.

Client: All there in black and white.

Counselor: Yeah, hard to look at that. OK, well, I've given you a lot of information and I know it's been hard to look at, but I'm just wondering, what you make of all this.

Client: I don't know what to make of all of it, actually. I mean, it's confusing. You know, like I said before, you know, going along thinking everything was fine, you know. I liked my life. Things were cool, you know, could be a little bit better, I wouldn't mind owning my own shop rather than just working for somebody -

Counselor: Yeah.

Client: but that's, that was in the future. You know, but now, now all of a sudden, boom, you know, one mistake and all of a sudden, you know, I'm drinking more than 99% of the population, you know, and I'm this coke fiend or whatever.

Counselor: Yeah.

Client: You know, and gettin' it here and gettin' it at home.

Counselor: Just coming at you from all angles all of a sudden, it seems.

Client: Yeah, I mean, I could understand if... if this happened over time or something, or if... you know, all of a sudden, boom! I'm going along fine and then all of a sudden you're being told you have this "extreme problem" you know, that's right there in black and white. Extreme problem.

Counselor: It's hard to accept that. Yeah.

Client: It's hard – it sucks!

Counselor: Yeah. Now we may be getting ahead of ourselves here a little bit too, because I think the important thing is, again, not what other people are thinking, but you know, the things you're concerned about. You talked some about that before.

Client: Yeah.

Counselor: What things concern you most at this point, then, after taking in the feedback?

Client: Like I said before, I have my kid, I have my girlfriend, and I have my job. You know, I still have those. And, you know, this just, this makes it hard. You know, it wasn't the easiest thing in the world before. And you know, now I've got this extreme problem to deal with.

Counselor: Mm-hm.

Client: And you know, I'm fighting with my girlfriend all the time, and that concerns me – that worries me. I want to keep that relationship. I love her a lot, and she's – we're really good. And we have a kid. I don't want my child to have separate parents.

Counselor: So it's important for you to keep that relationship together.

Client: Yeah, I mean...