

Motivational Interviewing Demo Video - Onna & Brandon			
Time: 20:00			
Interviewer (I)			
Client (C)			
	Client <u>change talk</u> in green underline, <i>sustain talk</i> in orange italics.	OARS	4 Tasks
1	I Hi Brandon.	Not coded (greeting)	Engaging
2	C How's it going?		
3	I Good, how are you?	Not coded (greeting)	
4	C Doing good, you know, um, it's been a pretty busy day, but, you know...Uh, I always keep a positive mindset, or try to, at least.		
5	I You've got a lot going on, and you're... you're bringing your whole self to that.	Reflection (complex)	
6	C Yeah, you know, I try to, at least, but, you know, sometimes, you know, some days are better than others, but I definitely try to keep in mind to bring my whole self when...You know, for everything we do.		
7	I Yeah, that's who you are. It sounds like you've had some tricky days lately. Well, what would be helpful for us to talk about?	Reflection (complex), Open question	
8	C You know, I don't know, I think maybe about ways to...You know, as days been...you know, progressing, I feel like...Um... <u>I feel like work doesn't lessen up, it's just only stacks on more. And so, how to kind of navigate that, and feel accomplished, also to not burn myself out.</u>		
9	I Hmm, so you've been feeling like the more you push, the more you work, the more work just piles on. And you'd like it to feel like the... when you're working really hard, that there is some... balance to that.	Reflection (complex)	
10	C Yeah, I think that's a good way to put it, and um... just trying... <u>definitely trying to...figure out how I can...you know, do better with that, or...or manage that.</u>		
11	I You're... you're feeling like maybe you take on too much. There's some limits that you want to set.	Reflection (complex)	Focusing
12	C Yeah, but <i>it's tough because...my background being in the military, I... I didn't really...It's always, you know, you do more with less, so...It's kind of hard to break that mentality after, uh, you know, a lot of years in.</i>		
13	I So, your experience in the military was do the job, and get it done to the best of your ability, no matter if you don't have enough support or time or resources...that you do as much as you can with what you have. And there's a part of you that wants to keep that. Uh, while also figuring out what is it costing you now.	Summary	
14	C Yeah, I think that's a good assessment.		
15	I What are some of the ways that it's sort of, that approach is kind of getting in the way for you that maybe you're wondering, you want to see a change in that?	Open question	
16	C I think <u>it, you know, gets in the way of you know, really finding myself with, like, a work-life balance</u> , um...you know, I would like to say it doesn't, but I think it does. In fact, you know, <u>my sleeping patterns, I found myself a little bit up later than I should be, even thinking about work</u> . You know, <i>I don't think it has yet</i> , but I think <u>it is on the cusp of you know, in the future, affecting my relationship</u> , too.		
17	I So you've kind of got this, um, feeling of [being] concerned about the way you approach work, work, work, that it's...Um, you're noticing it's keeping you up late, it's keeping your mind up late, it's getting in the way of sleep. And it might potentially influence relationships down the line. And then, uh, it also sounds like that's just feeling of burnout.	Summary	
18	C Yeah, no, that's... I think that's what I feel, and that's the best way that I think... I think to put it.		
19	I When you think about all those kind of areas of your life, sleep, the burnout, relationships, in relation to work, what... what feels most important right now? Most concerning that we might talk about together?	Open question	
20	C I think...I guess, <u>finding what's the happy medium between, you know, work and personal time. Where should I draw the line?</u> I think it's a good place.		
21	I Yeah, so you're noticing across all those areas, there's, like, an end-of-the-day sort of turning point. And you're feeling it might be helpful to have a clearer line or decide when you're gonna shift out of work mode and into life.	Reflection (complex)	

22	C	Right, because, you know, I feel like...it's always... <i>I think in the back of my head, it's like I'm letting somebody down if I don't, you know...follow up or respond ASAP</i> to something that could be done tomorrow, you know...	
23	I	It gets as specific as... you notice moments when you're being asked to do something. And you say yes, and... And you're wondering, where's that line? That you could say no, or ignore it. [Yeah.] And it really is up to you, if...You're the only one who can kind of define that line. It sounds like there's a feeling of... of guilt that, like, is maybe... clue of some sort of where you want that line to be.	Reflection (complex)
24	C	You know, I think it is, um...And it's... <i>I feel like it's more so, too, like, a guilt of me if, like, you know, am I doing something wrong or letting somebody down when I don't, you know, follow up immediately,</i> or something along those lines. You know what I mean?	
25	I	Mm-hmm. Like, on the question of the unknown, if you don't follow up immediately, what's gonna happen? And that is another added layer to what feels exhausting about it for you.	Reflection (complex)
26	C	Yeah, yeah, and <i>then to kind of add to it, like, that unknown, it's like, you know, if it's not what's gonna happen, it kind of lays a line of like, you know, what are they thinking? You know, has their perception of me changed, you know, about being a...you know, a quick worker, a fast worker,</i> you know, that type of thing. I find myself sometimes too kind of worrying about I guess what people may think or perceive of me, um, from a professional standpoint because of that.	
27	I	And you want to hold a... a good reputation in your work for being dedicated, for being the hard worker. That was also reinforced in the military. And a part of you wants to be free from worrying about all day outside of work, what people are thinking, too.	Affirmation (simple), Reflection (complex)
28	C	Yes.	
29	I	Tell me about maybe a time when it felt a little more balanced to you, when you felt a little freer in your free time.	Open question
30	C	Um...Leave? Vacation?	
31	I	Oh, yeah, when you're... when you're on leave, you go on leave.	Reflection (simple)
32	C	Yes, yes, when I'm on leave, you know, you don't have to worry about the, uh...you know, the phone calls, or...If they do happen, <i>I would really feel like, okay, that's...That's my time, you know, so I really feel like I can have a breath of fresh air at that point when I am on leave.</i> That's what I can recall.	
33	I	Yeah, you're able to give yourself that space. And you've been able to do that when you know it's leave time. You got your out-of-office message, people know that you're gonna come back and do the work when you can.	Reflection (complex)
34	C	Yeah, that's... that's where I kind of find myself, and...you know, I guess...you know, but I look at it, and I think, like, <i>how do I connect that to when I'm not on leave, you know, and it's just a regular day, like, how do I get that feeling of, after work I am free, and I don't have to respond,</i> you know? Um, and I think another layer is <i>because we work remotely, too, you know, so it's...It's kind of like, I'm not leaving the office. You know, so I'm still accessible to a certain degree,</i> I feel.	
35	I	Mm-hmm. So you want that feeling of freedom that you have when you're on leave. And you're thinking about how do you bring that feeling into your day-to-day life. When... when you go... when there's almost this, like, invisible line between ending remote work and being remote home.	Reflection (complex)
36		Right.	
37		How would you like it to look? What ideas are coming up now?	Open question
38	C	I think for me, <i>I would want it to look like, you know, I can step away from work and, uh, not think about it at all. That's how...not to even, um you know, have a thought about, hey, I got this task to do or anything like that. Kind of how I feel when I'm on leave.</i>	
39	I	So when you're on leave, even when you think about it, it's fleeting. You're able to let it come and go. And that's a skill that you have.	Reflection (complex), Affirmation (simple)
40	C	Yeah, yeah, um...And I think a lot of times, too, because, you know, I have somebody else who, you know, is designated to take care of those things while I'm on leave, too, so I know that it's being handled.	
41	I	[inaudible: You're] wondering what that might look like to weave that in on a day-to-day basis.	Reflection (complex)

Evoking

42	C	Yeah, yeah. It's hard sometimes too... I think, for the most part, um, you know, we have folks who can cover and who know particular things about our tasks that we do. But when you're on, like, a longer stretch of coverage, of, like, leave or something like that, then it's more identified of this person will do this for you for this stretch of time, you know. It's important to have someone identified.	
43	I	And so, on a day-to-day basis it's not clear that it is that urgent to have someone identified.	Reflection (complex)
44	C	Yeah, not as concrete, you know. Um, if something happened to me today, I'm sure somebody could pick up and take on it, but it isn't, like designated, like, this is the person on a day-to-day basis, who's gonna be your backup.	
45	I	So as you think about how important is that to you, what do you feel like you need with that to get this sort of free your mind when you're out of work?	Open question
46	C	Honestly, <b>I think to truly get that feeling, um, it needs to be somebody who's designated, so I know, like, hey, if I see the email, or if I didn't see the email or something, the other person did and can respond to it, so I don't have to worry about being, I guess, the focal point, you know, all the time,</b> so.	
47	I	It's the all-the-time thing. Even if you had some amount of breaks with that, and you can kind of count on your team. [Yeah.] And that trust that you build with them. That would feel... that would feel better for you. That would get you closer to where you want to be.	Reflection (complex)
48	C	Yeah.	
49	I	So, where is this kind of leaving you now, what we've talked about?	Open question
50	C	I think this is, you know...It's helped me talk through and <b>kind of even make, like, a blueprint and what I should do to start taking off some of those layers of what's causing me that, you know, stress, or what's causing me to not be able to find that line between work.</b> I haven't talked about it like this before, so <b>it feels good, kind of, talking about it, for sure, but also visualizing it, and demisting some of the layers that, um, could help me for the future.</b>	
51	I	This conversation's kind of helping you feel like work-life balance isn't a mystical idea. It's doable. Um, and it's been sort of about finding what does that actually look like for you, and that you are able, at times, when you have leave specified, to free your mind of that sort of, um, constant being on top of every email, and part of that is because you have, um, a freer... you've given yourself that freedom. And then also part of it is you have trust in your team and the people who are there to cover or check and respond, if you might not be. And so there's these practical things that it's given you ideas for. So, what... might be some of the most important benefits for you of, like, of approaching this a little differently to give yourself some of that space?	Summary, Affirmation (simple), Open question
52	C	Could you refrain... could you re-say that?	
53	I	I'm thinking, like, you said that it feels good to just talk about it, so maybe you're already feeling some of the benefits of taking even a small step in that direction.	Reflection (complex)
54	C	Yeah, yeah, I can see that. I do. I think because, you know, these thoughts are in your mind, you know, you kind of...They don't come to the forefront until you're in the midst of that situation of, wow, I wish I had somebody else to kind of handle this. You know, and then it goes back to the bottom of the pool, because you're handling business, and then you're just going through the motions. And then it happens again, and you're like, wow, I wish I would have somebody to do that. But I don't really talk about it. I just think about it, you know? So, yeah, this <b>talking about it really helps me, kind of, de-stress even a little bit, just talking about it. Um, but I know more de-stress would be actually putting things into place to kind of create that environment.</b>	
55	I	Yeah. And so, um... there's some things you're thinking about putting into place, like, even those little moments of deciding, huh, it would be nice to have someone specified to follow up on this. And then it happens again, and you're like, whoop, that feels like a space there might be an opportunity to do something different there. To keep feeling that this could change.	Summary
56	C	Yeah.	
57	I	What do you think you might do? [inaudible: It's up to you.]	Open question
58	C	I think, uh...you know, <b>what I would do, I think, initially, is kind of communicate with, you know, my superiors about, hey, here's maybe, you know, something we can put in place. Just a framework, maybe, um, to develop something beforehand, and kind of pitch it to them about you know, these are some of the people who, um, assist with the work I do, and may be a good backup to kind of take off some of that, um, that stress or that workload.</b>	
59	I	So starting with a conversation like this with someone who has some capacity to be on your team for you, be on your side.	Reflection (simple)
60	C	Yeah, <b>I like that idea.</b>	

Planning

61	I	What's giving you hope that they might respond? And uh... and that this could change?	Open question
62	C	Mmm...I think, uh, <u>I think I have a pretty, pretty open, um you know, relationship, in a sense, with my supervisor, and I think they would hear me out, as long as it's practical. I think this is a very you know, valid reason to have, um, the conversation to have. You know, to keep me around, you know, um, because I don't think anybody should have to work in an environment where, you know, um work just stacks up and piles on, and you know, and if it weighs you down, your voice should be heard.</u>	
63	I	So that's really important to you. This is about your well-being in and outside of work, and that it feels like it's achievable to have that balance, and to be seen as a really valued member of the team. Probably because you have those habits, those things you value from your military experience, and here you are now wanting it to feel, um, understood and that you can...That's why this is important. It's part of having a good relationship with your work and your colleagues for you.	Affirmation (complex), Reflection (complex)
64	C	Yeah.	
65	I	Well, um... how could I be helpful?	Open question
66	C	I think...[Anything to follow up.] I would definitely like to have another session, you know, to talk with you again. <u>Maybe helping me kind of, you've helped me kind of talk through this, and I think another good step, if I'm able to, you know, drop maybe my idea of what I think would be something I could pitch</u> , would you be open to, you know, uh, looking at it, or...?	
67	I	Yeah, you want some feedback on it, um, of course, as I say, you really know, you know your stuff here, you know yourself and your work environment best, and if I were to take a look at something that you draft, it'd probably be asking you those same questions of how true does this feel to you, and how hopeful are you that this is going to get you where you want to be, and so I'd keep that same lens and be very happy to look at that for you.	Affirmation (complex)
68	C	Thank you.	
69	I	Yeah, thank you. All right, so we'll talk again soon. I appreciate it.	Not coded (closing)
70	C	Talk to you soon.	