|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **MI Session Observation (MISO 2.0)** Date of Session**:**  Session Length (Minutes):Coachee Name:Target**:** Coach Name**:** Last Process Observed**:**  due to: **☐** Client’s Stage of Change or **☐** Interviewer’s Stage of Learning | **None** | **Partial** | **Adequate** | **Abundant** | **Average Score** |
|  ***1. ROLE CLARIFICATION: Agent establishes context for discussing change*** | Calcs |
| ☐☐☐ • PO clarifies their role and expectations for the session (who are we and what are we doing here) | **0** | **1** | **2** | **3** |  |
| ☐☐☐ • PO clarifies the greater “why” behind their role including what is negotiable vs. non-negotiable (Agency big picture) | **0** | **1** | **2** | **3** |
| ***2. ROLE CLARIFICATION: Agent supports client to clarify their role and needs (Score every time)*** |  |
| ☐☐☐ • Client is invited and supported to share their expectations and hopes for the relationship and/or the session | **0** | **1** | **2** | **3** |
| ☐☐☐ • PO skillfully responds to client’s expressed needs/ expectations (MI Spirit) | **0** | **1** | **2** | **3** |
| ***3. ENGAGING: Uses skillful questions to express genuine curiosity and MI spirit (see last page for scoring)*** |  |
|  Open Questions Percent  | **0** | **1** | **2** | **3** |
| ***4. ENGAGING: Agent actively adjusts to the client’s world***  |  |
| ☐☐☐ • PO expresses openness and curiosity about the client’s current feelings and beliefs | **0** | **1** | **2** | **3** |
| ☐☐☐ • PO expresses acceptance for ambivalence and client motivations (MI Spirit) | **0** | **1** | **2** | **3** |
| ***5. FOCUSING: Seeks to accurately understand the client’s change goals (see last page for scoring)*** |  |
|  Complex Refection Percent  | **0** | **1** | **2** | **3** |
| ***6. FOCUSING: Surfaces a meaningful focus for the session*** |  |
|  ☐☐☐ • PO supports client to name a useful behavior change target for the session *Note:* If client has 4+ topics or the topic is unclear, PO shifts discussion to general stability  *or*If client has 1-3 topics, PO helps client choose the most potent one | **0** | **1** | **2** | **3** |
|   ☐☐☐ • PO is keen to whether the client has readiness to change (stages of change), using SAD/SCARED to reconcile lack of readiness | **0** | **1** | **2** | **3** |
| ***7. EVOKING: Helps client move through ambivalence through reflective listening (see last page for scoring)*** |  |
|  Reflection to Question Ratio  | **0** | **1** | **2** | **3** |
| ***8. EVOKING: Expresses compassion for client’s change process*** |  |
| ☐☐☐ • PO elicits the client’s motivation to change using IQLEDGE and/or OARS | **0** | **1** | **2** | **3** |
| ☐☐☐ • PO reinforces the client’s reasons for change using EARS | **0** | **1** | **2** | **3** |
| ***9. PLANNING: Agent is flexibly helpful*** |  |
| ☐☐☐ • PO Tests readiness to plan w/ a recap of the client’s change talk | **0** | **1** | **2** | **3** |
| ☐☐☐ • Client develops planning options in collaboration with PO (how to get started, next steps, etc.) | **0** | **1** | **2** | **3** |
|  ***10. PLANNING: Agent partners around effective planning*** |  |
| ☐☐☐ • With permission, PO offers explores barriers that can be reduced/ supports that can be increased | **0** | **1** | **2** | **3** |
|  ***11. CARRY & LEARN: Agent promotes action and learning at the end of the session*** |  |
| ☐ • PO asks the client to reflect on her/ his learning from the session (what was useful/ not useful) | **0** | **1** | **2** | **3** |

**Key:**

***\** MI Spirit includes: Collaboration, Compassion, Acceptance, Evocation**

* MI is a person-centered counseling style for addressing the common problem of ambivalence about change.
* MI is done *for* or *with* someone, not *on* or *to* them.
* Four key aspects of the underlying spirit of MI are partnership (or collaborating while egalitarian), acceptance, compassion, and evocation.
* Acceptance includes four aspects of absolute worth, accurate empathy, autonomy support, and affirmation.
* MI is about evoking that which is already present, not installing what is missing.

\* *From “Motivational Interviewing” by Miller & Rollnick, Third Edition, page 24*

**OARS:** **O**pen Question (sometimes closed), **A**ffirmation, **R**eflection, **S**ummarization

**SAD,** Skills for Handling Resistance: **S**imple Reflection, **A**mplified Reflection, **D**ouble-sided reflection

**SACRED**, Additional skills for Handling Resistance: **S**hifting Focus, **A**greement with a Twist, **C**oming Alongside, **R**eframing, **E**mphasizing Personal Control, **D**isclosing Feelings

**IQLEDGE,** Skills for Eliciting Change Talk**:** **I**mportance/Confidence/Readiness Rulers, **Q**uerying Extremes, **L**ooking Forward/Back, **E**vocative Questions, **D**ecisional Balance, (Exploring) **G**oals and Values, **E**laborating Questions

**EARS**, Skills for Responding to Change: **E**laboration, **A**ffirmation, **R**eflection, **S**ummarization

|  |
| --- |
| **Coding Instructions***Coding instructions: For marking utterances, use the mark “I.”**(See Open Question section for an example of a “5 count”)****Code from the first utterance, including role clarification****\*MINA Codes= Teaching/Persuading with and without permission and confrontational speech**\*\*MIA Codes= Affirmations, Seeking Collaboration, and Emphasizing Autonomy* |
| **Utterance Type 🡪**  | **Open****Questions** | **Closed****Questions** | **MINA\*** | **MIA\*\*** | **Simple****Reflections****(or summaries)** | **Complex****Reflections****(or summaries)** | **Coaching Notes *(note to coach: recommend noticing client change talk statements and response to those - see “tips…” sheet)*** |
| ***(Engaging******Focusing******Evoking******Planning)*** | **IIII** |  |  |  |  |  |  |
| **Totals:** |  |  |  |  |  |  |  |

|  |
| --- |
| Scoring Key for Technical Language Items #s 3, 5 and 7, in addition to the Final Score |
| **Item** | **Variable Name & Meaning** | **Formula Steps** | **Scoring** |
| **3. ENGAGING:** Uses skillful questions to express genuine curiosity and MI spirit | Open Questions Percent (OQ%):*The percent of questions that are open-ended vs. closed* | 1. Sum total closed and open questions (TQ)
2. Divide the number of open questions (OQ) by TQ
3. Multiply your answer by 100

OQ / TQ = relative OQRelative OQ x 100 = OQ% | **0**OQ%<35%[ ]  | **1**OQ%≥ 35%[ ]  | **2**OQ%≥ 50%[ ]  | **3**OQ%≥ 70%[ ]  |
| **5. FOCUSING:** Seeks to accurately understand the client’s change goals | Complex Reflection Percent (CR%): *The percent of reflections used that surfaced a deeper meaning* | 1. Sum the total number of simple and complex reflections (TR)
2. Divide the number of complex reflections (RC) by TR
3. Multiply your answer by 100

RC / TR = relative RCRelative RC x 100 = RC% | **0**RC%<35%[ ]  | **1**RC%≥ 35%[ ]  | **2**RC%≥ 50%[ ]  | **3**RC%≥ 70%[ ]  |
| **7. EVOKING:** Helps client move through ambivalence through reflective listening | Reflection to Question Ratio (R:Q):*The level to which the interviewer chose to use reflection or questions* | 1. Sum total number of reflections (TR) and total number of questions (TQ)
2. Divide TR by TC

TR / TQ = R:Q | **0**R:Q<.5:1[ ]  | **1**R:Q≥ .5:1[ ]  | **2**R:Q≥ 1:1[ ]  | **3**R:Q≥ 2:1[ ]  |
| **Final MISO****Score** | **The weighting is lighter if the client’s readiness affected the MI process obtained.*** Did they get to planning? If so the denominator is 33 (even if they skipped Evoking or Focusing).
* Did they ***not*** get to Evoking, Focusing or Planning because the Client wasn’t ready? If so see the denominator chart in box at right.
* If they do not get to all four processes due to the interviewer’s stage of learning, then use 33 as the denominator.
 | Determine Denominator…by last MI process obtained, if the session was truncated by the client’s readiness:Engaging: 15Focusing: 21Evoking: 27Always, if they get to Planning: 33 | **Total MISO Score** (TMS) Add the 11 MISO scores for TMSClick or tap here  | Divide the Total MISO Scores by the appropriate denominator then multiply by 100 to get the percent and Final MISO scoreTMS/Denom. X 100= **Final MISO Score**Click or tap here |