

!!!!Care Management: Remember: Use Motivational Interviewing (MI)!!!

Remember

Rules: Resist, Understand, Listen, Empower

Darn Cat: Desire, Ability, Reason, Need,
Commitment, and Taking Steps

Listen More and Talk Less

**Red Flags= Try a new approach or focus
more on MI**

- Frustration with a Care Management relationship or situation
- Hearing to many “Yeah buts” – can signify problem solving