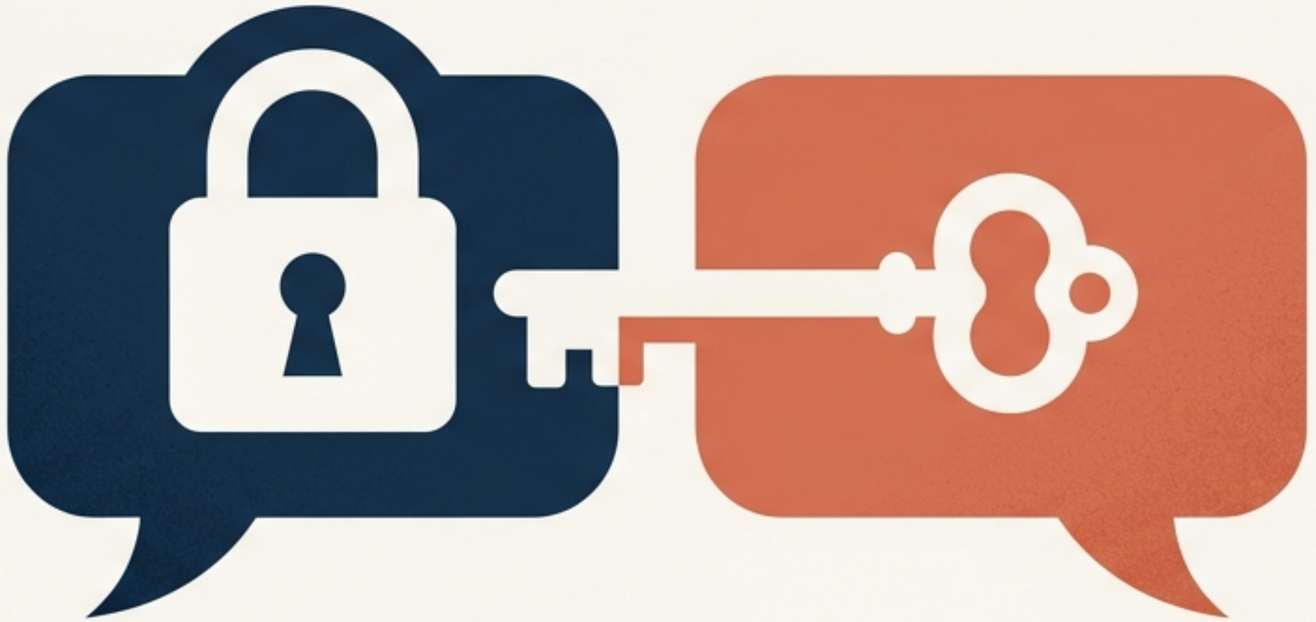
動機づけ面接（MI）：説得をやめれば、人は動き出す

就労継続支援B型事業所のための「変わりたい」を引き出す対話技術



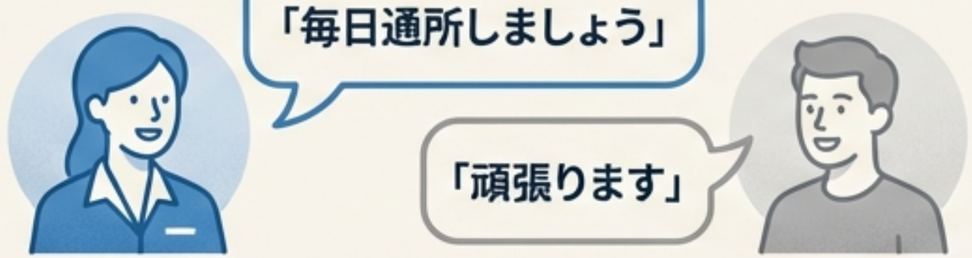
就労継続支援B型事業所のための「変わりたい」を引き出す対話技術

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The “Yes, But...” Trap: Why Agreement Doesn’t Lead to Action

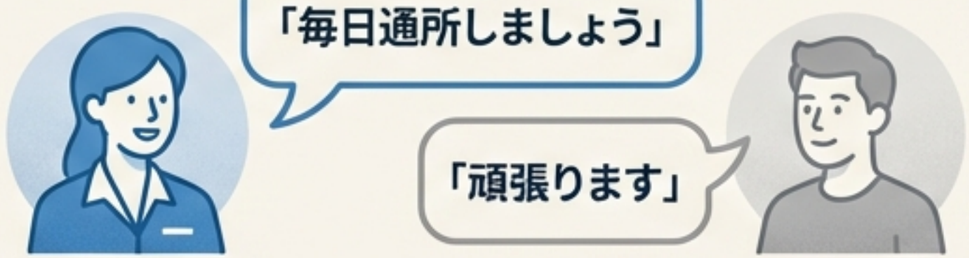
EXPECTATION

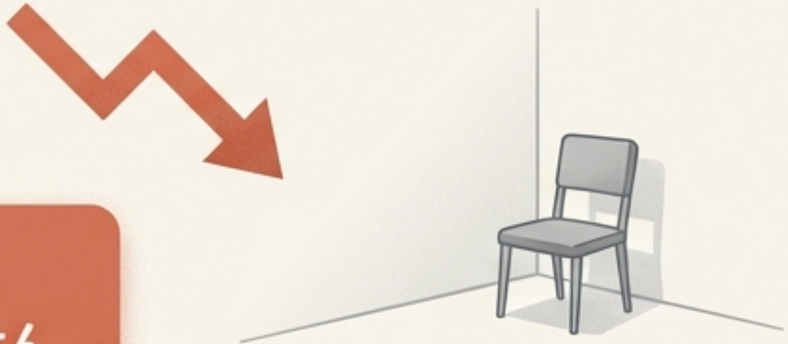




Success Expected

REALITY





翌週に未実行 (Absent)

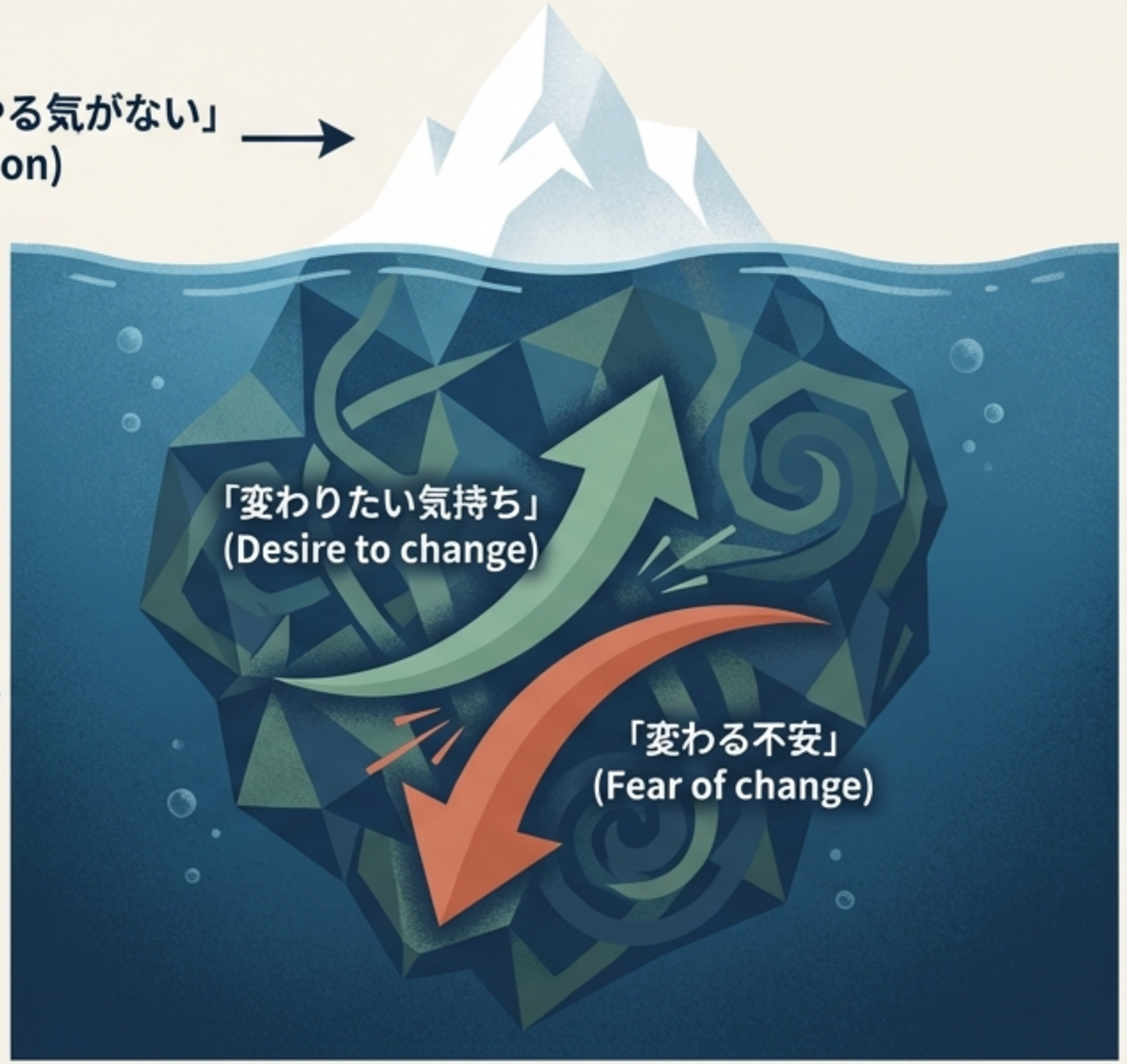
Insight:
「頑張ります」は同意ではありません。
それは葛藤のサインです。

Silence or superficial compliance is not acceptance; it is unprocessed conflict.

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Why ‘Correct Advice’ Fails: The Iceberg of Ambivalence

支援者が見ているもの：「やる気がない」
(Lack of Motivation)



本人の現実：「葛藤」
(Ambivalence)

善意の助言
(The Righting Reflex)

When we push logic (“You should do this”), the user instinctively defends their status quo.

We must stop treating ambivalence as laziness.

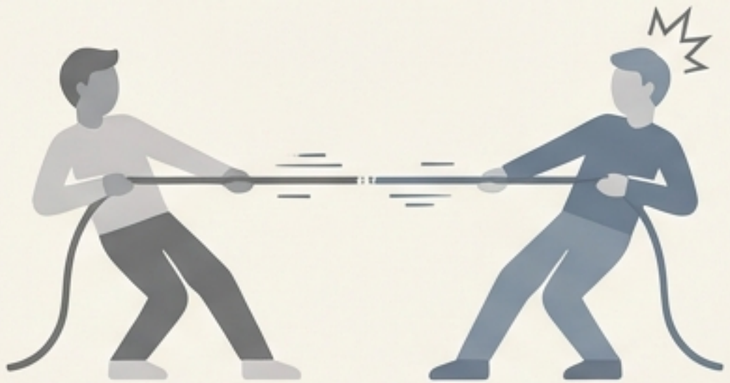
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The Pivot: From ‘Persuasion’ to ‘Guiding’

Motivational Interviewing is a collaborative style to strengthen a person’s own **motivation**.

Persuasion (説得)



- Correction (訂正)
- Leading (主導)
- Result: Resistance (抵抗)

Motivational Interviewing (MI)



- **Evoking** (引き出す)
- **Guiding** (ガイドする)
- Result: **Partnership** (協働)

Core Philosophy: 抵抗を対立にしない (Do not turn resistance into confrontation)

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The Engine of Change: Who Holds the Answer?

External Motivation (外部動機)



Internal Motivation (内部動機)



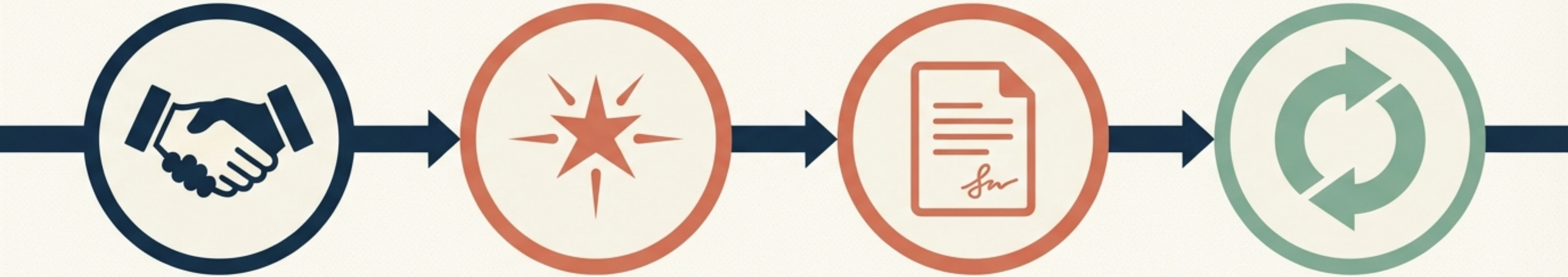
「説得より、本人の言葉を育てる」

(Instead of persuading, nurture the user's words.
We do not plant the seed; we water the seed that is already there.)

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The Implementation Roadmap: 4 Steps to Behavior Change



Step 1: OARS
The Base (信頼関係)

Step 2: Change Talk
The Spark (変化言語)

Step 3: Action Contract
The Commitment (行動契約)

Step 4: Review Loop
The Learning (振り返り)

This flow transforms the interview from a ‘status check’ to ‘action learning’.

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Step 1: OARS – The Toolkit for Listening

O
Open Question (開かれた質問)

Avoid Yes/No.

「なぜそう思うのですか？」

A
Affirmation (承認)

Recognize effort.

「難しい状況によく対応しましたね」

R
Reflective Listening (反射)

Mirroring feelings. *The most important skill.*

「来週のことが不安なのですね」

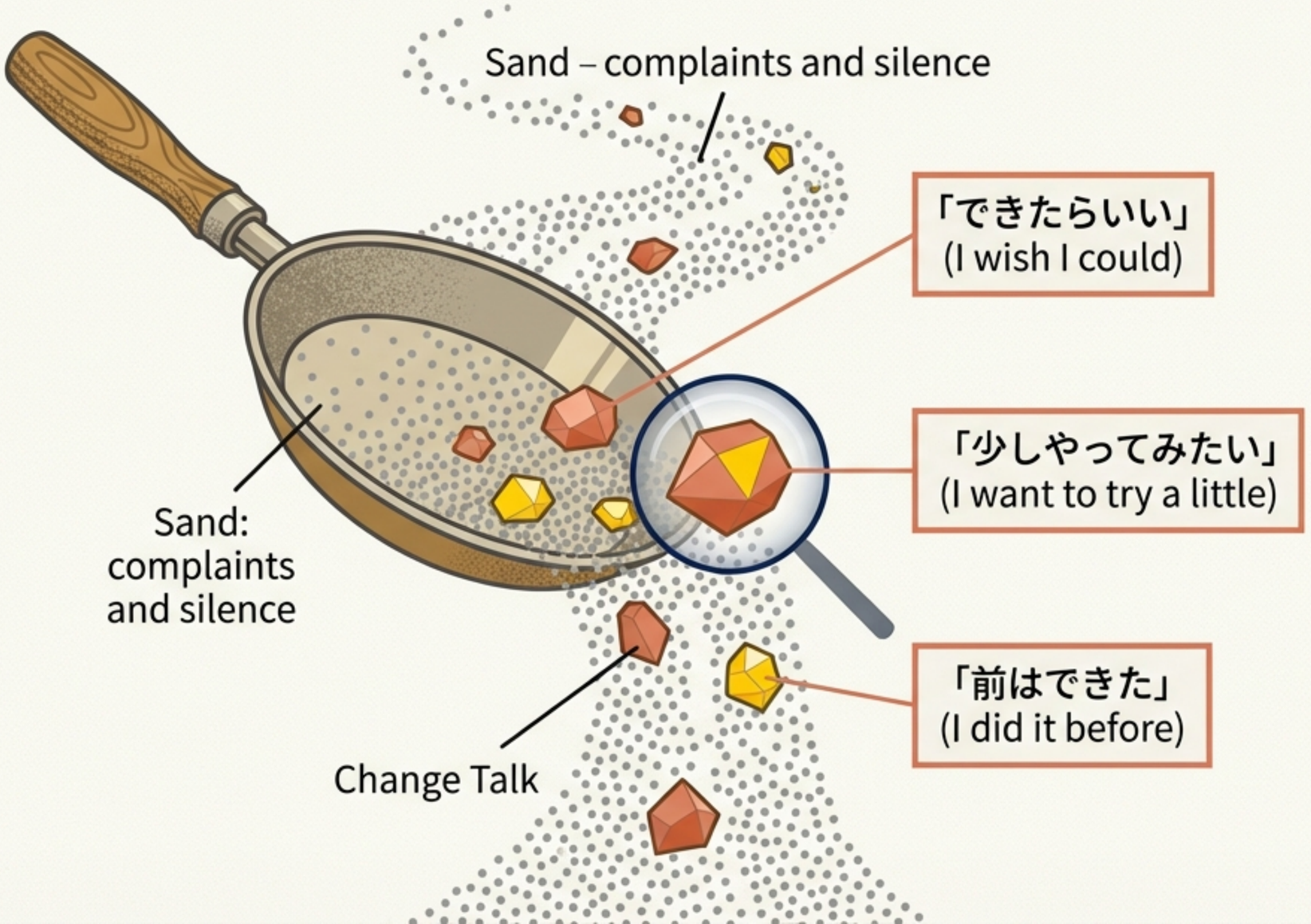
S
Summary (要約)

Collecting the flowers.

「つまり、主な課題はXで、Yを試したいということですね」

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Step 2: Hunting for “Change Talk” (変化言語)



Technique: EXPAND (広げる)

When you hear the gold, stop digging and polish it.

「少しやってみたいと言われましたが、そう思う理由を詳しく教えてください」

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Step 3: The Action Contract (Small > Big)



Too High (BAD)

「週5日働く」
(Work 5 days)

Just Right (GOOD)

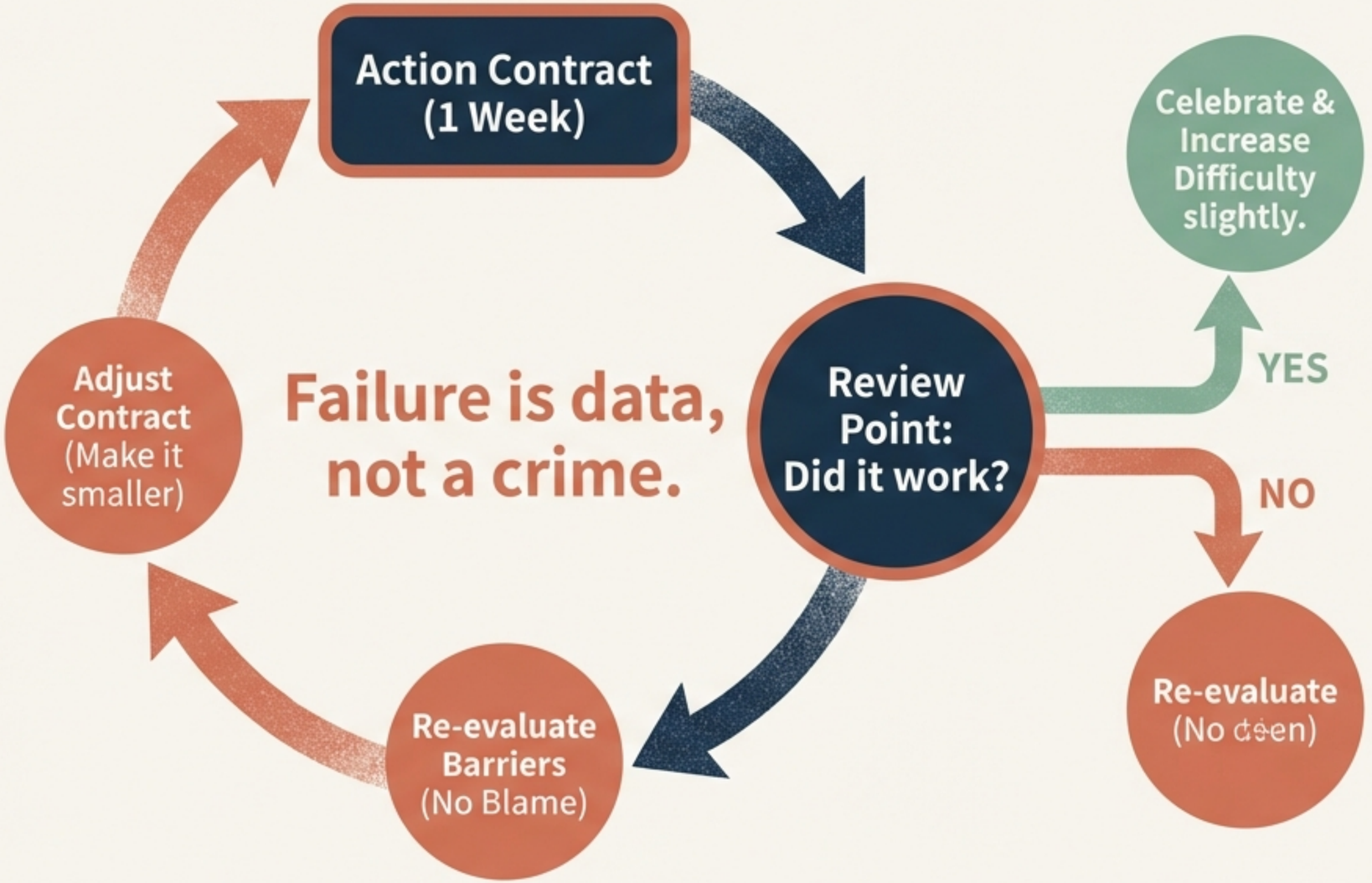
「月曜に1時間だけ顔を出す」
(Monday for 1 hr)

The Rules of the Contract

- 1. 本人が選んだ (Selected by user)
- 2. 期限付き (Deadline-driven)
- 3. 小さいほど良い (Smaller is better)

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Step 4: The Review Loop – Turning Failure into Data

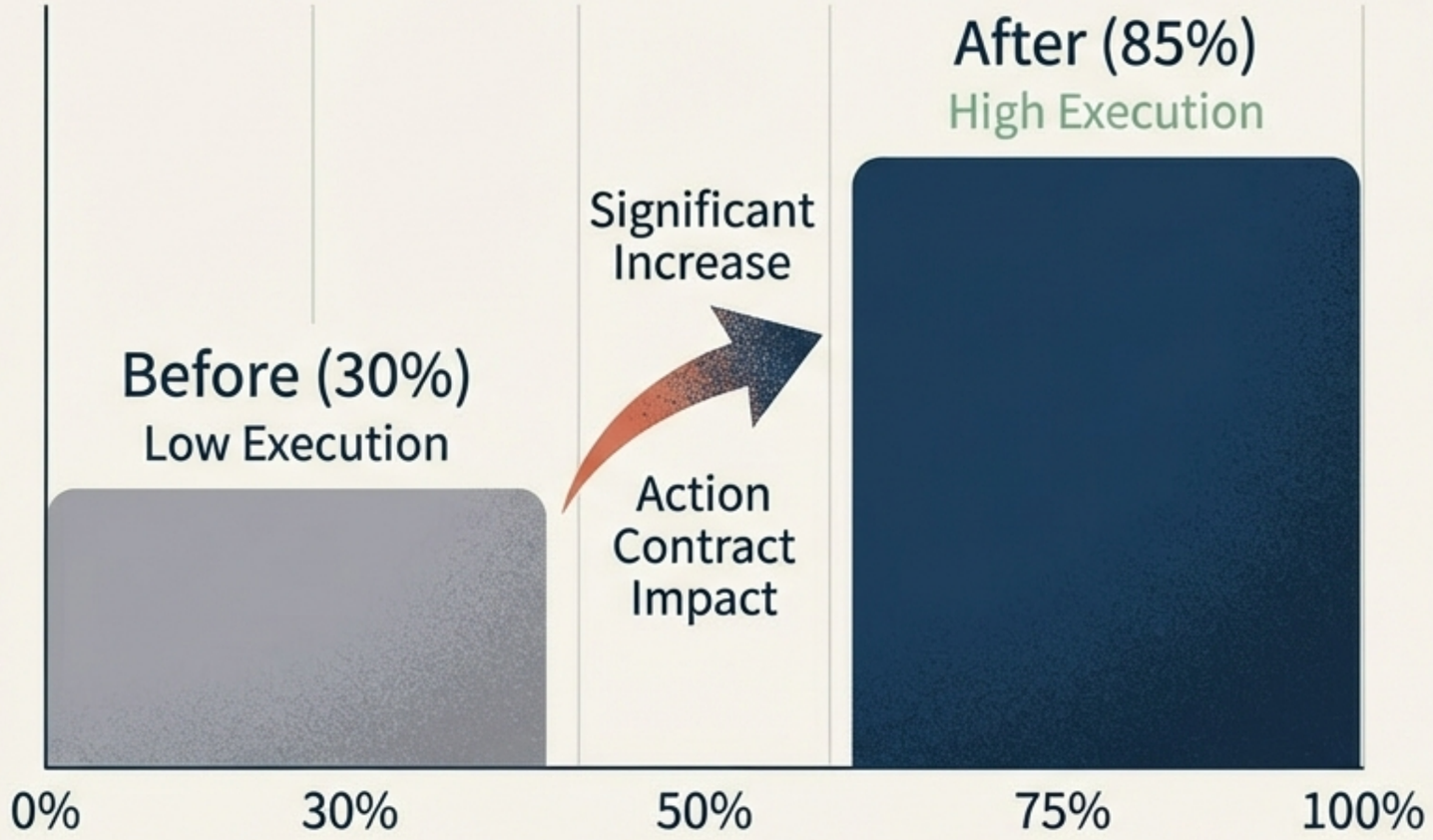


Re-contracting shifts the dynamic from ‘Motivation Check’ to ‘Behavioral Experiment’.

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Case Study: The Transformation of Facility N

Action Contract Execution Rate



What They Did

- Embedded MI questions into the interview sheet.
- Mandatory 'Summary' at the end of talks.
- Implemented the '1-Week Action Contract.'

Key Takeaway

Success Factor: Shifted from Staff-led goals to User-led contracts.

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Warning Signs: Common Pitfalls to Avoid



Mistake 1: Advice Too Early (助言が早すぎる)

Listen until the user feels fully understood before offering suggestions.



Mistake 2: Goals Too Big (目標が大きすぎる)

If they fail, the goal was too big. Break it down further.



Mistake 3: Skipping the Review (振り返りを省く)

Without the review, learning does not stick. Must be done weekly.

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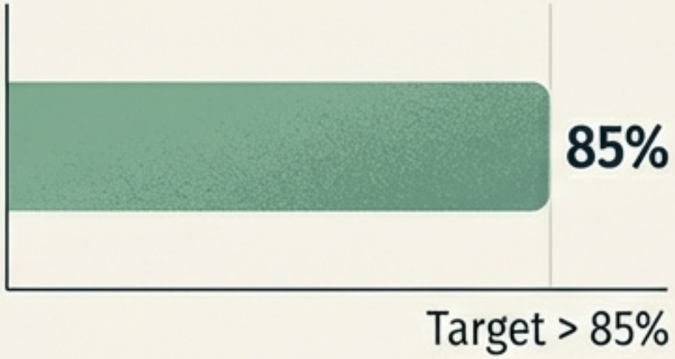
Measuring Success: KPIs for Management

Action Contract Execution (行動契約実行率)



Are users doing what they agreed to?

Change Talk Record Rate (変化言語記録率)



Are staff writing down motivations?

Continuation Rate (継続面談率)

90%

↗ > 90%

If execution is low, do not blame the user. Check if the goals are too big.

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Self-Audit: Quality Checklist

- ☐ Did I use Open Questions? (開かれた質問)
- ☐ Did I record specific ‘Change Talk’? (変化言語)
- ☐ Did we end with a Summary? (要約)
- ☐ Is there a specific Action Contract? (行動契約)
- ☐ Is the next Review scheduled? (次回レビュー)

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Conclusion: You Are the Navigator, Not the Driver



- 1. **Validate** the conflict.
- 2. Find the user's "Why".
- 3. Start with small "Try" (やってみる) steps.



Start your next interview with one "Reflective Listening" statement.

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