

HeartStream Education
STRENGTH-BASED SERIES
Motivational Interviewing Training

PART TWO
Motivational Interviewing:
Eliciting Self-Motivational Statements
(How to get the client to voice the reasons for change)

This workshop is designed to follow the previous training session of Motivational Interviewing, allowing staff to take the “next steps” for improving their delivery of services. This institute is a three-day training that focuses on skill-building for direct practice. Six (6) modules will be presented, utilizing multimedia presentations, interactive lecture and facilitated small and large group exercises. A mixture of small group discussions, videos, case scenarios and full room exercises keep the training pace lively and engaging.

The emphasis for this training through all six (6) modules is on skill-building and “theory-to-practice” group work for direct application of these various curriculums.

A review of the modules include:

1. Setting up the “Training Buffet:” Where Do We Need to Go From Here?

This follow-up training session begins with a review of integration issues. Where have participants found success, or encountered obstacles, in applying the skills learned in the previous trainings on the Strengths approach and Motivational Interviewing.

Motivational Interviewing will be modeled from the beginning, as participants will be asked to identify their own needs/wants for this three-day training. Case examples will be explored within small group discussions. Consolidating issues and participant expectations by large room report outs will “set the agenda” for the coming training.

2. Where Solutions Come From: Taking A Deep Look Into Improving Our Direct Services

Participants will take a look at interviewing that lacks technique and direction, and review research that found critical errors in direct interviews. *This module will investigate and demonstrate where client solutions actually originate.* A “live” (actual) tape of a staff member interviewing a client is reviewed to highlight common mistakes, and demonstrates the do's and don'ts of strength-based interviewing. This staff member wants to help and seems to “ask all the right questions,” yet the lack of strategy and

follow-through actually creates obstacles and blocks progress! With caseloads rising and budgets shrinking, there is less time to spend in direct contact with each client. This session speaks to ways to increase your effectiveness and make your time count for more when interviewing clients.

3. How Goals Fail – Getting Started With The End In Mind with Strength-Based Service Planning

Many staff cringe when they think of goal-setting. Required by agency or department mandate, it's an activity performed to complete written reports. Goals and objectives seem to lend an air of legitimacy and vision to the work being attempted. However, in the reality of day-to-day work, these goals often mean very little to staff and even less to our clients. Consider that once goals are established, the majority of them are never referred to again in any meaningful way—and are almost never modified in an ongoing fashion. Everyone loses when goals are rendered meaningless and ineffective due to faulty design.

This module reviews the important adage, “you must know where you're going to know when you've arrived.” Participants will examine Strength-based interviews that call for addressing dismissal and termination during first introductions! Increase your chances for success with service plans that are based on “well-formed” goals. Participants will review and learn how to develop case plans (treatment plans) that are consistent with the four (4) well-formed goals:

1. Goals must be important to the client as well as the agency/department
2. Goals must be realistic and in the client's control
3. Goals must be small and simple as possible
4. Goals should be described as the beginning of a new behavior, not an end to an unwanted or undesirable behavior.

Review strategies that can be used when goals don't line up between the client and your agency/department. *Learn how to implement well-formed goals that help start the “first steps” of action and effort—keeping your client engaged and on track.*

4. Opening Strategies: Stop the Arguing and Challenging To Build Cooperation and Motivation

Learn more of how resistance and change are opposite sides of the same coin! Staff will examine effective strategies that assist clients in taking “first steps” for changing unhealthy behaviors, habits and addictions—strategies far more effective than the traditional methods of arguing, reasoning or directing. This module will examine research that “turned back the clock” to examine what occurred in counseling sessions and were found to have engendered more positive behavior change at subsequent longitudinal marks of 12, 24 and 48 months post-treatment. These effective ingredients will be

examined at length. Participants will “get active” with practice sessions for establishing rapport (“making a deposit before you make a withdrawal”) and learning strategies to bypass resistance and avoid argumentation. This module is designed to take the participant farther with strategies that were introduced in the previous training session.

5. Middle Phase:

A) Strategies To Induce The Client To Offer Reasons For Change!

This training moves to teach participants how to help the client become aware of the advantages of change—and just as important—to become aware of the disadvantages of “staying the same” and not changing their problem behavior. This module represents the “heart and soul” of Motivational Interviewing. Staff will learn methods for raising a client’s level of importance for positive behavior change and ensure they have the necessary confidence to see the change(s) through.

Examine the critical ingredients involved in the old adage “ready, willing and able” and find out why Motivational Interviewing suggests the adage *must be reversed* to a more helpful sequence of able, willing and ready! Join this module for a deeper look at ambivalence (“want change -- don’t want change”). Feeling two ways about something or someone is common enough, but resolving ambivalence is difficult—and central to our helping efforts.

Staffing groups and departments know client behavior can often be changed through threats and externally applied pressure (extrinsic motivation). The problem for department staff is that extrinsic motivation is the weakest and the *least enduring* type of change. When services are withdrawn, the problem behavior often returns, setting up the disappointment of client’s returning for services—creating the dreaded “revolving door.”

Change that comes from internal (intrinsic) motivation is stronger and far more enduring over time. Participants will learn the basics for awakening motivation that “comes from within,” from our clients, rather than it being imposed from without.

5. Middle Phase:

B) Strengthening the Commitment to Change

The Stages of Change theory (Prochaska & DiClemente) notes that progress is often a two-way street! Recent gains can be lost without work to help new changes gain a foothold and persist. Workshop participants will review three (3) potential hazards; Underestimating Ambivalence, Overprescription and Insufficient Direction.

It has been said that to “raise alarm” within clients that change must occur but then failing to provide the “way out” does more harm than good. This module will examine Competency Thinking (“I can do this”) and Pathways Thinking (“Here’s how I do this”) to help positive changes endure.

6. Taking it Home: Creating Action Plans for Implementation

This module is designed to “bring it all together.” Small group work and multiple exercises are designed to aid integration. Two obstacles to integration are reviewed. First, in books like *Why Teams Don't Work*, one element is consistently identified as being critical to team performance—that element is individual accountability for beginning a new initiative. Second, work on integration is often overlooked in staff training. Consider that staff development research cites that when training frequently concludes, many staff will leave a training session not knowing where to start—*regardless of the degree of learning transfer!*

This module provides the focus, direction and most importantly, identifies *first steps* for staff as they get ready to return to their job sites.

Get ready to:

- Formulate strategies
- Consider obstacles and develop plans to overcome them
- Leave with action plans in hand
- Have administrative and co-worker support identified for direction and support

Modules Recap

1. Setting up the “Training Buffet” Integration Issues of Success, Obstacles and Concerns from Session #2 and Where Do We Need to Go From Here?
2. Where Solutions Come From: Taking A Deep Look Into Improving Our Direct Services
3. How Goals Fail – Getting Started With The End In Mind with Strength-Based Service Planning
4. Middle Phase: A) Strategies To Induce The Client To Offer Reasons For Change!
5. Middle Phase: B) Strengthening the Commitment to Change!
6. Taking it Home: Creating Action Plans for Implementation

Upon completion, participants attending this training will be able to:

- Discuss the role ambivalence plays in keeping offenders “stuck” and how to increase the “pro-change” side of this “fence-sitting.”
- Recognize “change talk” and how to respond to it (to summon more!).
- Describe the behavior change constructs of importance, confidence and readiness.
- Demonstrate the continuum of motivational Interviewing practice during skill-building exercises.
- Examine actual video footage of client report in’s and offer critiques on motivational strategies.