



New England (HHS Region 1)

ATTC

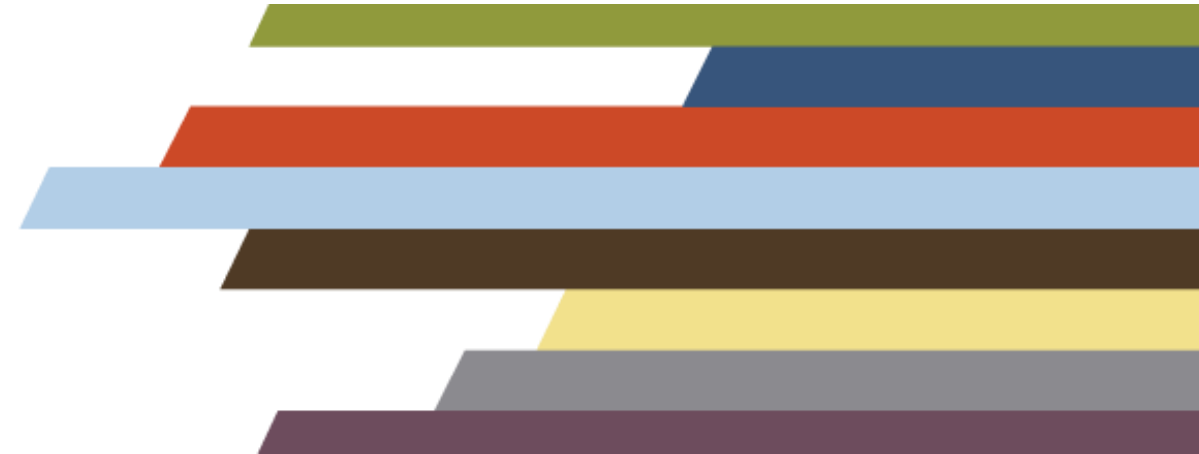
Addiction Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

Motivational Interviewing

Principles of Supervision & Coaching

MIA-STEP

Stephen R. Andrew, LCSW, LADC, CCS, CGP



Disclosures

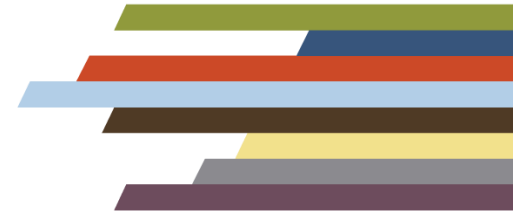
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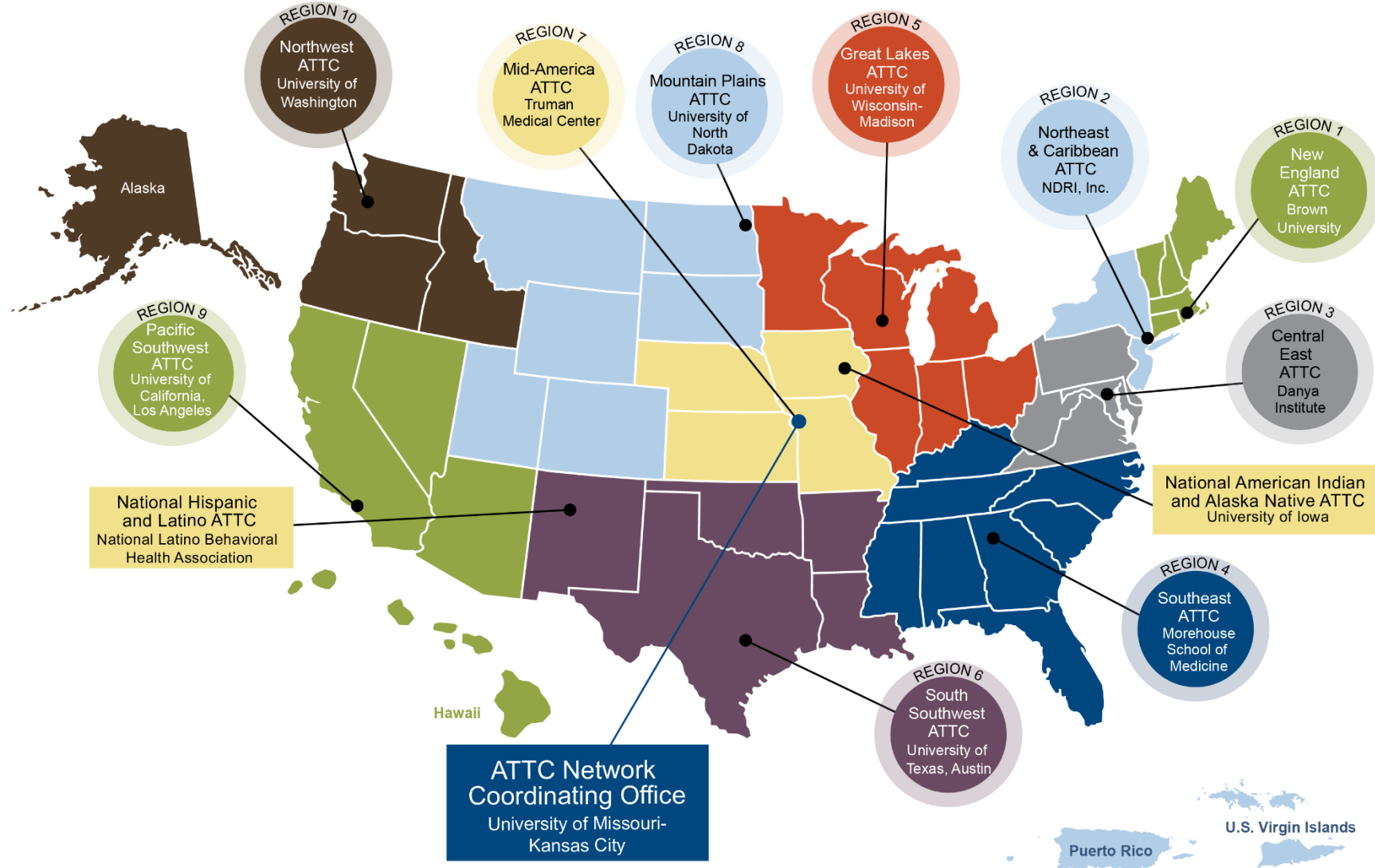




ATTC

Addiction Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

U.S.-based ATTC Network



“If there is one thing you would like to learn today which would be helpful in your daily practice of coaching/supervision, what would it be?”

Biography

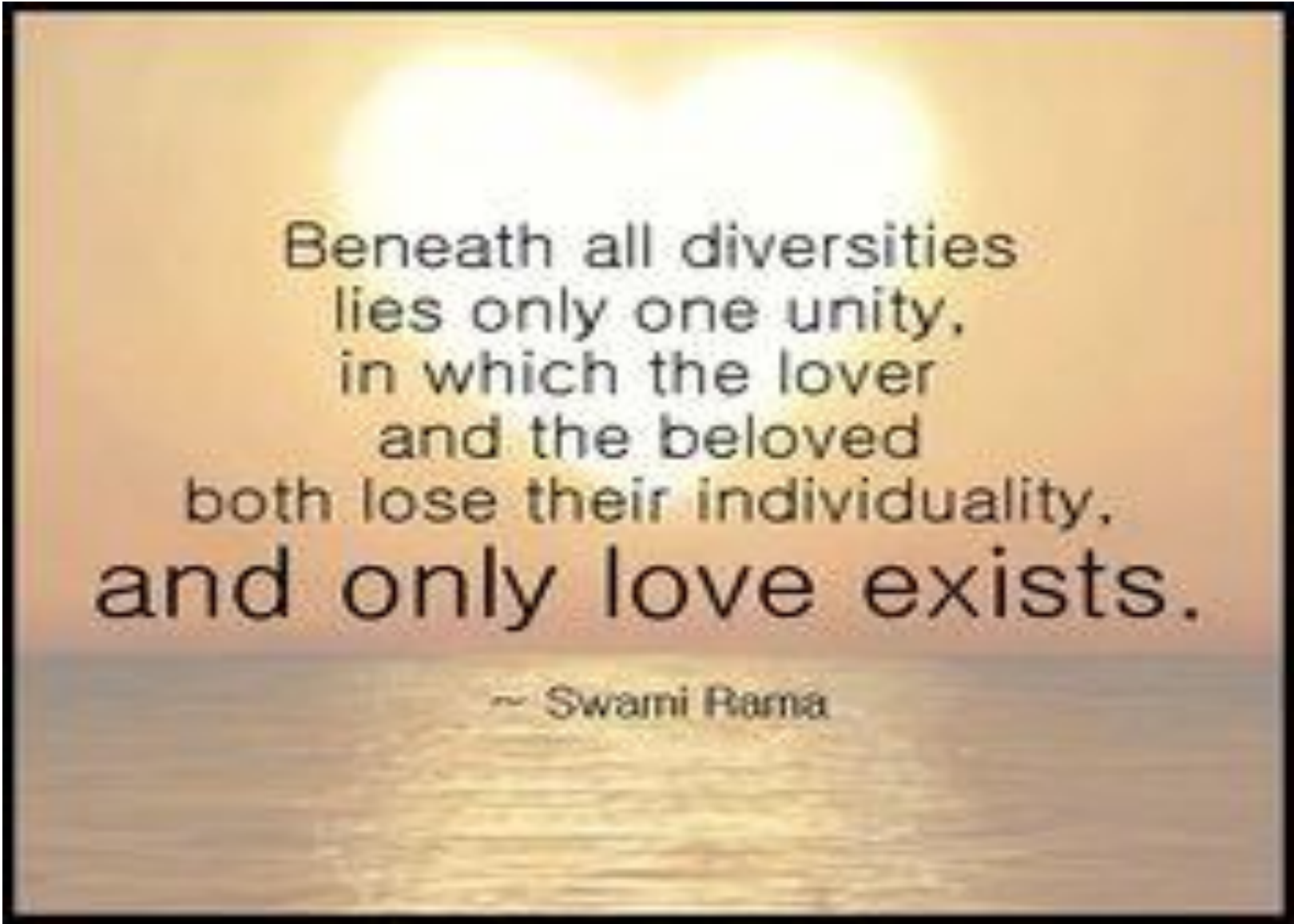


Stephen R. Andrew, LCSW, LADC, CCS, CGP

“storyteller”, trainer, author, group worker, therapist, community organizer,...

Chief Energizing Officer of Health Education & Training Institute (HETI) and member of MINT (Motivational Interviewing Network of Trainers) since 2003. MIA-STEP trainer for ATTC New England since 2007.. Trained MI internationally in 18 countries. He has been a substance abuse counselor in a public school system, and the Executive Director of an adolescent prevention/treatment agency. He is the co-founder of *Agape Inc.* which *supports* the Men's Resource Center of Southern Maine whose mission is to support boys, men and fathers and oppose violence and Dignity for Opiate users , a radical community development movement to change the conditions that promote the opiate epidemic in our communities. Stephen maintains a compassionate based private practice in Portland, Maine and facilitates men's, co-ed, and caregivers groups. He is the co-author of the book ***“Game Plan: A Man's Guide for Achieving Emotional Fitness”*** with two dear friends, Alan Lyme & David Powell. Stephen lives with his sweet wife, Hilary, and is the proud father of twenty-one year-old Sebastian, in Portland, Maine USA

www.hetimaine.org

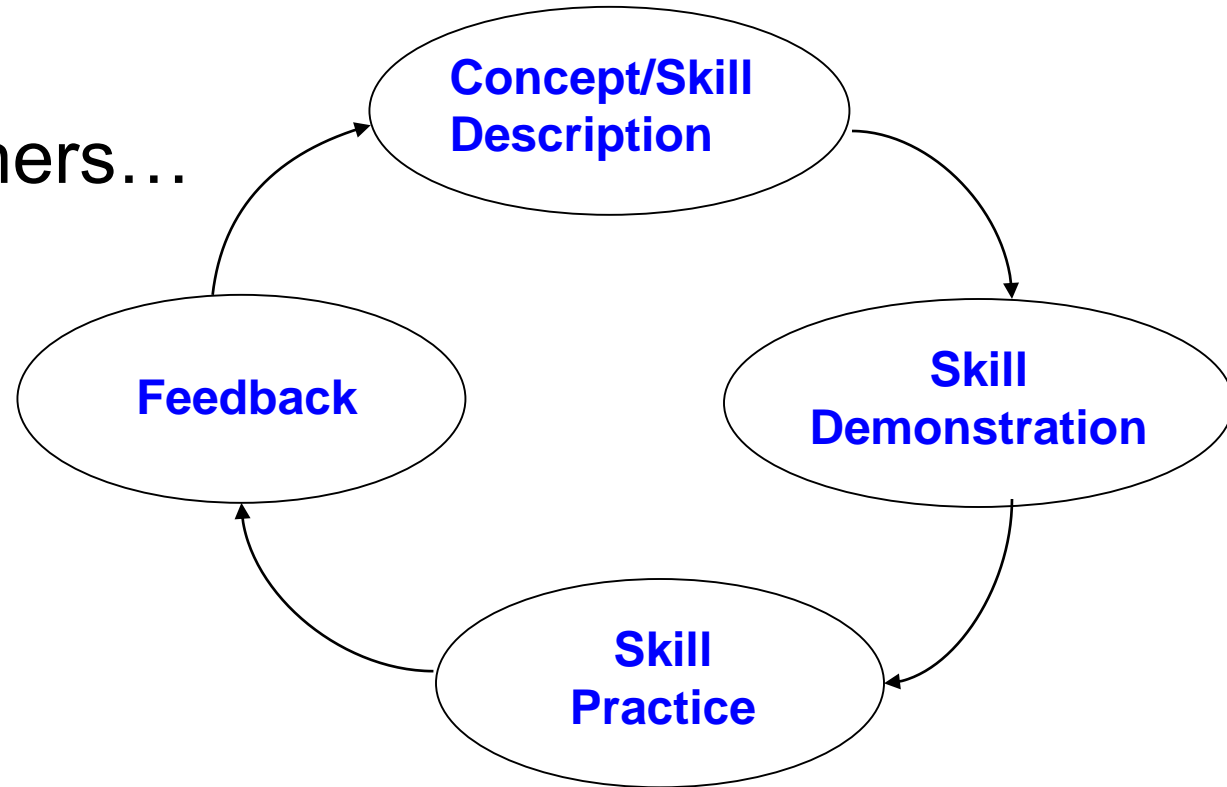
A serene background image featuring a bright sun low on the horizon, creating a warm orange and yellow glow. The sun's light reflects on a calm body of water in the foreground. In the upper center of the sky, a soft, glowing heart shape is visible, formed by the light rays. The overall mood is peaceful and romantic.

Beneath all diversities
lies only one unity,
in which the lover
and the beloved
both lose their individuality,
and only love exists.

~ Swami Rama

Before we start... do, tell, show...

- House keeping,
lollipops... pipe cleaners...
- Breaks.. Time
- Cell phones..
- Thank you...



Guidelines for the Training

- Ask lots of questions.. make this **relevant** to your “difficult” work. I am so honored to be asked to be here today.
- Watch Me... I make every effort to use Motivational Interviewing (MI) in the training...
- I am aware that we have different race, cultures...please help me...
- I use a 20 minute sit rule..

Attitudes:

- “**What the Heck!!**” Jump into the experience...I’ll be coaching
- Make Mistakes, “**OOPS!**” *I will not call upon you or make you role play.*
- Confidentiality, make the training your experience.
 - **Real play instead of Role play**
- Please resist the “fixing” impulse...
 - “**Compassionate righting reflex**”



Introductions

- Your name, listener repeat name
- A sentence about your work/life...
- One thing **most** people don't know about you...
- Try to meet everyone in the room
10 minutes...



Purpose

- To create an opportunity to use Motivational Interviewing in coaching while teaching/coaching ...
- Make sure that the welfare of the people we serve is being met...the intervention is the focus...
- To teach/coach spirit, structure & skills of Motivational Interviewing...
- Clinical growth an evidence based practice... growth is essential for retention of staff...

Motivational Interviewing intentions...

- No longer engage in power struggles with the client... To the “right” position is to let go of the working alliance...
- Give no *unsolicited* advice, direction and feedback...
- “The individual is like a garden to be tended, not a machine to be repaired”

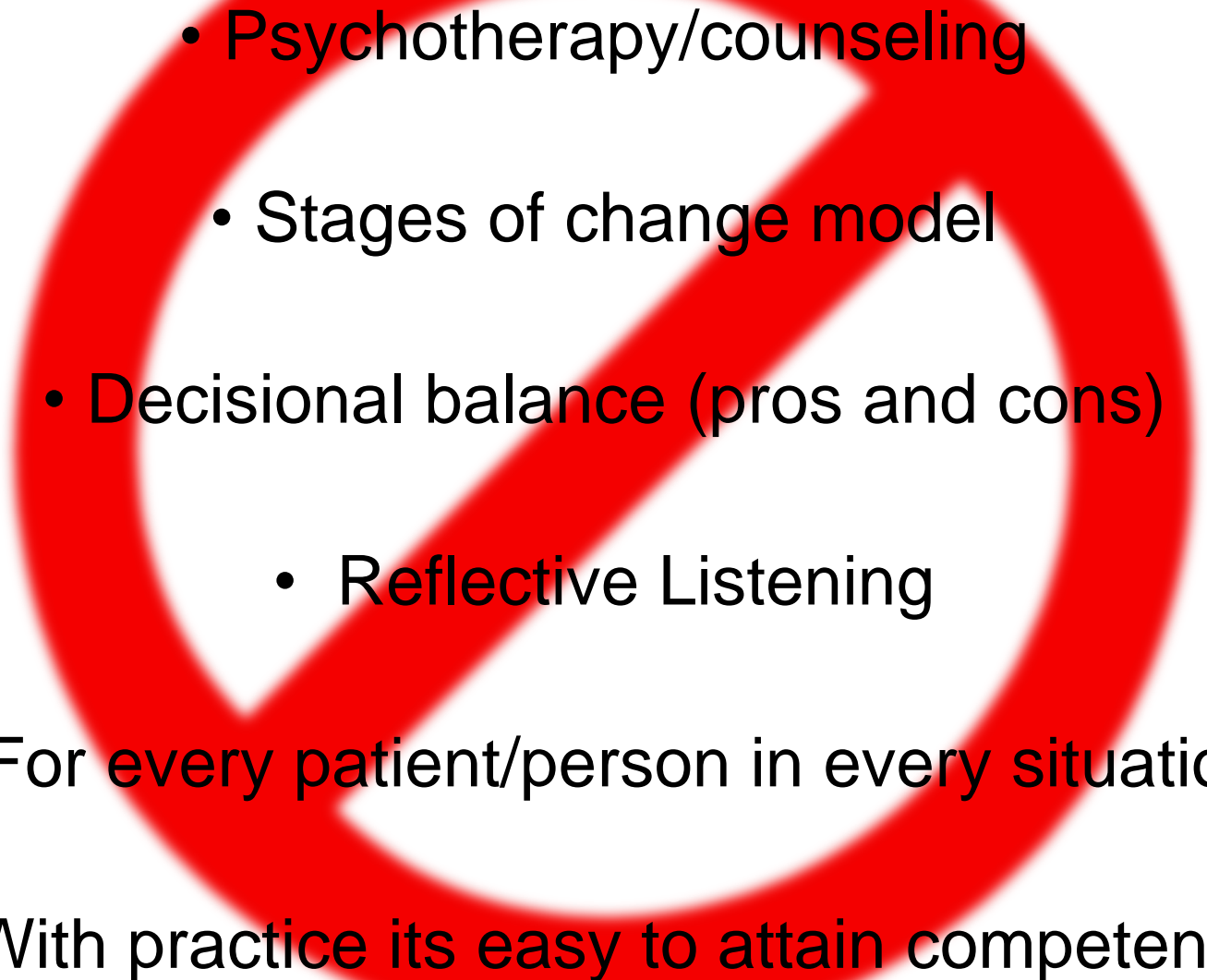
What is it like? (7 minutes)

- What are/or will be the *challenges* of implementation of an evidence based practice (EBP) into the work with the supervisees?
- What might be some of your *emotions/thoughts* you have working with these “struggles”...?
- One idea you have to manage the implementation of EBP into the culture...?
- What might be some *WOW* moments in this process of implementation?

Listener: Open ?, Reflect, Reflect....

Summarize... 20 seconds... Be brief...




- 
- Psychotherapy/counseling
 - Stages of change model
 - Decisional balance (pros and cons)
 - Reflective Listening
 - For every patient/person in every situation
 - With practice its easy to attain competence

Working Definition of Motivational Interviewing


- **Motivational Interviewing** is a collaborative, goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for and commitment to a specific goal by eliciting and exploring the person's own reasons for change within an atmosphere of acceptance and compassion.

Stephen Rollnick and William R. Miller, Sheffield, UK Oct 2011



**“People change through the
heart, then through the
mind..”**

- You would rather be **less frustrated** and **more effective** in helping patients/people you serve to change...
- *Write at the top of the page:* “**I am less frustrated and more effective when I am able to...**”
- With a pen and unlined paper write down whatever comes...
(2 minutes)
- Please do not edit as you go...do not worry to find “*the answer*”...
- Just see what happens when you let your **heart** write across the page...

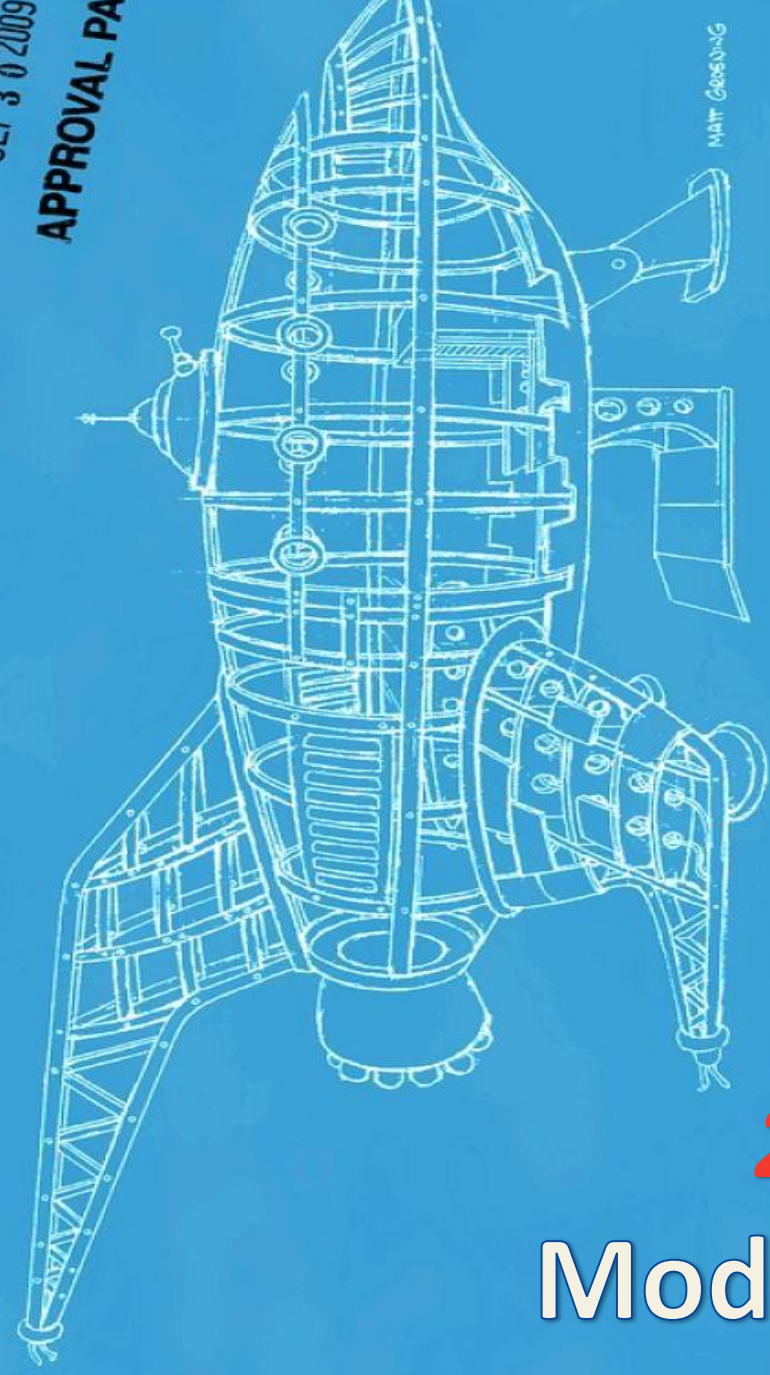


Groening	<input checked="" type="checkbox"/> Approved	<input type="checkbox"/> Revise
Cohen	<input checked="" type="checkbox"/> Approved	<input type="checkbox"/> Revise

ROUGH DES

SEP 3 0 2009

APPROVAL PA



MATT GROENING

6ACV03
ACT 1

REVISED

PE...SHIP BEING DISMANTLED LEAVING ONLY SKELETAL FRAMEWORK

SCOTT MO

242
Models

Matter



Motivational Interviewing Roadmap

Open the Conversation



Affirm

Negotiate the Agenda

Open question...
Tell me more about....

**Build and Strengthen
Motivation**

- Empathic reflections*
- Both simple and complex

**Explore
Ambivalence**

**Assess
Confidence**

Avoid Premature Action Planning!

Ask Open- Ended Questions
What is your next step?

Close the Conversation
Build Confidence

**Share Information
Ask – Offer – Ask**

- Education
- Advice
- Feedback
- Skills
- Referral

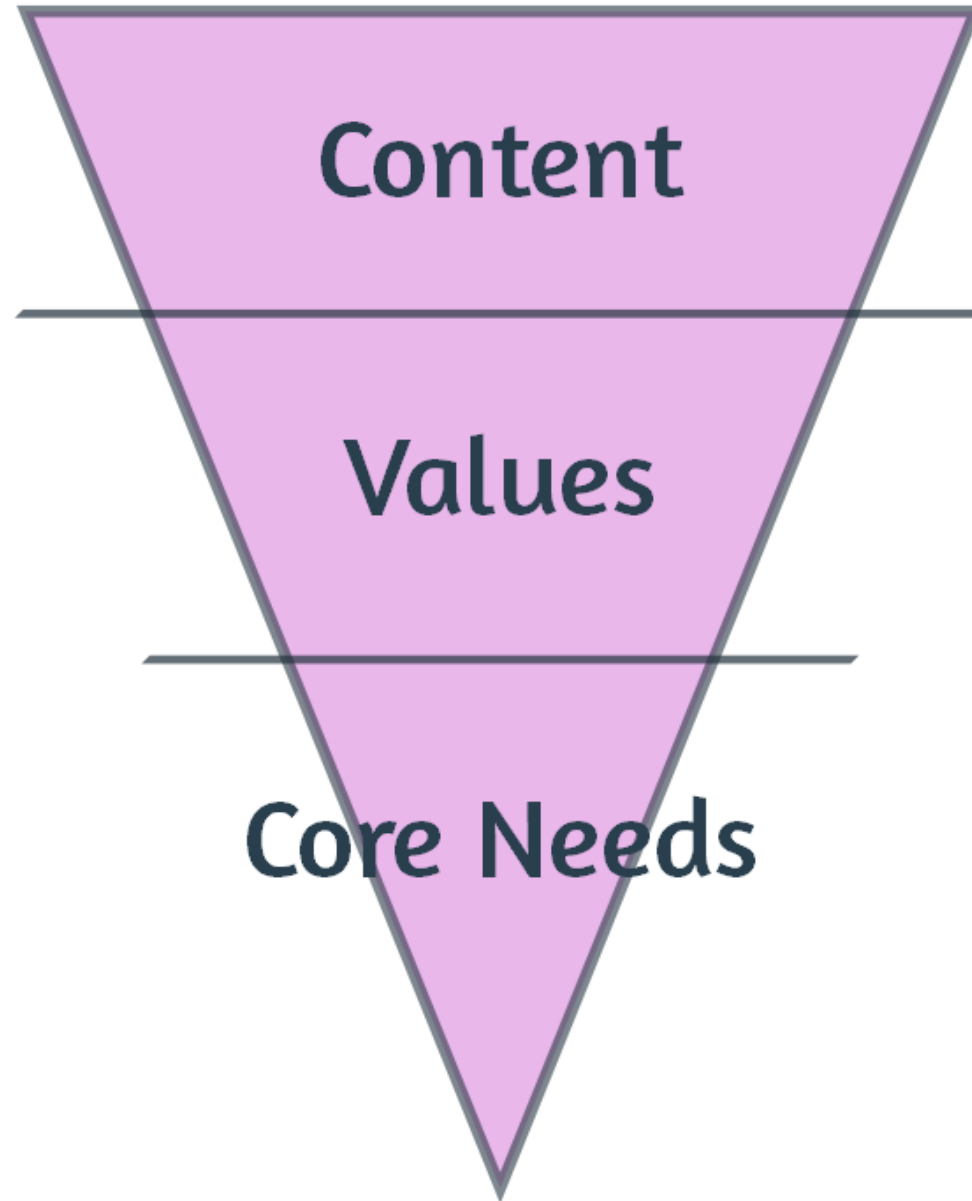
**Elicit, Reinforce and
Strengthen Change Talk**



Presence ...**LISTEN** deeply... 3 min.

- Undivided Attention...
- Listen with “**soft**” eyes, “**warm**” ears & “**open**” heart..
- Radical Acceptance...
- **Silence**... “We do not meet people where they are at...we meet people where they dream.”

Depth of Reflection



Deep *Interest* in...(4 min.)

- Friendly & congruent body language
- **Heard & Believed...**

Empathic Reflection...

- It is a process of:
 - Hearing what the speaker said
 - Making a guess at what s/he meant
 - Stating it back to them....“**YOU**...”

Summarize... 20 seconds... Be brief...



***Ask Permission:** May I share with you some of my thoughts on what I experienced?*

- Tell what did they do well!
- Think of ... **Spirit, and Skill**...
- What do you think about that feedback?
- ASK...OFFER...ASK...



**"Yes, I think I have good people skills.
What kind of idiot question is that?"**



Compassion: the ability to sit with suffering

- Have compassion for everyone you meet, even if they do not want it ... what seems like conceit, bad manners, sarcasm or cynicism is always a sign of things no ears have heard, no eyes have seen....for you do not know what wars are going on down there where the spirit meets the bone...

Miller Williams

Complex Empathic Reflection

- Words and tone indicate clearly you take the relationship seriously... (*assertive*)
- Awareness of what the person values, core needs & is thinking now
- *Make reflections that fit with person's culture...*
- Awareness of their direction towards resolving...

Self-Reflection (6 min.)

- Worker: OQ, Rc, Rc, ...



Strength/Values

Staying with what people *dream*

“The WHY”

Summarize... 30 seconds... Be brief...



***Ask Permission:** May I share with you some of my thoughts on what I experienced?*

- Tell what did they do well!
- Think of ... **Spirit, and Skill**...
- What do you think about that feedback?
- ASK...OFFER...ASK...

What did you HEAR? Spirit of Motivational Interviewing...

- **Collaboration** – come alongside
- **Evocation** – Elicit vs Impart
- **Autonomy** – ability to chose (power with not power over)
- **Acceptance & Compassion** – Empathy
- More then just...Listening – **Guiding**...

“...you are responsible for the intervention not the outcome”

HRQ...Coding & Feedback... (5 minutes)

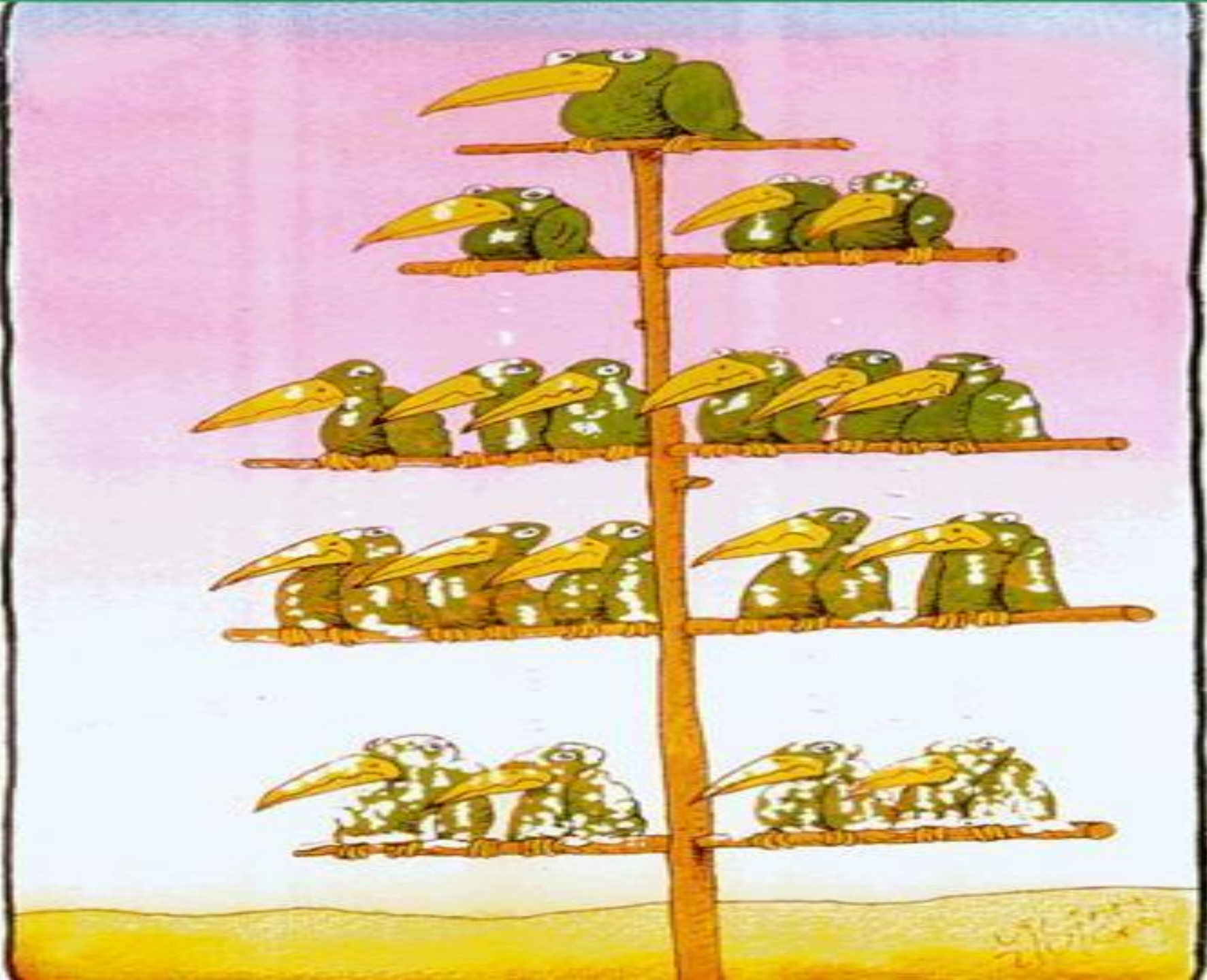
- **RC** = Complex reflection = 5
- **S** = Summary... = 4/5
- **RS** = Simple reflection=4
- Affirmation = 4
- 4 Open question = 3
- **C** = Closed question = 2
- NMI = *Unsolicited* advice, direction, or feedback... = 1

Coach Summarize... 30 seconds... Be
brief...



***Ask Permission:** May I share with you some of my thoughts on what I experienced?*

- Tell what did they do well!
- Think of ... **Spirit, and Skill**...
- What do you think about that feedback?
- ASK...OFFER...ASK...



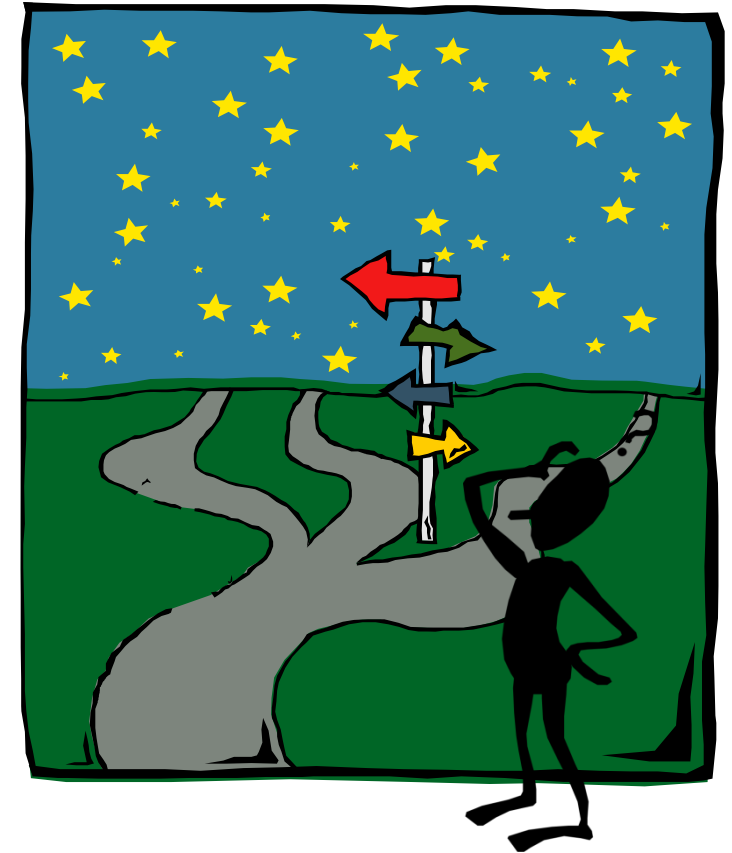
A ‘**proficient**’ conversation: “understand another before your need to be understood..”

- Your most common response to what the person says should be a empathic reflection. (**reflect two/three times for each question you ask**).
- When you use a empathic reflection, use complex reflections more than simple (paraphrasing).
(**Use metaphors, feelings – tap into their values, their core needs to hear what is not being said**).
- When you do ask questions, ask more open questions than closed.
- Avoid *unsolicited* advise, direction, suggestion, feedback.



Quiz Show: Ambivalence is normal!

- Beth/Bob already knows the risk s/he is taking by smoking dope....
- *S/he knows too much is an unhealthy behavior...*
- However, if s/he quits s/he is concerned about his/her anxiety.
- *S/he is also concerned how her/his quitting may affect her/his relationships...*
- It is part of her/his daily ritual to use.
- Importance 8 confidence 2





**POWER & CONTROL
(SOVEREIGNTY)**

To love and be loved

BELONGING

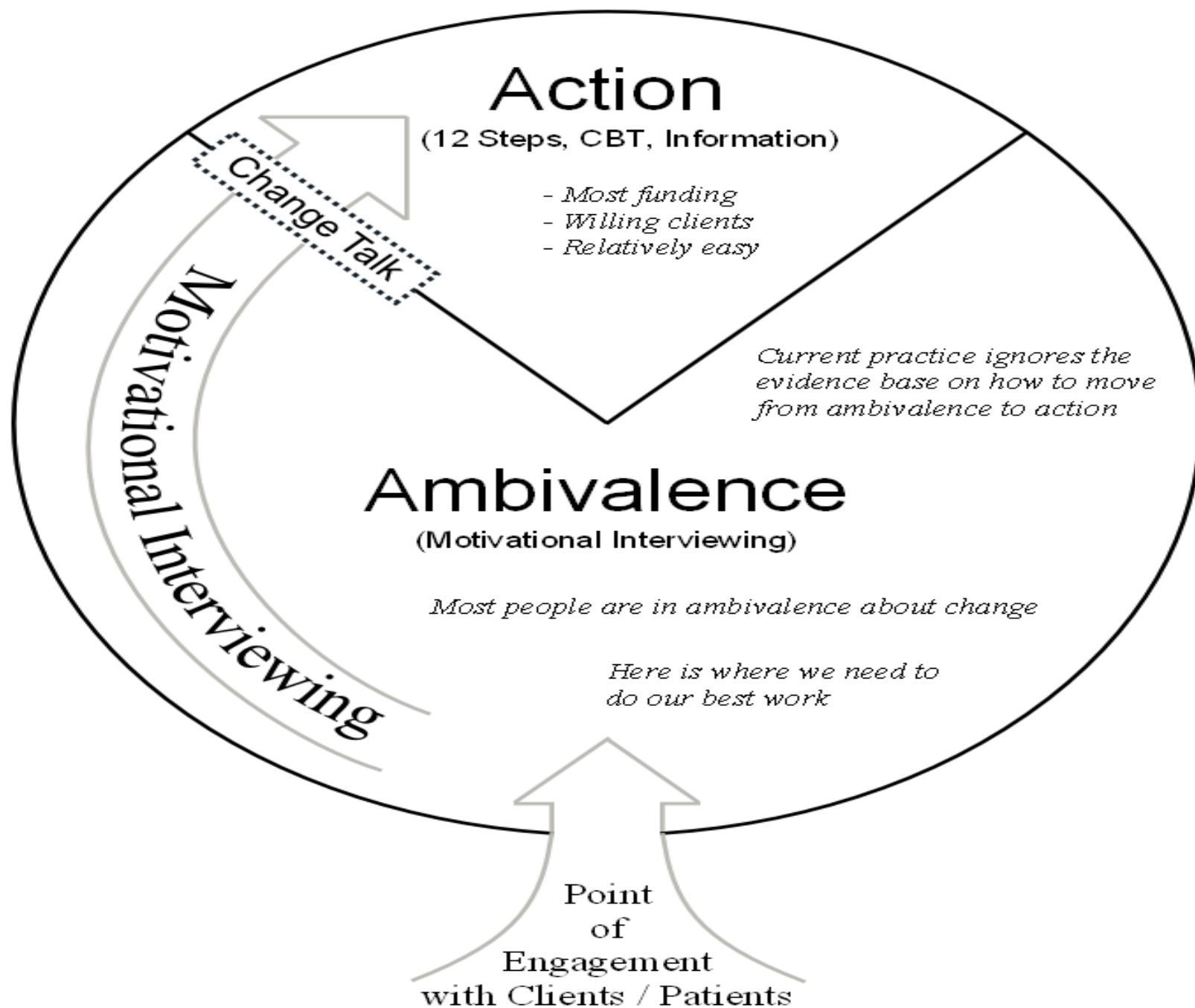
Capable

Quiz show components

- O = Open question
- C = Closed question
- A = Affirmation
- RS = Simple reflection
- RC = Complex reflection
- S = Summary...



"I'M SORRY. I DID EVERYTHING YOU COULD AFFORD."



Eight *TASKS* in Learning Motivational Interviewing..

1. The spirit of Motivational Interviewing...
2. OARS – person-centered skills...
3. Recognizing, reinforcing change talk...
4. Eliciting, strengthening change talk...
5. Rolling with sustain talk “resistance”...
6. Developing a change plan...
7. Consolidating commitment language...
8. Shifting flexibly between Motivational Interviewing and other evidence based practices /methods... (CBT, EMDR, DBT, Group Work, Information, Medication, Psycho-education, 12 Steps...)

Miller, W. R., & Moyers, T. B. Eight stages in learning motivational interviewing. *Journal of Teaching in the Addictions*.



What do you think?

One of the hardest things we must do sometimes is to be present to another person's pain without trying to fix it, to simply stand respectfully at the edge of that person's mystery and misery.

Standing there we feel useless and powerless, which is exactly how the person feels (internal reflection) – and then our own unconscious need is to reassure ourselves that we are not like the soul before us.

“shy soul”

Parker Palmer



The image shows four wooden oars arranged vertically, each with a different text label. The oars are light-colored wood with a smooth finish. They are set against a background of a wooden fence and green grass. The text on the oars is as follows:

Open Ended Questions

Affirmations

Reflections, simple, complex

Summaries

Summarize... Finding the Ambivalence... 30
seconds... Be brief...



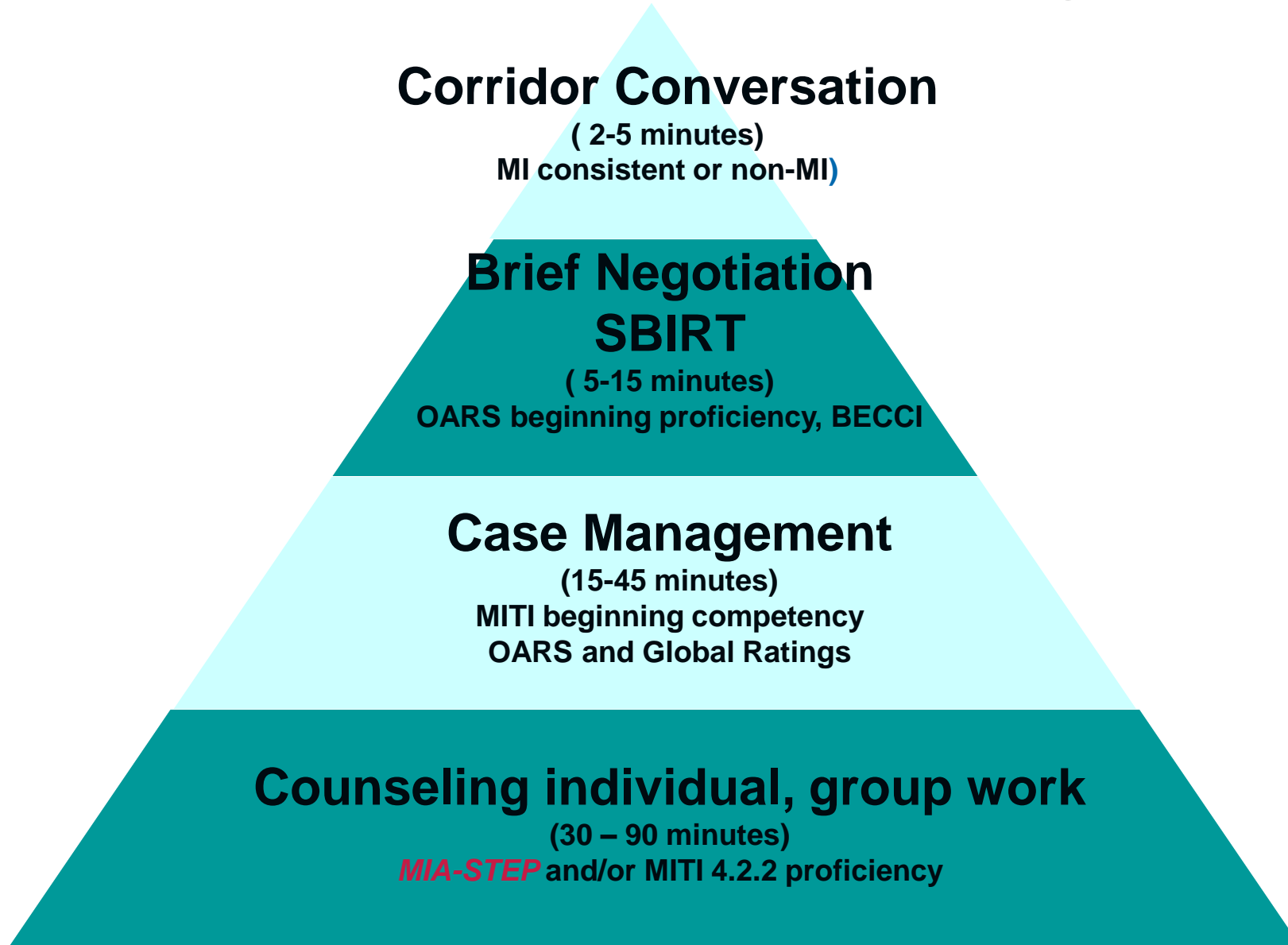
Coaching (4 minutes): May I give you some feedback?

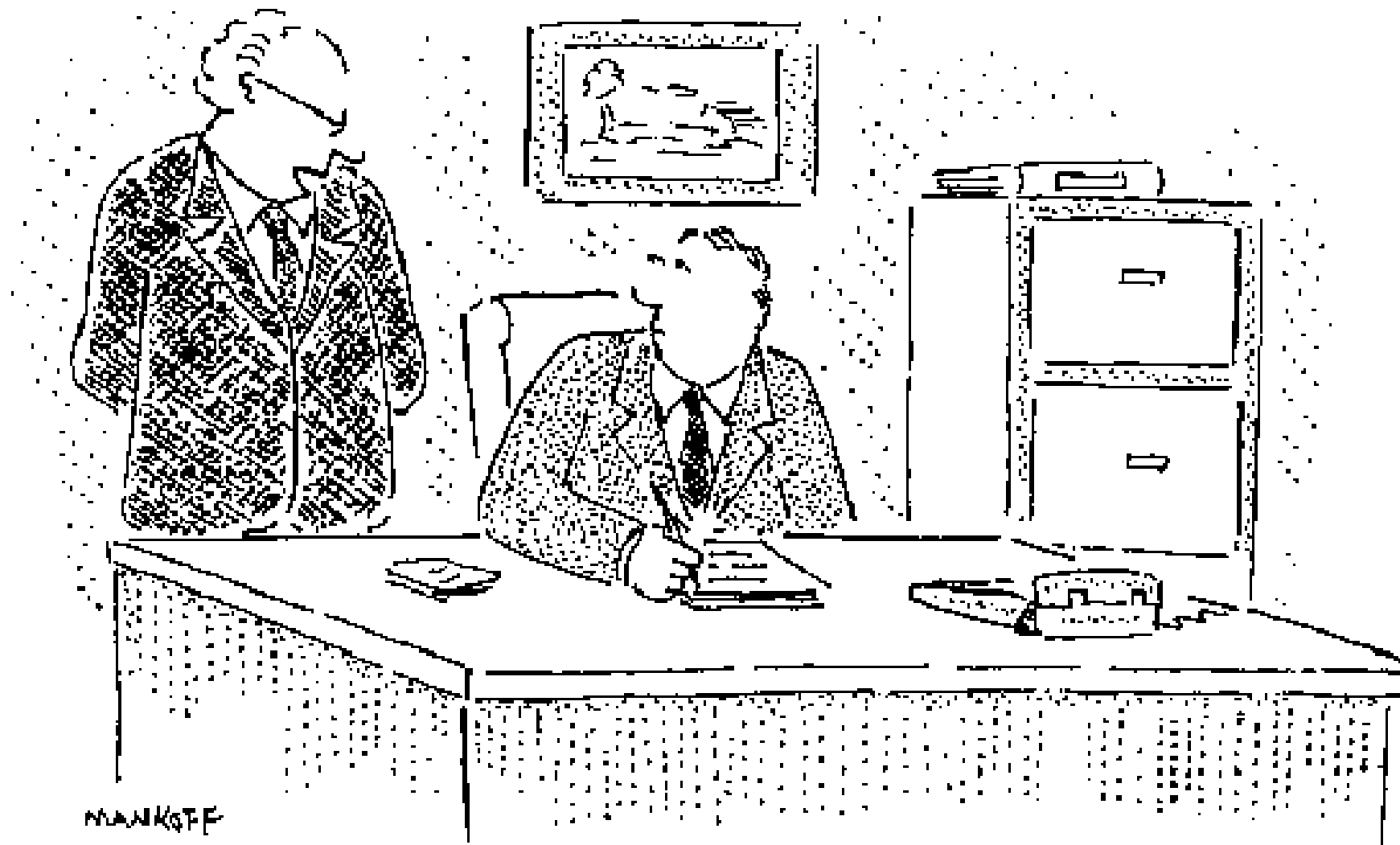
- **Strengths... Tell them what they did well...** MI spirit, open to closed questions, reflection to question ratio, complex to simple, amplifying ambivalence, MI adherent / non MI adherent...
- **Skills to Develop... ASK: Tell me where you could improve this using Motivational Interviewing?** Complex reflections, open-ended questions, recognizing change talk, pacing, elicit commitment language, resist the compassionate right reflex...
(ask the worker)
- **Plan... Next Step?** How is the worker going to learn the skills? reading, watching DVDs, tape review, direct observation... Please be thoughtful and the 8 tasks of learning Motivational Interviewing...



"You're fired, Jack. The lab results just came back, and you tested positive for Coke."

Types of Conversation & Coding



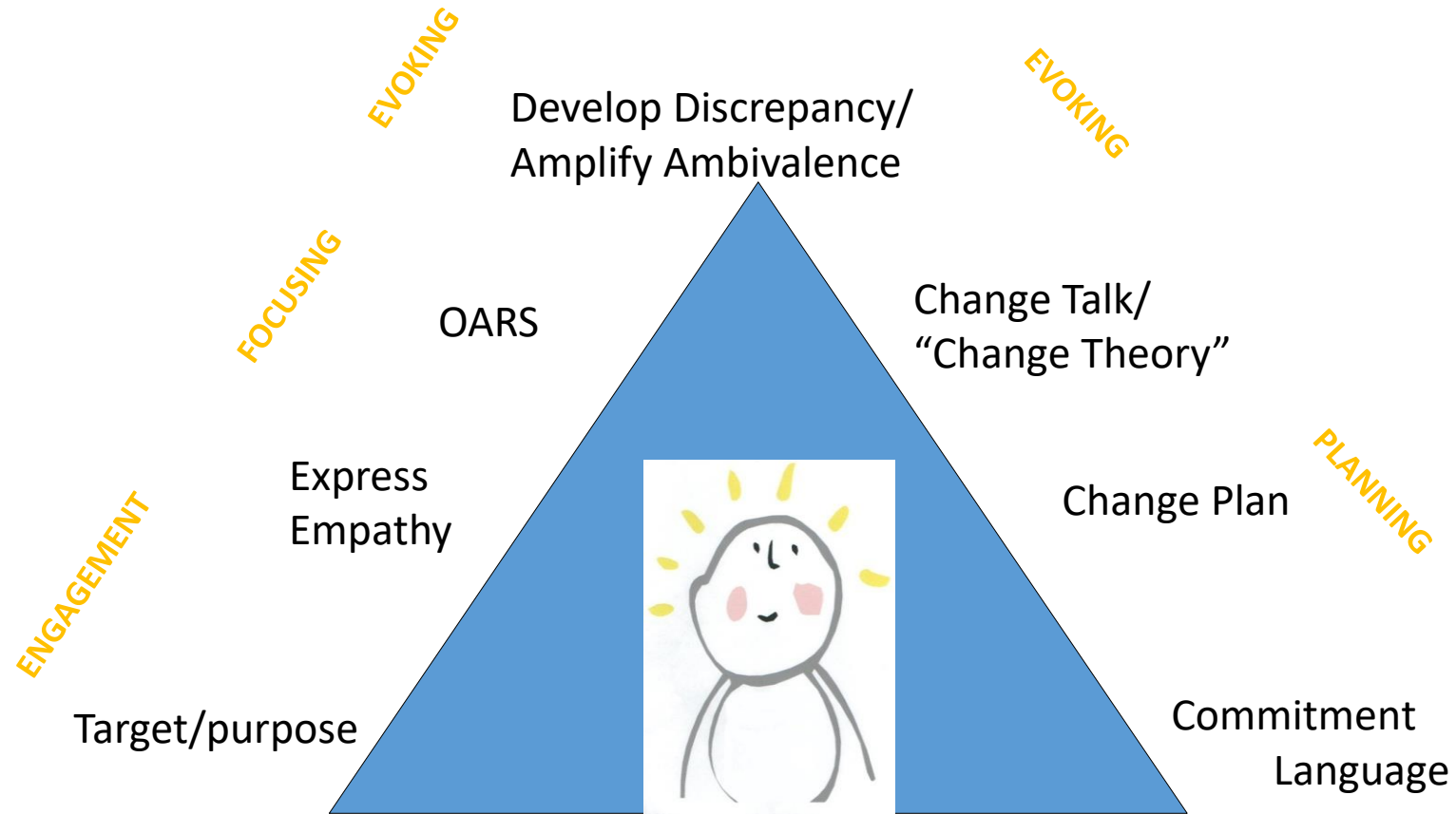


"Pendleton, as of noon today your services will no longer be required. Meanwhile, keep up the good work."

“to hold the right position is to let go of the relationship...”

- Don't argue or disagree with the person...
- Explore instead... Be reflective...
- It is the coach/supervisor's job to keep worker resistance levels low... Role model Motivational Interviewing...
- “Be responsible for the intervention not the outcome...”
- Avoid labeling the trainee/staff...
- “Be where people dream not where you think they are at..”

Process of an Motivational Conversation “ Structure”





"C'mon, c'mon—it's either one or the other."

Rolling with Resistance and/or sustain “talk”

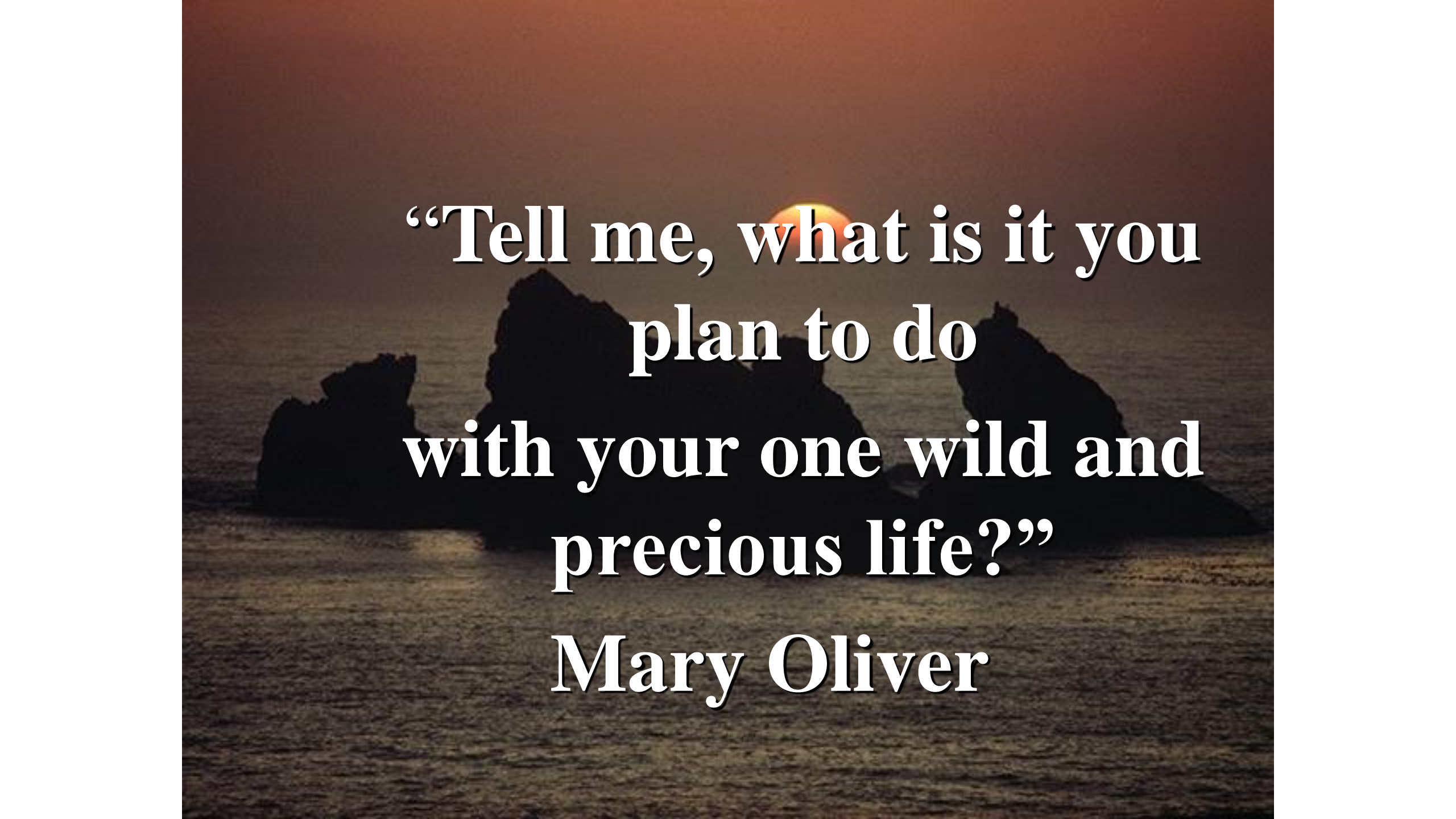
- Break in to groups of 4
- Generate list of 10 staff (resistance) discord/sustain “talk” statements
- Take turns empathic reflecting staff statements... do different type of reflection each time

Group Summarize (what did you notice?)
30 seconds...Be brief...



Why use the MITI 4.2.2* coding in supervision and training?

- Shows us fidelity, whether the worker is utilizing Motivational Interviewing spirit, structure, skills.
- Allows us to provide feedback that is structured and meant to “shape” Empathy, Autonomy, Directive, Evocation, and Collaboration, as well as the micro skills. (OARS)
- *Motivational Interviewing Treatment Integrity Scale.

A photograph of a sunset over the ocean. The sun is a bright orange circle partially obscured by a dark, jagged rock formation in the center. The sky is a gradient of orange and brown. The water is dark and textured. In the foreground, there are several dark, silhouetted rock formations of varying sizes.

**“Tell me, what is it you
plan to do
with your one wild and
precious life?”**

Mary Oliver

Summarize Listen for “change talk/theory”
20-30 seconds...Be brief...





Ask-Offer-Ask...



Ask

- Ask permission, what do they already know, or to give information?



Offer

- Offer a menu of options or the information or advice, be concise...



Ask

- Ask what they think of that information/advice?

You're on the right track when...

- You employ a full range of coaching/ supervisory methods
- Master class & analysis with practice of MI
- Skill rehearsal and role play
- Co-facilitation
- Direct observation
- Indirect observation through taping
- Skill assessment and structural feedback

"Silence is Golden on the 2nd Floor"

To Intervene or Not



- Urgency - What if I don't intervene?
- Might supervisor make the intervention?
- Will it be successful?
- Undue dependence?

Shhhh!

Change Talk:

DARN: desire, ability, reason, need...

ACT

Action, Commitment, Taking Steps...

Change talk Quiz.

What's next in your practice?

- Masters circle,
advancing the
practice,
coding/coaching, TNT,
advance
certification...MINT

if you want others to be happy,
practice compassion.
if you want to be happy,
practice Compassion.

Dalai Lama

Key Learnings.. 5 Take aways...



- One thing you liked...
- One thing you learned...
- One thing you relearned...
- One thing you are willing to try..



Thank You!



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www.hetimaine.org

References

- *Motivational Interviewing: Third Edition: Helping People Change*, William R. Miller and Stephen Rollnick
- *Motivational Interviewing in Groups*, Christopher C. Wagner and Karen S. Ingersoll, with Contributors
- *Motivational Interviewing in Healthcare*: William R. Miller, Stephen Rollnick, Christopher C. Butler, The Guilford Press.
- *Motivational Interviewing in the Treatment of Psychological Problems*, Edited by Hal Arkowitz, Henny A. Westra, William R. Miller, and Stephen Rollnick
- *Building Motivational Interviewing Skills: 2nd edition A Practitioner Workbook*, David Rosengren. The Guilford Press.
- *Calling the Circle: The First and Future Culture*, Christina Baldwin
- *Game Plan: A Man's Guide to Achieving Emotional Fitness*. Allan Lyme., David Powell., Stephen Andrew., Central Recovery Press, Las Vegas NV.

Websites

www.motivationalinterviewing.org

www.hetimaine.org

Website of Health Education and Training Institute (HETI) HETI is located in beautiful Portland, Maine and is run by Stephen Andrew, an incredibly effective & enjoyable “story teller” & runs a sweet 5 person MITI coding/coaching Lab..