


New England (HHS Region 1)
ATTC Addiction Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration


Foundational Motivational Interviewing Recovery Coaches

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 LCSW, LADC, CCS, Certified MI Trainer




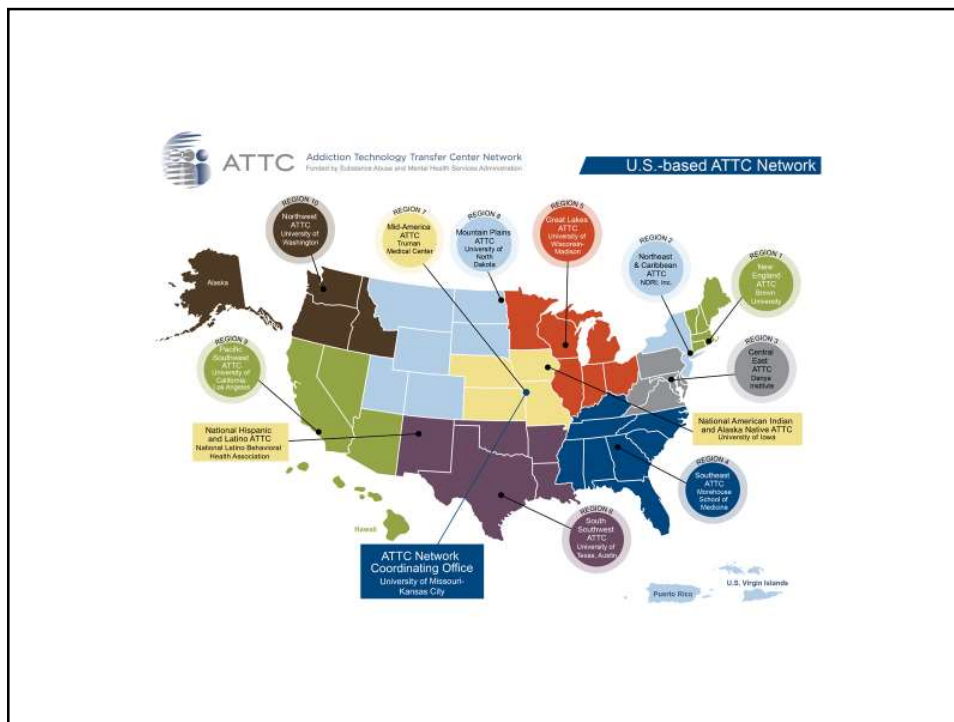
Disclosures

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Foundational Motivational Interviewing



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Once upon a time...

“If there is one thing you would like to learn today & tomorrow which would be helpful in your daily practice, 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 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, lives in Portland Maine USA and is the proud father of twenty -two year-old, Sebastian (He lives in L.A.)...

Before we start...

do, tell, show...



- ♥ House keeping,
- ♥ Breaks.. Time
- ♥ Cell phones..mute..
- ♥ “Parking Lot” Bike Rack..chat..

* Guidelines for the Training

Ask **lots** of questions.. make this **relevant** to your difficult work.. Thank you for what you do..

Watch Me... I will make every effort to use Motivational Interviewing (MI) in this training...

20 minute sit time..

Attitudes:

“What the Heck !!” Jump into the experience..

Make Mistakes, “OOPS!”

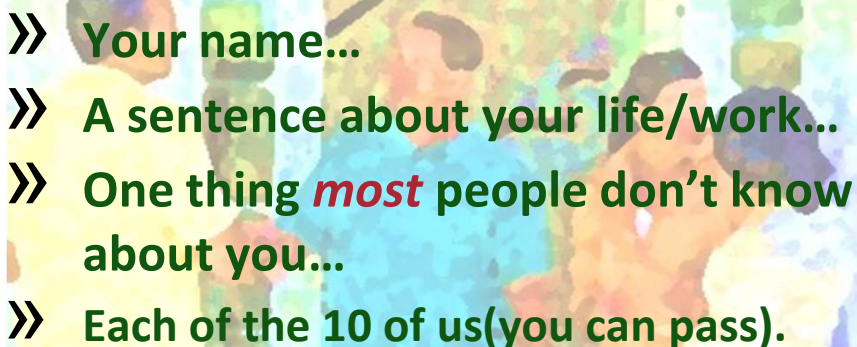
Confidentiality, make the training your experience.

Real play instead of Role play

Please **“try”** to resist the **“fixing”** impulse...

“Compassionate righting reflex”

Introductions

- 
- » Your name...
 - » A sentence about your life/work...
 - » One thing **most** people don't know about you...
 - » Each of the 10 of us (you can pass).



* Working Definition of Motivational Interviewing

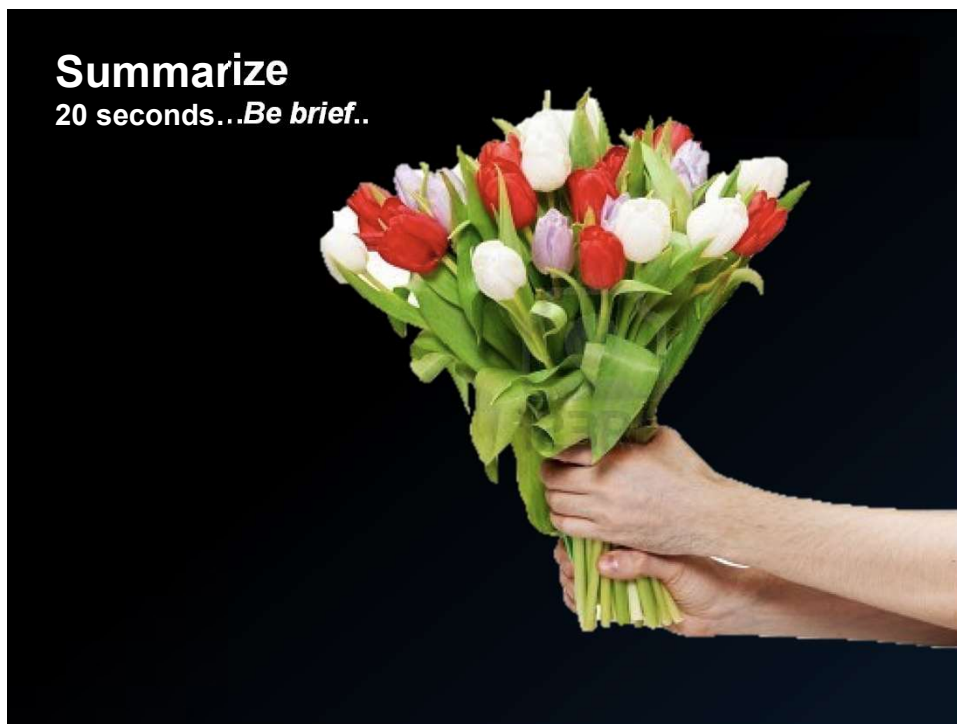
Motivational Interviewing is a collaborative, goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for and commitment to a specific goal by eliciting and exploring the person's own reasons for change within an atmosphere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

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



* Meet and Greet (4 mins. each)

- What are the **challenges** your work, working with your clients, patients, the people you serve?
- What are some of your **WOW** moments in the work?
- What are some of your **secrets** that work in difficult situations?
- **Listener:** OQ, R...R...



Tell what you think?

“People are more willing to change when they know they are completely free not to change”

*** The nature of the conversation is critical**

What we say - **how** we say it—
*and watch **how** it lands..*

largely determines what the individual says and what happens next...

What we say matters!

*** Definition of Listening**

Presence, Interest & Curiosity

“Our job is to inspire not to inform”

- Focusing all of one’s purpose, attention, and energy on understanding what the person’s message **means** to the them..
- Focus: What is the person is saying? (**simple reflection**)
- Focus: what does the person **MEAN** ?(**complex reflection**)

Chinese character for Listen

listen with **soft eyes**, **warm ears**, and an **open heart**...

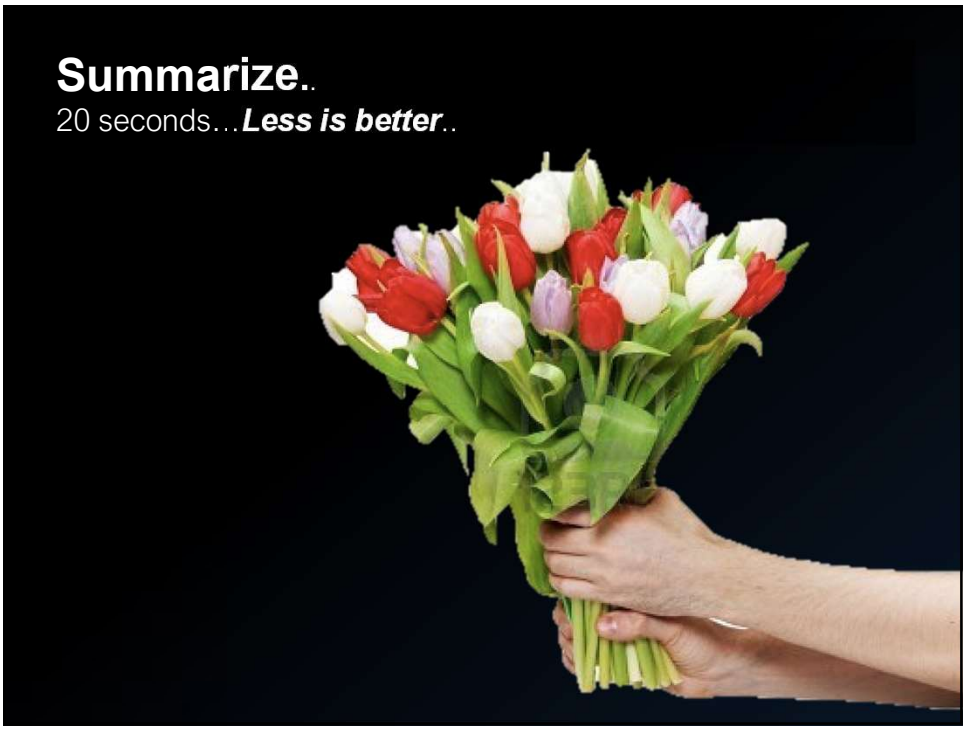
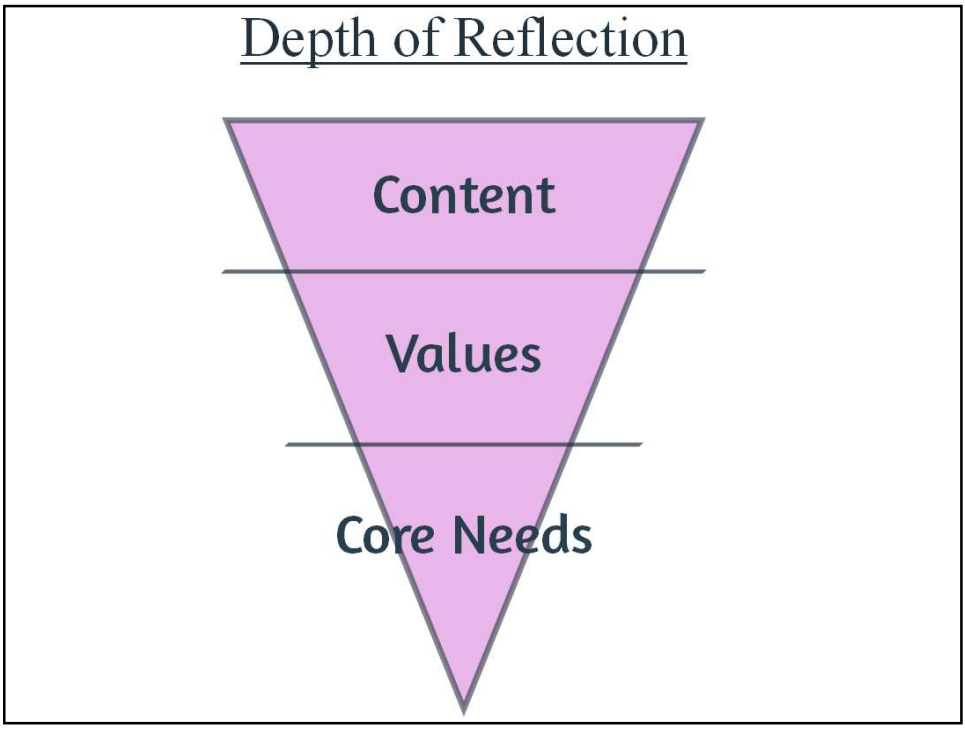


Presence ..*LISTEN* well.(3min.)

- ★ Undivided Attention...
- ★ Listen with **“soft”** eyes,
“warm” ears & **“open”**
heart...
- ★ Radical Acceptance...
- ★ Silence...



- Deep **Interest** in... (4 min.)
- ★ Friendly & congruent body language
 - ★ Optimistic
 - ★ *"Heard & Believed"*
 - ★ Empathic Reflection **"YOU ..."**
 - ★ no **QUESTIONS... ???**



Dash of Curiosity ??? (4min.)

- ★ Empowerment...
- ★ Choice and *Autonomy*...
- ★ *Wisdom lies within..*
- ★ Imagination..
- ★ Ask one Open Question....
- ★ “TELL ME MORE ABOUT ...?”

Summarizing: collection of utterances

- Special form of reflection & compassion.
- Use at transitions in conversation.
- **You choose what to include & emphasize.**
- Include person's; ***concern about change, problem recognition, optimism about change, change talk (dreams) and ambivalence about change.***
- Lets person know you are deeply listening.
- Accentuate ***“change theory/talk”***...

Summarize ...20 seconds ... ***Less is better...***

**** ask offer ask :***



May I give you some feedback?

- ***Tell them what did they do well***
- ***Ask them what do they **think** about the feedback?***

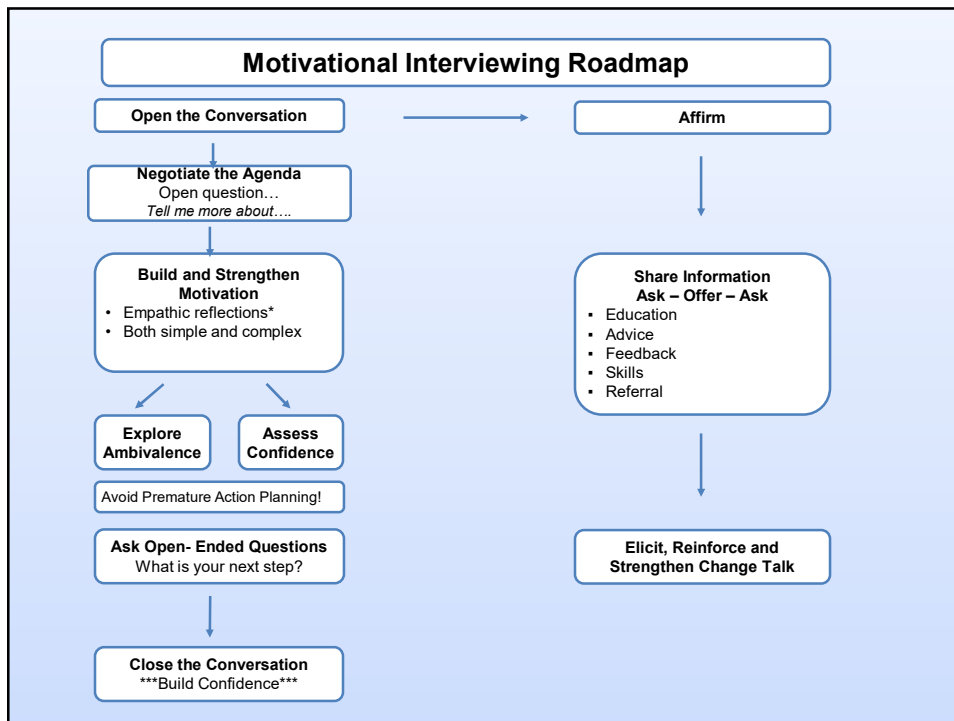
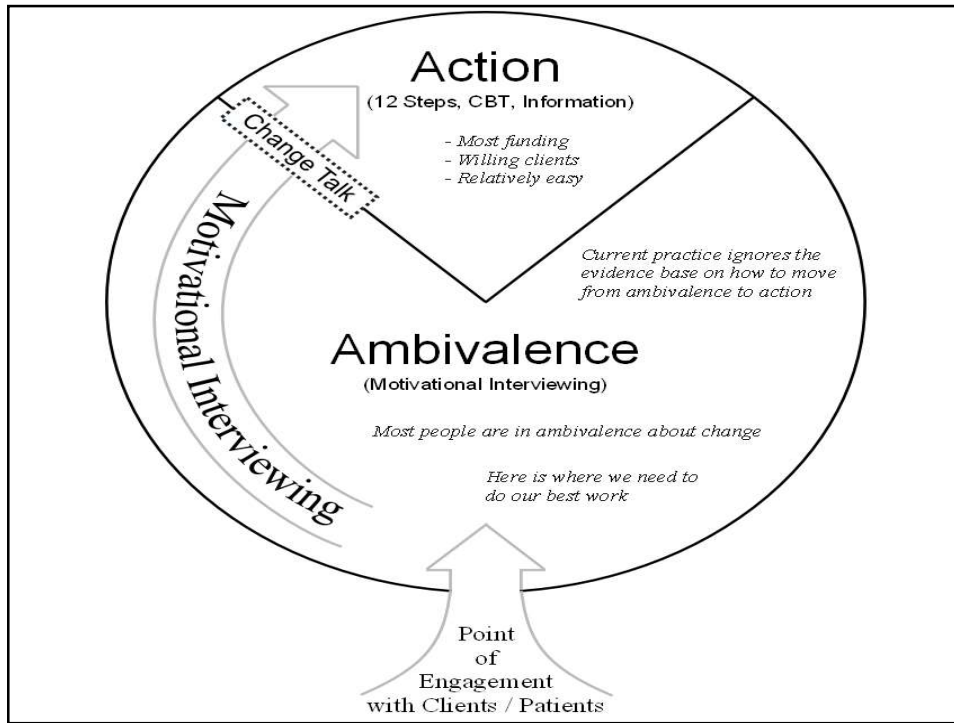
What do you think?

“the person is like a garden to be tended, rather than a machine to be repaired.”





- (Not MI) Let's how it works...*
- Ask lots of questions...
 - Give a solution. (any idea on how they can improve their life...)
 - Give the person ideas on how to change
 - *Try hard with kindness as you can to persuade them that you know best!*
 - Gently Warn them! Point out the risk they are taking by not changing...
 - *Emphasize how important it is for them to make the change*
 - Create an action plan...
 - Get a commitment... Let them know they can do it..



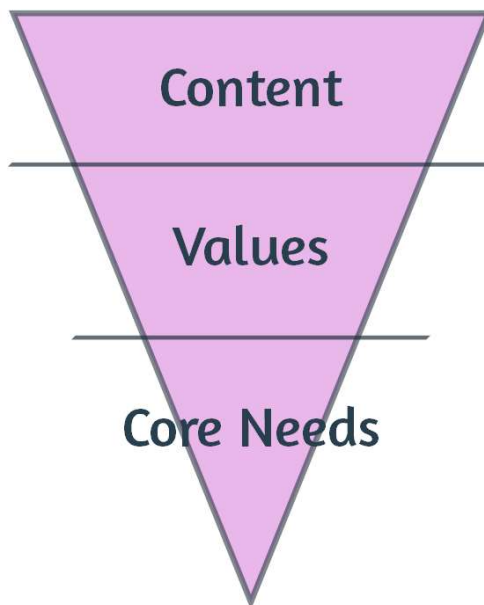
*What motivated you?

Who has been a **Change Agent** in your life?
 (relative, supervisor, teacher, coach, counselor,
 clergy person, friend, ect.)

major positive influence

- What were their characteristics/values?
- What did they do?

Depth of Reflection



Summarize ...

30 seconds...*Be brief & concise..*



Engaging

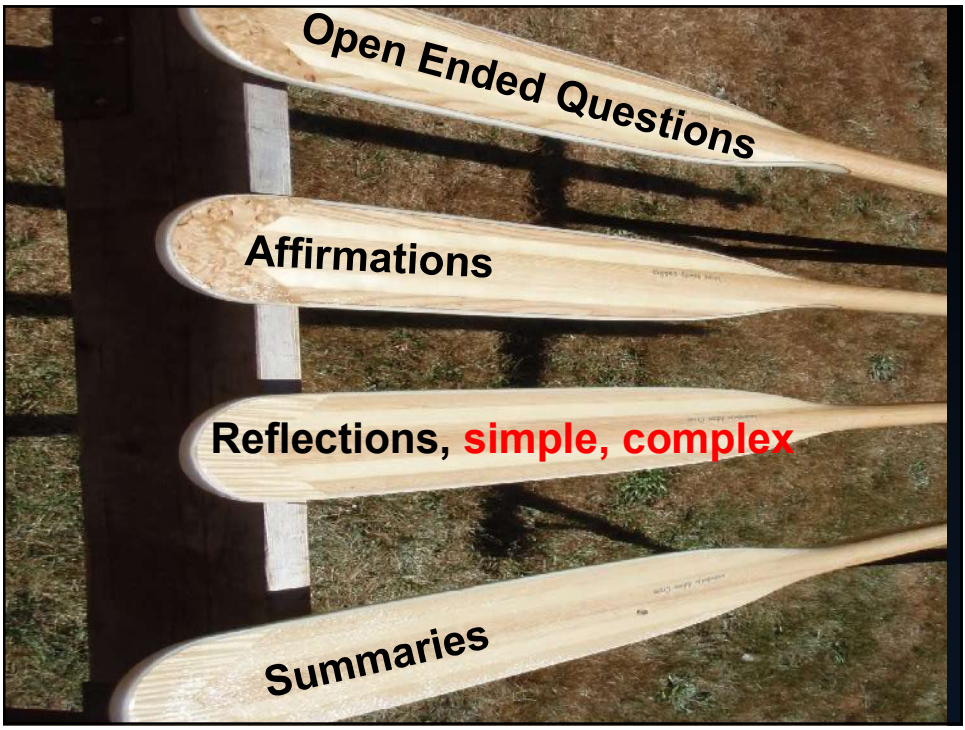
- How **comfortable** is the person talking with me?
- Do I understand the person's own perspective & concerns?
- How **comfortable do I feel** in this conversation?
- Does this feel like a **collaborative** partnership?

Engaging

Motivational Interviewing Beginning Conversation

- » **Speaker:** Find something you would love to change and have not been able to change that represents you are *right now* in you life.
- » **Listener:** Invite the speaker to tell you... Use all your Motivational Interviewing skills (OARS) to develop and understanding of what they are saying. Look for & reflect the *ambivalence* in their story.
- » *Listener:* Avoid closed questions, limit open questions, avoid sharing your own experience or point of view. Do not try to solve the problem for them! Avoid the unsolicited advise “righting reflex”.





OARS - Tool Box

- Powerful open ended questions help shape, turn, slow down, pinpoint –big navigation..
- Reflections Help deepen – & the person goes inside themselves and explores..
- Affirmations help build confidence so people have the courage to change. Helps fill up their psychic vase so that they can do more..
- Summaries help solidify the work - the transformational process, keeps it on track and connected to the person. Helps focus ahead..



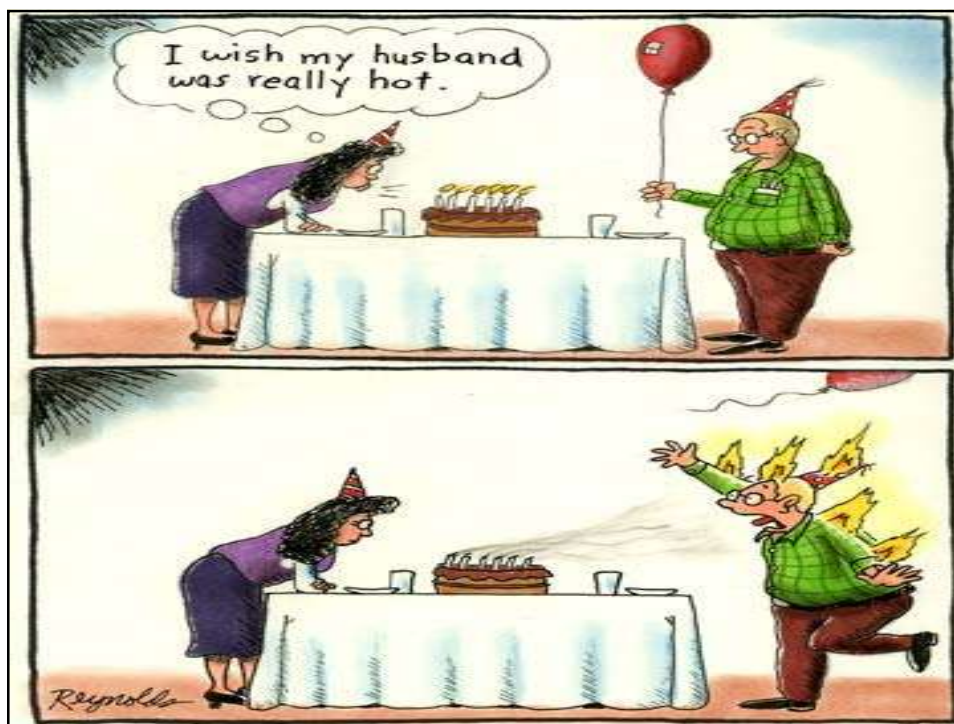
Summarize...

30 seconds...**Be brief and concise.**

**COACHING**

ASK: May I give you some feedback?

- What did the listener (worker/partner). do **well**?
- **ASK the Listener (WORKER):**
- What could they do to **improve** using Motivational Interviewing?



- * One of the most **important** skills...
- * Respond with **concise, clear, assertive statement**--acknowledging the person...
- * Choose a strength and/or value if possible.

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

***Use Accurate Empathic Reflection**

*Complex Empathic Reflections..

- ▼ *List resistance and/or sustain talk of 5 statements you hear from the clients, patients, &/or people we serve..*

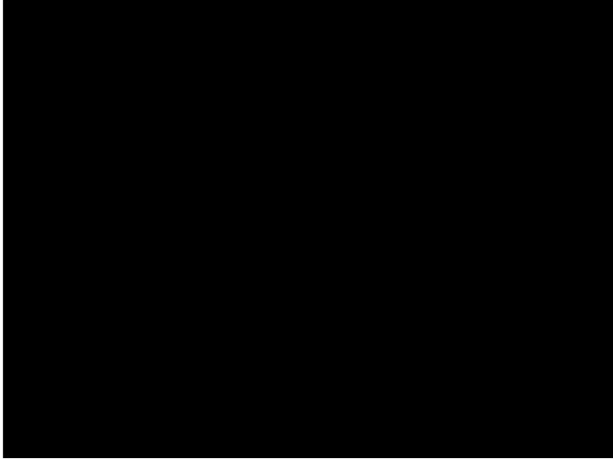
**amplify,
double-sided,
affective...**

Groups of 2.. 5 minutes each

Examples:

- *Person we serve says:*
- “I could do this on my own if everyone would just leave me alone.”
- “What do you know? You’ve never been in the streets.”
- “This is ridiculous.”
- *Worker says:*
- “You resent everyone interfering in your life.”
- “You really don’t think I get it and you like someone to understand you.”
- “This is not been helpful and it makes

What's going on here?



Tara MacGregor PACFA Reg Clinical & APD
Practice Pavestones 2018

Why Focus?

In Summary:

- Get clear together
- Be more efficient (& realistic!)
- Manage overwhelm
- Identify a 'Change Target' (for Evoking)
- Begin to understand the client's readiness for change

Tara MacGregor PACFA Reg Clinical & APD
Practice Pavestones 2018



show me your skills.

Listener's: Ask broad questions about their topics, empathically reflect what you hear, without an agenda..find the ambivalence and/or change talk...

* **Speaker:** “Choose 3 topics you are willing to talk about & interested to change and unable....

* **Observer:** Tally O A R S and note *best* empathic reflective statements made by the listener...

* You will have 10 minutes for each round...

* **Beginning practice.....**

*** Time to practice**

Skills/Strategies OARS

O: open-ended questions...

A: affirm, notice their strength/courage... listen for values/dreams...

R: reflection, empathic, **simple** & **complex**, 2/3x more reflections than questions...

S: summarize transitions & end of the session)



Summarize ...
 30 seconds.. **Be clear & concise..**



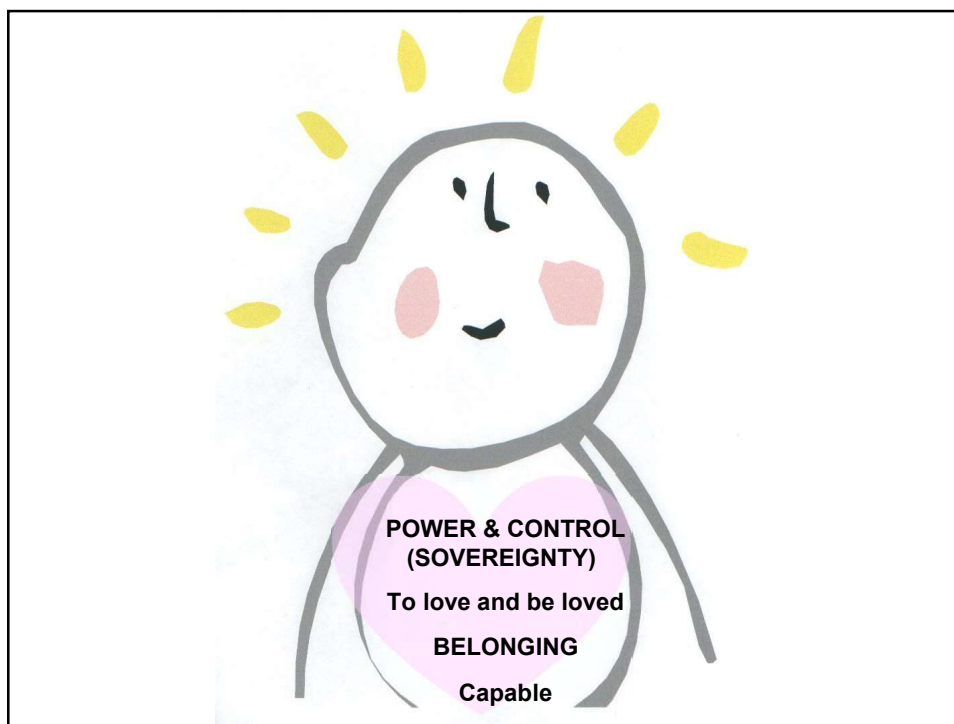
Coaching by the observer (3min)

ASK: **May I give you some feedback?**

- What did the **Listener** (worker) do **well**?
- Invite also the **speaker** to say what went well?
- ASK the **Listener** (WORKER):
What could they do to **improve** using Motivational Interviewing?



Ambivalence & Change Talk...



Compassion
Ability to sit with suffering
**When we listen to another with
 an open heart, gentle eyes,
 hearing what they mean and
 seeing all this from their
 competent world view,
compassion will be the
 outcome...**

How do we have a conversation with the SHY SOUL?

- **Piece of paper:** FOLD IT in the middle ...
- **right side:** write a dream; to love, to be loved.. to be capable, to have power ...to make a contribution to humanity...
- **left side:** things that get in the way from manifesting your dreams (messages that we give ourselves away - self protection patterns)
- It's the **self-protected pattern** = lays dormant until triggered.. angry, silence, negative self talk, passive aggressive, compulsions....
- Tear the paper **slowly** in middle. Wrinkle up the dreams part and throw away.
- **Ask:** what do notice? what is your felt sense? What does that feel like? What are your thoughts?

Focusing

- What intentions for change does this person have?
- Does it feel like we're moving in the same direction?
- Do I have a clear sense of where we're going?
- Does this feel more like dancing or wrestling?
- **Use complex reflections & open questions...**

Focusing; **target** problem(s)?

Engaging; emotional bank account, compassion

What are your thoughts?

“Empathy is more than the act of helping. It awakens your ability to feel close: so knowing of a person, so connected to their perspective of their world, allowing you to offer so much comfort, that the experience is almost breathtaking to the point that you feel you can’t take it. You can hardly hold all of this, since, at this moment, you are part of them. They feel worthy. That is compassion.”

Teams of 2 (5 min, each person)

- **Speaker** – “When I grew up I...”
- **Listener** – hypothesize what is said..
- Empathic reflections, mostly **complex** ...
- **Amplify, double sided, affective...**
- **More complex than simple...**
- **What did they do well?**

Levels of Reflections...

Simple (when someone is aggressive)

Repeating, rephrasing; staying close to the content...

Amplified: Intensity of concept/idea...

Double-sided reflection present behavior, testing the meaning/what's not being said, the opposing idea...(Values/Dreams)...

Feelings(Affective) emotional aspect of communication; deepest reflection...

mad, sad, glad, lonely, scared, ashamed...

* Affirmations

- **Statements of recognition of the person's strengths/values.. Notice courage..**
- **Build confidence in ability to change..**
- **Must be congruent, *genuine* and *specific*..**
- **Worker: *Group of 3...* (4 min.)**
Ask the Speaker: *What do you like about yourself or proud of yourself??*
Give a Complex Reflection...
- **witness: Give *a strength..as statement.***
- **Speaker: *if you run out of things that you like ..***
Yell Everything!!

* Rules of a 'competent' conversation

- **Your most common response to what the person says should be a reflection...** *(reflect two times for each question you ask).*
- **When you reflect, use complex reflections more often...** *(stating that which has not been said – tap into their dreams, they feel understood).*
- **When you do ask questions, ask open questions.** *(3 out 4)*
- **Avoid *unsolicited* advise, direction, & feedback...**
- **Dance...**



Evoking/Amplify Ambivalence

- What are this person's own reasons for change?
- What Change Talk am I hearing, if any?
- Am I steering too far or too fast in a particular direction?
- Is my Righting Reflex making me the one arguing for change?

Evoking; the ambivalence?

Focusing

Engaging



*** Change Talk Quiz:**
DARN
desire, ability,
reason, need...
ACT
Action, Commitment,
Taking Steps...

Change Talk & Ambivalence

- **Change talk and sustain talk are often intertwined and represent the speaker's ambivalence.**
- **In order to evoke the person's own motivation, we need to recognize & strengthen the *change talk/theory*.**
- Listen to Amy Winehouse's Rehab Song and find the change talk.

Drumming for Change Talk

I think I'm doing about as well as I can at this point.

Yes, I'm going to take my medication every day.

It's really hard to stay on task and get my work done.

I love smoking dope!

I used to exercise regularly.

I am willing to take my medication, but I don't want to take what the Doc asked me to do


I wish I could have less stress in my life..

I certainly don't want to end up losing my marriage...

I started keeping track of what need to do for my illness...


I don't mind studying but I am not going to classes..

I want to be a better parent...



Elaboration/open question

- *“Tell me more...?”*
- *“How do you see you doing that?”*
- *“What are some ideas on what you do next?”*



Affirm/strength

- *“You want to be a good example to your daughter.”*
- *“You know you have the strength to make those changes.”*
- *“You are committed to making these changes.”*



Reflect... complex

- *“ You are **ready** to stop using heroin.”*
- *“**You’re going to try jogging again.**”*
- *“The recent heart attack really opened your eyes.”*

Readiness Rulers (volunteer)

- **Importance:** How important is it for you right now to doing something ...? On a scale of 1-10, what number would you give yourself?

1-----10

- **How come** are you a ___ and not a ___? What would it take for you to go from ___ to ___?

- **Confidence:** If you did decide to make this change, how confident are you that you could succeed? On a scale of 1-10, what number would you give yourself?

1-----10

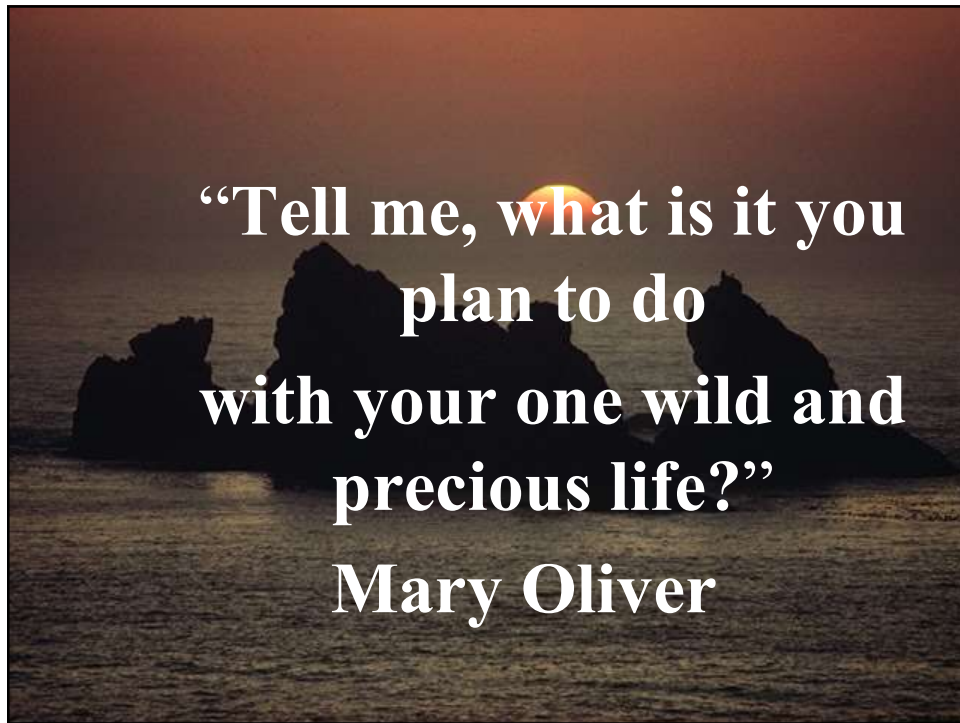
Planning

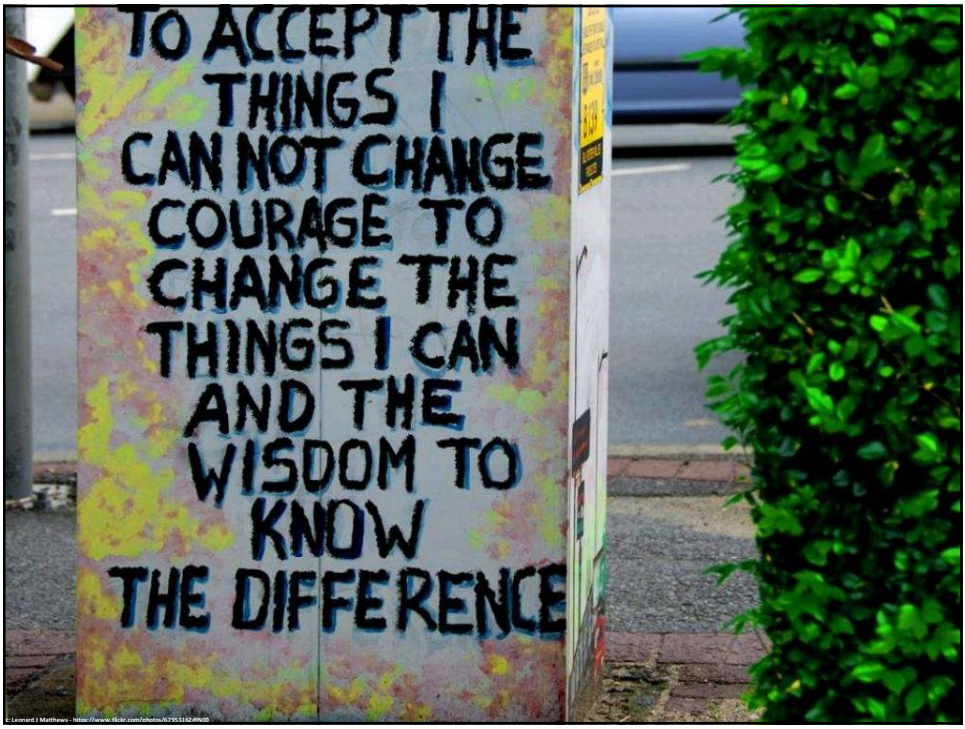
- What would be a reasonable next step?
- Am I evoking rather than prescribing a plan?
- Am I asking permission to give information or advice?
- Does this feel like a collaborative partnership?
- Am I maintaining a sense of quiet curiosity about what kind of support will work best for this person?

The diagram shows four steps of a staircase, each in a different color and increasing in height from left to right. The steps are labeled as follows:

- Engaging** (green, bottom-most step)
- Focusing** (teal, second step)
- Evoking** (pink, third step)
- Planning** (purple, top-most step)

The word "Planning" is written in white on the purple step, and the phrase "they do?" is written in white below it.



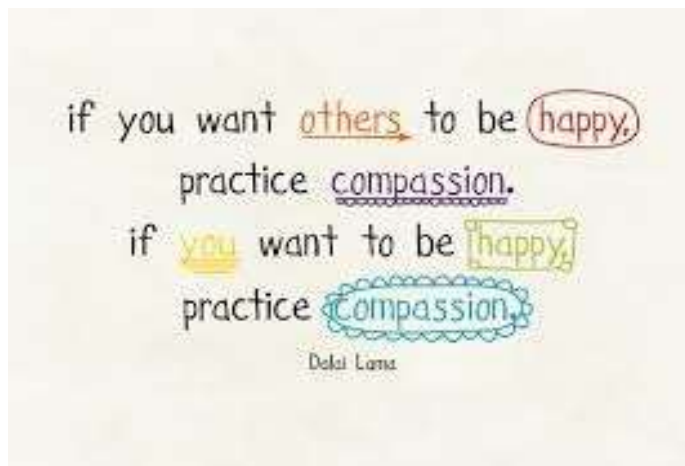



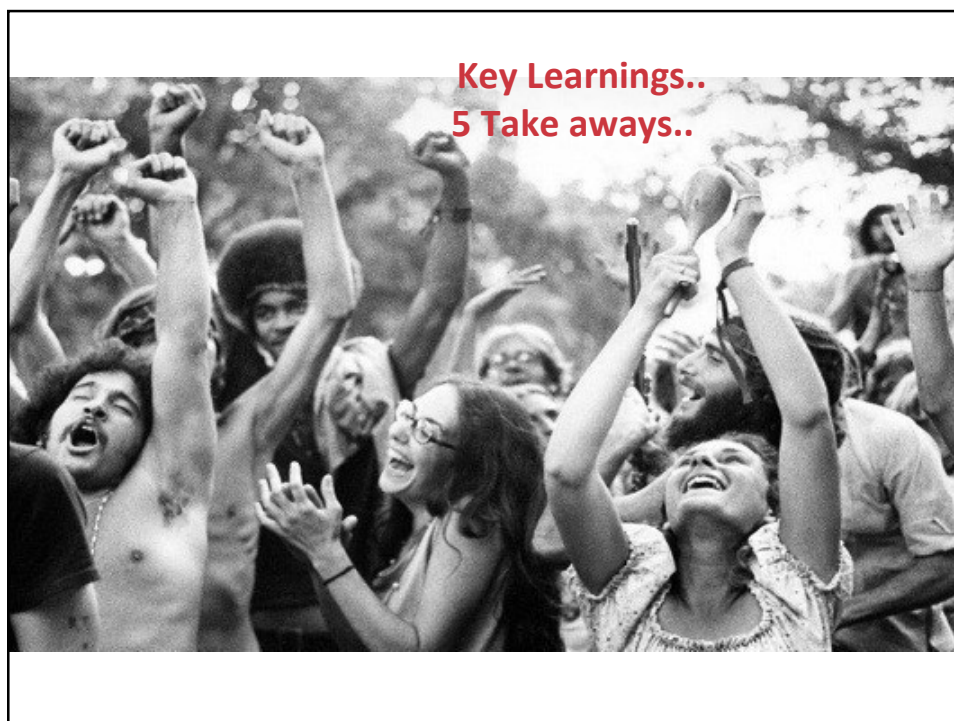
***TRAPS TO AVOID**

- Question-Answer Trap...**
- Trap of Taking Sides...**
- Expert Trap** (I know, you don't).
- Labeling Trap...**
- Premature Focus Trap...**
- Blaming Trap...**
- “All judgment is a form of **Violence**”***

What's next in your practice?

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





Thank You!
One thing you liked...
One thing you relearned...
One thing you learned...

What's next ?

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✧ **Bibliography**

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- Motivationalinterviewing.org Website of Motivational Interviewing Network of Trainers (MINT)..
- Hetimaine.org Website of Health Education and Training Institute (HETI) HETI is located in beautiful Portland, Maine and is run by (me)Stephen Andrew, an incredibly effective and enjoyable trainer (sometimes), and sweet 8 person MITI coding and simulation Lab..

Spirit Wind CD/Tapes Series. Stephen R. Andrew LCSW LADC CCS CGP

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