

**NVTAC VIRTUAL LEARNING  
CLASS:**

**MODULE 3: MOTIVATIONAL  
INTERVIEWING**

May 18, 2020

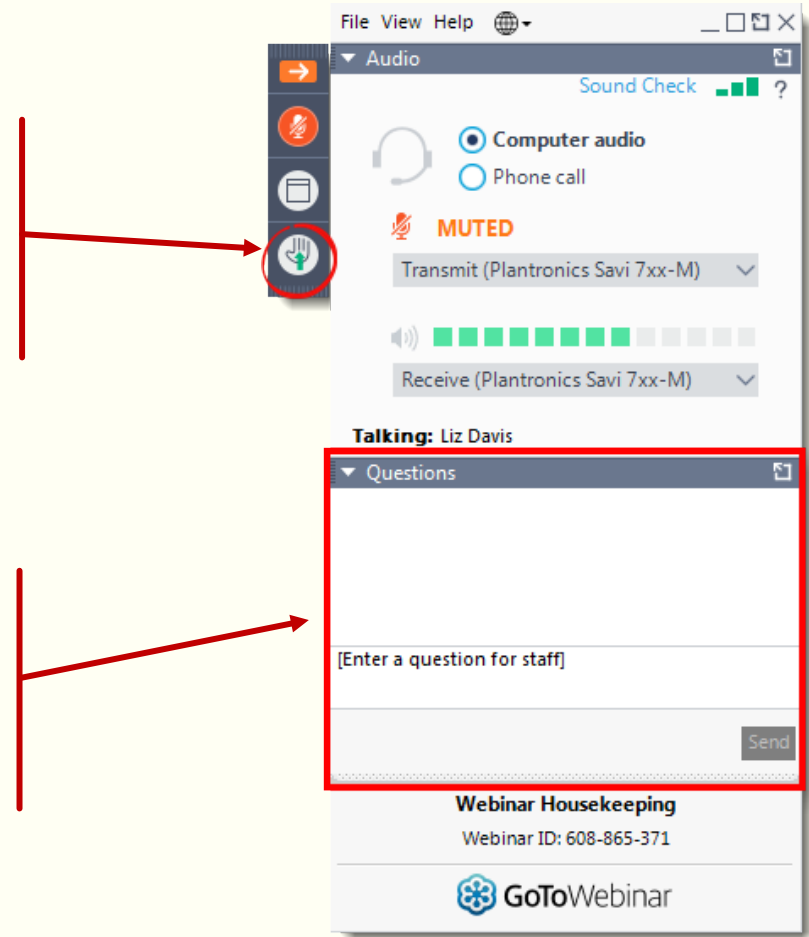


# We want to hear from you!

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If you have a question, and want to speak, **raise your hand** to get your mic unmuted

If you don't want to speak, use **the question box** to ask a question and we'll answer!



# Meet Your Instructors

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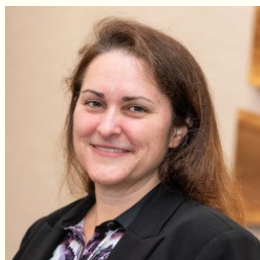
## **Nicole LaCorte-Klein, MA, CRC**

Training Consultant at Atlas Research, Nicole brings years of experience providing job placement, vocational case management and direct service to individuals who are homeless. Nicole has provided technical assistance to HVRP, SSVF and other Veterans Administration staff for years, offering her experience as both direct service provider and trainer.



## **Cori Di Biase**

NVTAC Project Director at the Manhattan Strategy Group, Cori has provided services and consultation to support veterans and civilians in employment for more than twenty years. Cori prides himself on serving the staff and leaders who have dedicated themselves to serving our country.



## **Cindy Borden**

As the Director of Technical Assistance and Training for the National Coalition for Homeless Veterans (NCHV), Cindy conducts training, develops resources, and provides intensive coaching in program design and implementation to veteran service organizations. Cindy brings more than 20 years of experience in both direct service and technical assistance to help organizations increase capacity and improve services.

# Course Schedule

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Introduction and Stages of Change:	4/27
Trauma-Informed Care:	4/29
<i>CoP: Trauma Informed Care:</i>	<i>5/7</i>
<b>Motivational Interviewing:</b>	<b>5/18</b>
Peer Support Strategies:	5/20
<i>CoP: Motivational Interviewing</i>	<i>6/4</i>

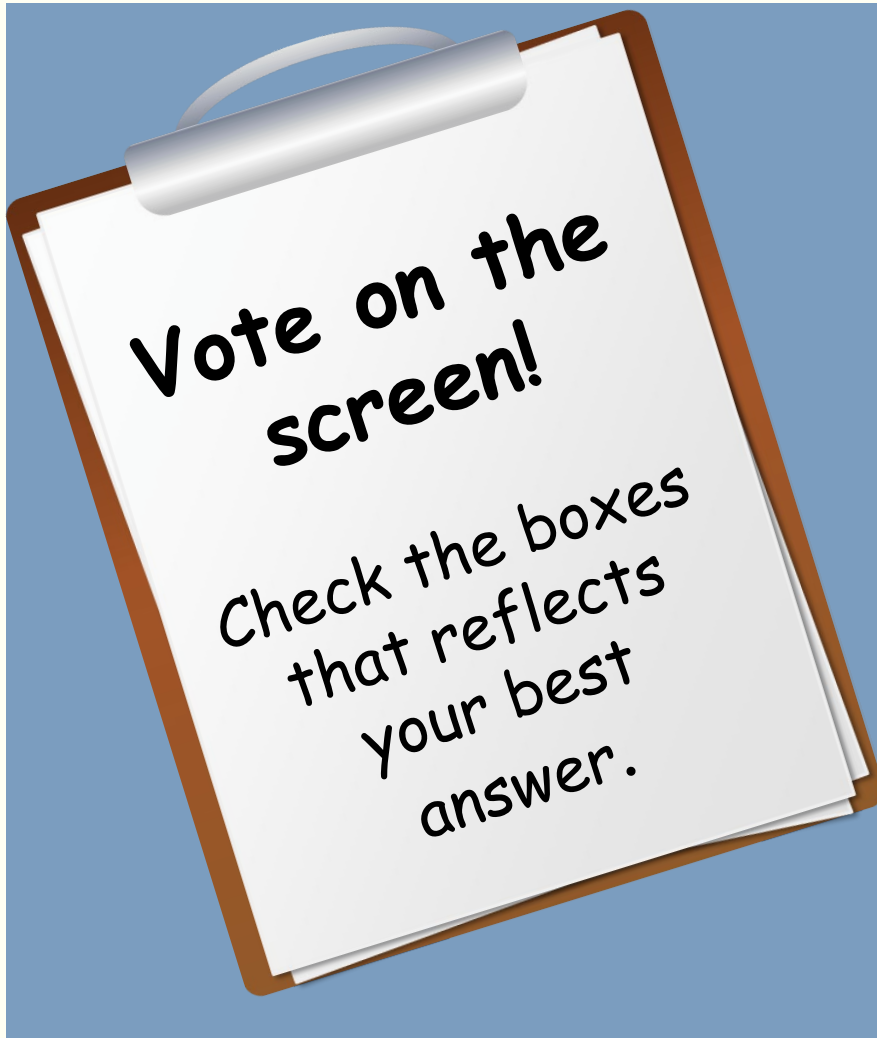
# Session Outline

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- Motivational Interviewing: Overview of Four Principals
- Utilize and identify change talk-the crux of motivational interviewing (MI)
- Apply the four basic skills of MI with your Veteran

# Audience Poll Question

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**What percentage of your participants do you find say they want to change but then actually don't make any changes?**

- Less than 10 percent
- 10-25 percent
- 25 – 50 percent
- 50-75 percent
- More than 75 percent

# Stages of Change - Review

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Stage of Change	Description	Practitioner Response
Precontemplation	Unaware of the need for change; unable or unwilling to change.	Establish rapport; Explore risks & rewards of current circumstances; Meet immediate needs.
Contemplation	Ambivalent; Uncertain.	Weigh Pros and Cons; Talk about work, without forcing choices.
Preparation	Considering options; Asking questions; Expressing willingness to change.	Explore options; Set goals; Clarify roles – your role, and the veteran's.
Action	Taking steps toward change.	Provide support and services; actively plan and assess; 'Celebrate or Recalibrate' as goals are met, or not.
Maintenance	Some goals have been met; Significant change has begun.	Review and revise goals, as needed; provide support, as agreed.

## Question....

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Why *don't* people change...  
*even* when faced with  
serious negative  
consequences?



## Question....

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Why **do** people change?

Motivation is key to change....

**And** the Veteran's self-motivation is greatly influenced by the provider

# The Helper's Urge to FIX IT!

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- Wanting to “make things right”
- In MI, practitioner does not try to change the Veteran’s behavior
- Change comes about through the development of the Veteran’s intrinsic motivation
- Succeeding with MI means resisting the temptation to make things right

# The Change Process

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- Ambivalence is normal
- Resistance happens; not a force to overcome
- The Veteran is an ally, not an adversary
- Recovery, change, growth are intrinsic to human experience

# Six Kinds of Change Talk: DARN CAT

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1. **Desire**
2. **Ability**
3. **Reasons**
4. **Need**
5. **Commitment**
6. **Action (CURRENT MOVEMENT)**
7. **Taking Steps**

# Six Kinds of Change Talk: DESIRE

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**Desire** – Statements about preference for change

“I *want* to find a job...”

“I would *like* to...” “I *wish*...”

## **Remember...**

Evocative Questions

Ask for Elaboration

Looking Back/Moving Forward

On a scale of 1-10 how important is this...

Values Questions

# Six Kinds of Change Talk: ABILITY

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**Ability** - Statement about capability

*“I can quit drinking at any time...”*

*“I might be able to...”*

## Remember...

Evocative Questions

Ask for Evaluation

Ask for Examples

Look Back or Forward

# Six Kinds of Change Talk: REASONS

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**Reasons** - Specific arguments for change

*“I would probably feel better if I...”*

*“I need to have more energy to play with my kids.”*

*“I think I’m getting too old for living on the streets”*

*“Quitting smoking would be good for my health”*

**Remember...**

Evocative Questions

Ask for Evaluation

Ask for Examples

Look Forward

Query Extremes

# Six Kinds of Change Talk: NEED

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**Need** - Statements about feeling obliged to change

*“I ought to...” “I have to...”*

*“I really should go to this outpatient program...”*



# Six Kinds of Change Talk: COMMITMENT

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**Commitment** - Statements about the likelihood of change.

*“I promise ...” “I will...”*

*“I intend to...”*

**Lower levels of commitment:**

*“I will think about...” “I’ll consider it”*

*“I plan to...”*

# Six Kinds of Change Talk: ABILITY or ACTIVATION

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“I’ve erased the dealer’s phone numbers from my contact list, and I am getting a new cell phone number so they can’t contact me anymore” ...

# Six Kinds of Change Talk: TAKING STEPS

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**Taking steps** - Statements about an action taken

“I *actually* went out and...” “This week I started...”

**Taking some steps toward change:**

“I quit smoking for a week, but then started up again.”

“I walked up the stairs today instead of taking the elevator.”

Source Six Kinds of Change Talk: Community Care of North Carolina.

# Motivational Interviewing: Evoking and Strengthening Change Talk

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- Open Questions
- Affirmations
- Reflective Listening
- Summaries

Motivational Interviewing is not a series of techniques for doing therapy but instead is a way of being with patients.”

-William Miller, Ph.D.

# Open Ended Questions VS Closed Ended Questions

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## Open

- “Tell me more about that.”
- “How would you like to spend your time here?”
- “What would be the benefits of making this change?”
- “What’s next for you?”
- “What have you tried before to make a change”

## Closed

- “Do you smoke?”
- “Did you have a good relationship with your last boss?”
- “Are you taking your medications as prescribed?”
- “Are you interested in returning to work?”
- “Do you want to research that training program?”

# Open Ended Questions VS Closed Ended Questions...Type in the Chat Box

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Close-Ended Questions	Open-Ended Questions
Has it been difficult to change?	
Have you tried to make any changes this week?	
Do you think you need to make a change in your life?	

# Affirmations

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You can empower a Veteran by helping them recognize their strengths and see themselves more positively. By offering positive affirmations, you build a Veteran's confidence (or self-efficacy).

Reframe behaviors or concerns as evidence of strengths, for example:

"So many people avoid seeking help. It says a lot about you that you are willing to take this step."

"You've had a setback, but you are really trying. Look at the progress you are making."

# Reflective Listening

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“It is the pathway for engaging others in relationships, building trust, and fostering motivation to change.”



*Amy R. Krentzman, MSW, PhD, & Margaret M. Higgins, JD*



# Reflective Listening

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# Reflective Listening

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## What it is:

- Repeating back what is said with a spirit of warmth and empathy
- A statement to double check what you have understood, verify that you got it right
  - Leads to further elaboration
  - Lets them know you are listening

## What it is not:

- Adding new information
  - Asking questions
  - Giving directions
  - Giving advice
  - Telling how you identify
  - Fixing
  - Changing the person
  - Making them happy
  - Telling them what to do
  - Making a referral

Amy R. Krentzman, MSW, PhD, & Margaret M. Higgins, JD

# Listening

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## Twelve Roadblocks of Listening

1. Ordering, directing, or commanding
2. Warning or threatening
3. Giving advice, making suggestions, or providing solutions
4. Persuading with logic, arguing, or lecturing
5. Moralizing, preaching, or telling Veterans what they "should" do
6. Disagreeing, judging, criticizing, or blaming
7. Agreeing, approving, or praising
8. Shaming, ridiculing, or labeling
9. Interpreting or analyzing
10. Reassuring, sympathizing, or consoling
11. Questioning or probing
12. Withdrawing, distracting, humoring, or changing the subject

# Listening and Reflecting...

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## **Veteran says:**

“I really wish I could feel better. I’ve tried those medications and they seem to make me feel worse. I don’t know what to do.”

## **You say:**

“You really don’t like how you’re feeling right now.”

“You feel like you’re between a rock and a hard place.”

“So far the medications haven’t worked for you and you’d really like to find a way to feel better.”

“If you could find something that made you feel better, you’d be all in.”

# Summarizing

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Summarizing a Veteran's storyline can help him or her get motivated to make a change by helping them see the bigger picture. This process can help you call the Veteran's attention to the most important elements of your conversation.



# Summarizing Starters and Invitation Enders

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- Let me see if I understand so far...
- Here is what I've heard. Tell me if I've missed anything.
- What you've said is important
- I value what you say
- Did I hear you correctly?
- We covered that well. Now let's talk about...
- In summary...
  
- Did I miss anything?
- If that's accurate, what are the other points to consider?
- Anything else you want to add or correct?

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# MOTIVATIONAL INTERVIEWING: HVRP PUTTING INTO PRACTICE

## STRATEGIES

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# Principles of Motivational Interviewing:

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1. Roll with resistance
2. Express empathy
3. Develop discrepancy
4. Support self-efficacy



# Strategies

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## Rolling With Resistance...

- **Ambivalence:**

"Lack of motivation" is often ambivalence; both sides are already within the person" ...

- If you argue for one side, an ambivalent person is likely to defend the other
- As a person defends the status quo, the likelihood of change decreases
- Resist the "righting reflex" - to take up the "good" side of the ambivalence

# Strategies

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## Expressing Empathy...

- Implement an attitude of acceptance
- Practice skillful reflective listening as it is fundamental to the Veteran feeling understood and cared about
- Recognize that Veteran ambivalence is normal; you should demonstrate an understanding of the Veteran's perspective
- Understand that labelling is unnecessary

# Strategies

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## Develop Discrepancies...

- Clarify important goals for the Veteran
- Explore the consequences or potential consequences of the Veteran's current behaviors
- Create and amplify in the Veteran's mind a discrepancy between current behavior and life goals
- Compare positives and negatives of behavior
- Use Decisional Matrix to develop discrepancies
- Acknowledge self-motivational statements

# Strategies

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## Support Self-Efficacy

- Remember that belief in the ability to change (self-efficacy) is an important motivator
- Emphasize that the Veteran is responsible for choosing and carrying out personal change
- Remind the Veteran that there is hope in the range of alternative approaches available
- Reinforce responsibility and ability to succeed
- Cultivate hope with menus of options

# Am I Doing this Right?

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- ✓ Do I listen more than I talk?
  - ✗ Or am I taking more than I listen
- ✓ Do I keep myself sensitive and open to this person's issues, whatever they maybe?
  - ✗ Or am I talking about what I think the problem is?
- ✓ Do I invite this person to talk about and explore his/her own ideas for change?
  - ✗ Or am I jumping to conclusions and possible solutions?
- ✓ Do I encourage this person to talk about his/her reasons for *not changing*?
  - ✗ Or am I forcing him/her to talk only about change?
- ✓ Do I ask permission to give my feedback?
  - ✗ Or am I presuming that my ideas are what he/she really needs to hear?
- ✓ Do I reassure this person that ambivalence to change is normal?
  - ✗ Or am I telling him/her to take action to push ahead for a solution?

# Continued: Am I Doing this Right?

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- ✓ Do I help this person identify successes and challenges from his/her past and relate them to present change efforts?
  - ✗ Or am I encouraging him/her to ignore or get stuck on old stories?
  
- ✓ Do I seek to understand this person?
  - ✗ Or am I spending a lot of time trying to convince him/her to understand me and my ideas?
  
- ✓ Do I summarize for this person what I am hearing?
  - ✗ Or am I just summarizing what I think?
  
- ✓ Do I value this person's opinion more than my own?
  - ✗ Or am I giving more value to my viewpoint?
  
- ✓ Do I remind myself that this person is capable of making his/her own choices?
  - ✗ Or am I assuming that he/she is not capable of making good choices?

# References

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- Virginia Tech Continuing and Professional Education

# Questions?

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**E-mail questions to:**

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**Continue the conversation at:**

[nvtac.org/nvtac-knowledge-network/](http://nvtac.org/nvtac-knowledge-network/)



# Contact Information

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