



WELCOME!!

**STAGES OF CHANGE AND MOTIVATIONAL
INTERVIEWING**

OUR CLIENTS OF TODAY

- Multiple barriers
 - Mental health
 - Addictions
 - Trauma
 - Cultural acclimation/language barriers
 - Homelessness/At-Risk
 - Hidden disabilities
- Where do we even begin???

THE “YOU” OF TODAY

- Everyday is a new day
- Time to revisit our skill set and up our game
- Learning to work with clients at their point of need
- You are the greatest asset you have
- When all else fails, try something new

THE BALANCING ACT

- Compliance versus client-centred approaches
 - Can feel like a duality
 - Not necessarily so
 - First need to understand where our clients are coming from
 - Goals/Needs/Wants
 - Confidence in making changes?
 - Importance of changes to be made?
 - Previous successful change experiences?

STAGES OF CHANGE

- Precontemplation
 - Contemplation
 - Determination/Planning
 - Action
 - Maintenance
 - Relapse
- “What Problem?”
 - The gift of “Maybe”
 - “Yep. Definitely have a problem. Planning to do something about it.”
 - “Actively working on my problem now and making some serious changes.”
 - “Working hard to keep the changes in place and manage the problem.”
 - “I slipped backwards.”

R.A.W/R.A.M.

- Are our clients/participants Ready, Able and Willing?
- What is their level of recognition of the problem and changes to be made?
- How ambivalent are our clients/participants?
- What is our client/participants motivation for change?

AMBIVALENCE

- Maybe yes, maybe no...
- Normal and natural
- Can be perceived as 'resistance' when not necessarily so
- Can be related to low confidence, lack of RAM/RAW
- Is actually a tool for us to explore what will make change more likely
 - Learning about the clients perceptions of their problems
 - Rapport building/relationship building
 - Assists us in discovering what people really need to impart changes

MOTIVATIONAL INTERVIEWING

- Client-centred, directive method for enhancing motivation to change by exploring and resolving ambivalence.
- A way of working 'with' people
- Supports in resolving “stuck points”
- Client is considered the expert
- Highly collaborative
- Not coercive but conducive to change
- Respects clients autonomy, independence, and experience

PRINCIPLES OF MOTIVATIONAL INTERVIEWING

- Express Empathy
- Develop discrepancy
- Roll with resistance
- Support Self-Efficacy

TERMS TO COMPARE

CONSONANCE

- Communication is fluid
- General appreciation and understanding of each other
- Goals and agenda is in-line between parties
- Client is more likely to comply and feel receptive to support

DISSONANCE

- Communication feels like a conflict
- Feeling like you are at odds with client
- Conflicting goals and agendas
- More likely to label the client as resistant
- Ensuring non-compliance

RESISTANCE

- Resistance is a sign of dissonance
- The more we argue for change, the more the client resists us
- Clients need to be in control of their own decisions
- Resistance comes in the following forms:
 - Arguing for maintenance of the status quo
 - Identifying the advantages of the status quo
 - Stating intentions not to change
 - Pessimism about change

WHAT TO AVOID WITH RESISTANCE

- Lecturing
- Blaming
- Shaming
- Criticizing
- Assuming the expert role
- Arguing with client why they need to change
- Labelling behaviour
- Claiming pre-eminence (“I know what is right... best... listen to me”)

THE ROLE OF CONFIDENCE AND IMPORTANCE OF CHANGE


- Clients will present with varying levels of confidence in their abilities to make changes.
- Clients will also present with varying levels of importance of making changes.
- Our role is to support the client by bolstering confidence and assisting them in making change a priority.
- Don't confuse a lack of confidence with unwillingness
- Information about the problem is power.

O.A.R.S.

- Open-ended questions
 - Begin with “What”, “How”, “When” and occasionally “Why”
- Affirming responses
 - “Thank you for sharing that with me. I can appreciate how difficult this struggle has been for you.”
- Reflections
 - Most challenging skill to learn
 - Reflective listening requires patience, active listening
 - Means we are taking a general guess of what the client is saying
- Summarizing
 - Linking material together to demonstrate we have been listening
 - Client hears their problem-change talk for a third time

TAKE AWAY...

- The Stages of Change and Motivational Interviewing are the current best practices for eliciting change talk in our clients and locating internal motivation for the clients to pursue change.
- We are in our best position when we support the clients 'where they are at'
- Change takes time to build
- Motivation changes over time
 - Initial motivation to change will be supplemented by alternative motivators
 - Motivation can fail in a heartbeat
- Rapport and a stable relationship is necessary to support change
- We are the greatest tools for change when we appropriately advocate for change



**MORE TO COME
LATER IN THE
MORNING!**

**MY THANKS TO ALL OF YOU FOR
COMING TODAY AND ENJOY THE REST
OF THE CONFERENCE!**