

Advanced Engagement

Session 1

Today's Presenters



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Trainer for MI-CCSI with care management experience in the primary care, behavioral health, and payer settings. She has trained hundreds of clinicians on the care management process and motivational interviewing.



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Liscense RN in the State of Michigan with expertise in practice transformation, care management, quality improvement and understanding of models of care and payment models in respect to the healthcare industry.



Disclosure

MI-CCSI, or the presenter, does not have any financial interest, relationships, or other potential conflicts, with respect to the material which will be covered in this presentation.

This nursing continuing professional development activity was approved by the Wisconsin Nurses Association, and accredited provider by the American Nurses Credentialing Center's Commission on Accreditation.

CRITERIA FOR SUCCESSFUL COMPLETION

- Attending all didactic sessions
- Completion of both simulation and feedback activities
- Completion of all self-study activities in full
- Submission of the evaluation



OBJECTIVES

At the conclusion of this 3-Part Series, the participant will be able to:

- Systematically use MI in your work and move in the direction of fidelity to the practice.
- Identify the key concepts of MI and how each relates to promoting positive behavior change.
- Describe each process of MI (Engaging, Focusing, Evoking, Planning) and how each contributes to promoting positive behavior change.
- Apply MI skills for efficient and effective engagement (the Relational Foundation).
- Apply MI skills to cultivate client change talk (Technical Component).
- Begin integrating MI into your everyday change conversations.
- Engage in an ongoing learning process to achieve fidelity.

OBJECTIVES

At the conclusion of this presentation, the participant will be able to:

PART 1: Starting Out On The MI Path

- Define motivational interviewing
- Recognize the elements of MI Spirit
- Explain the 4 tasks in MI
- Practice listening
- Relate the elements of MI Spirit to client situations
- Describe and practice using reflections

Setting the Stage



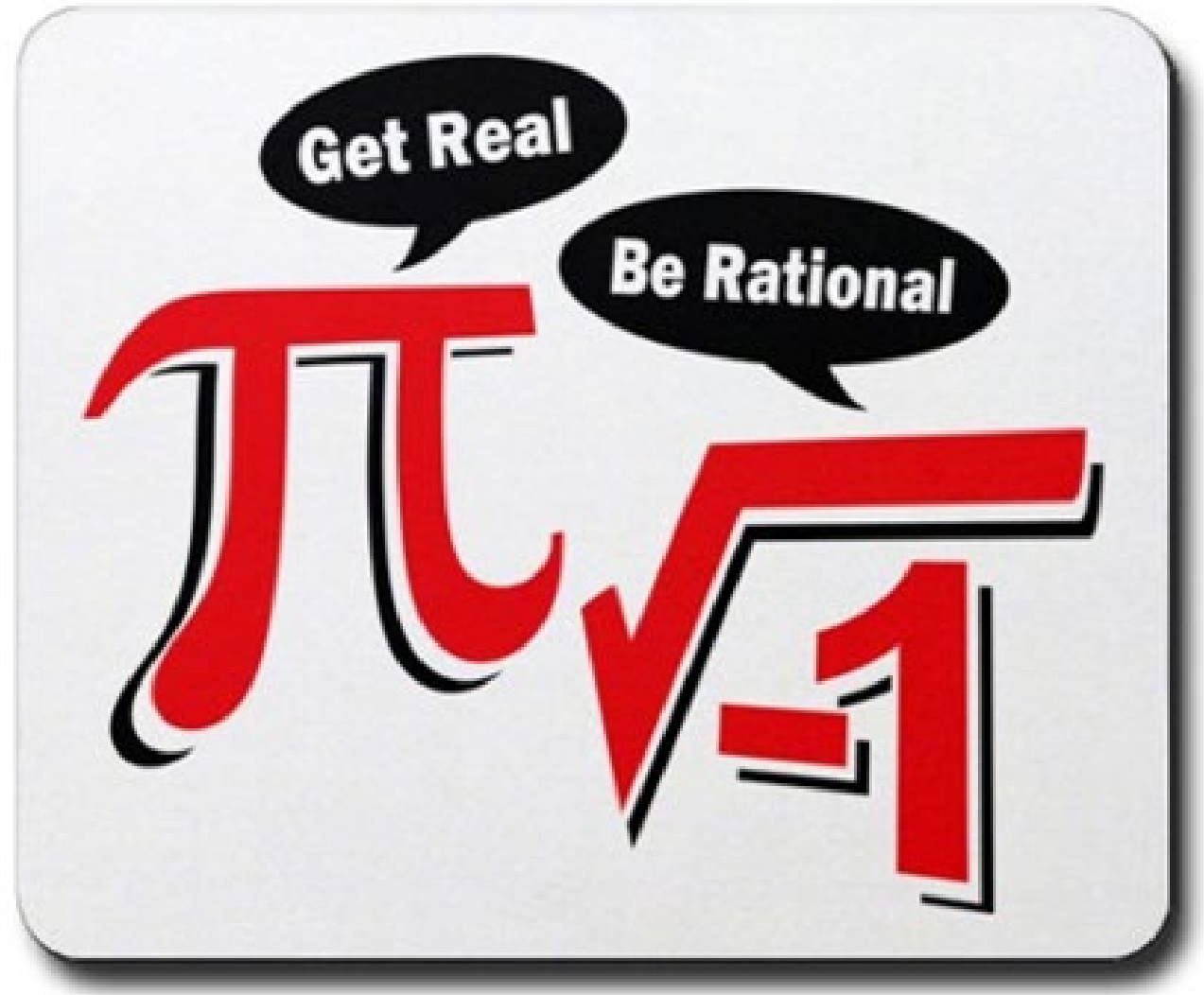
The helpers' role is to **help the patient explore** the possibility of change, **not to ensure change.**

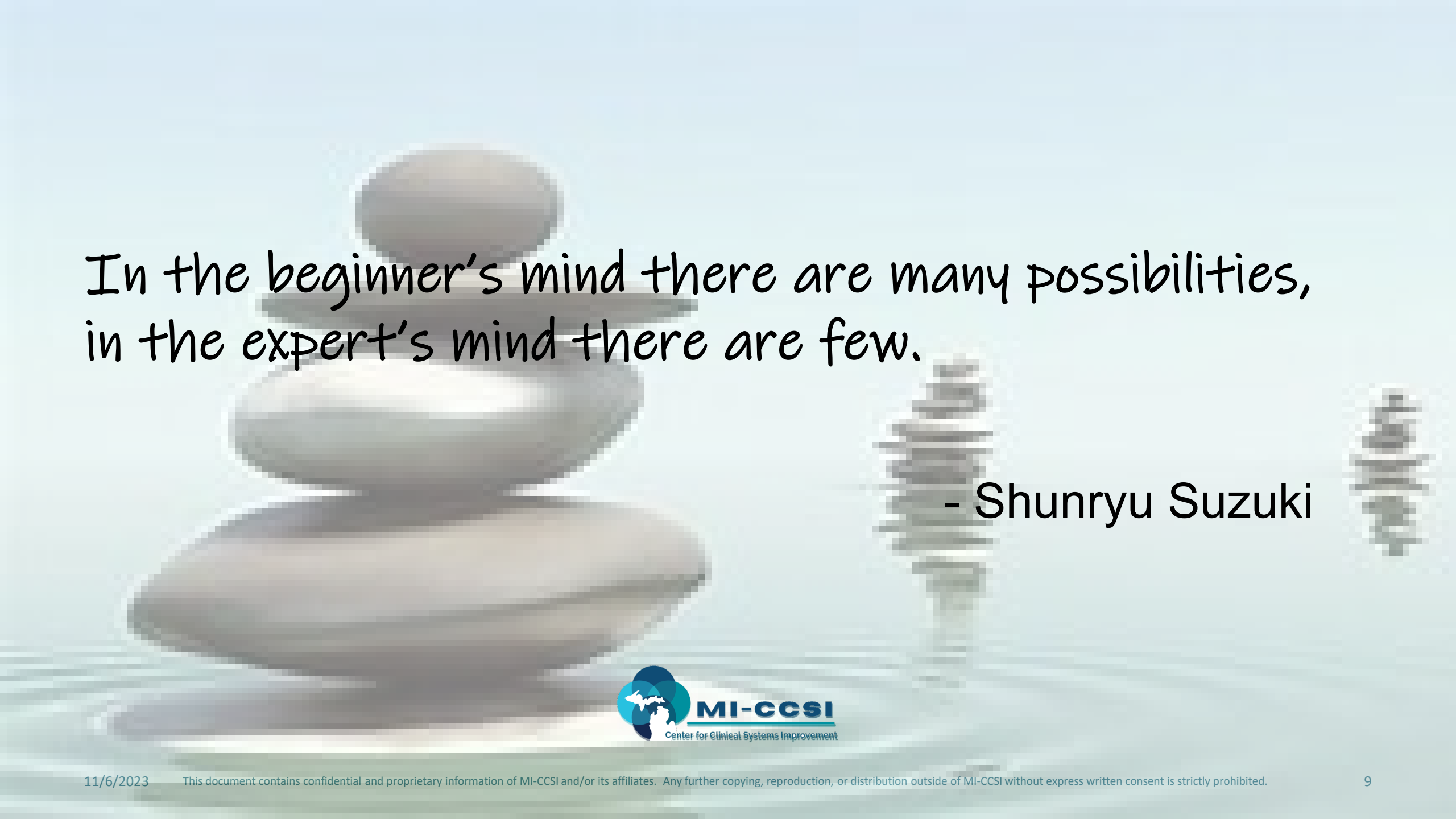


Growth Happens When You Leave Your Comfort Zone



- Respect
- Empathy
- Active Collaboration
- LISTEN





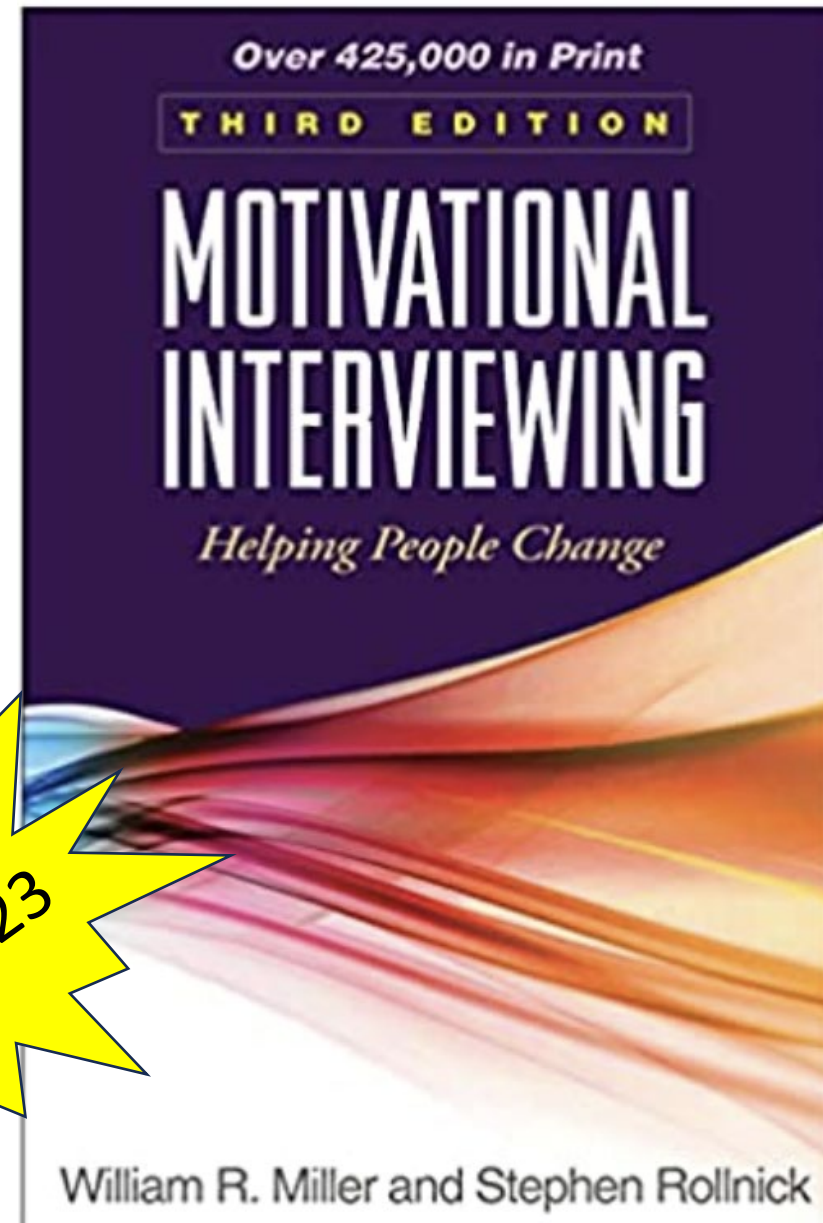
In the beginner's mind there are many possibilities,
in the expert's mind there are few.

- Shunryu Suzuki



What exactly is MI?

4th Edition
August 2023



PLAN – EVOKE – FOCUS - ENGAGE



A New Definition

A particular way of talking with people about change and growth to strengthen their own motivation and commitment.

Miller, W. R., & Rollnick, S. (2023). Motivational interviewing: Helping people change (Vol. 4). The Guilford Press.

ACTIVITY

What I Know About Helping People.

Before we get started.....

Take 2-3 minutes and write down (in the Work Book) what you know about helping people.

Save this for the end of the 3rd session.

ACTIVITY



pairs

ACTIVITY

CLIENT ROLE

Something about yourself that you:

- want to change
- need to change
- should change
- have been thinking about changing
- have tried to change and have not been successful
- something someone else says you need to change

****Clients now go into a breakout room.**

ACTIVITY

HELPER ROLE

Steps for the Helper:

- STEP 1: Explain to your client WHY they should make this change
- STEP 2: Tell your client what specific benefits they will get from making this change.
- STEP 3: Tell your client HOW to change
- STEP 4: Emphasize how IMPORTANT it is for them to change
- STEP 5: Tell them to JUST DO IT!

JUST DO IT.



Success

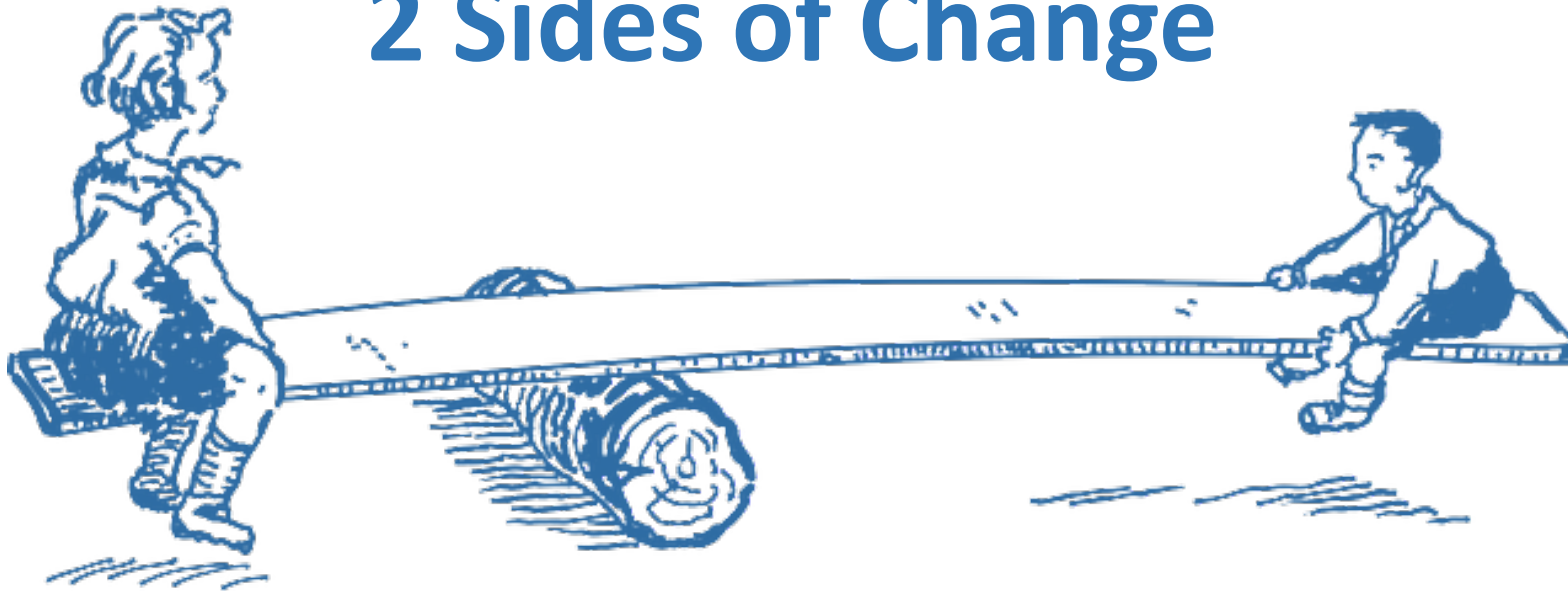
is liking yourself,
liking what you do,
and liking how
you do it.”

– Maya Angelou



What do YOU know about successful helping? What do you do, say and think?

2 Sides of Change



INDIVIDUAL ACTIVITY

Ambivalence is normal.

Use the form in the Workbook titled, “Ambivalence is Normal”

Intent: This exercise is to help you understand the normalcy of ambivalence.

NO CHANGE	
Pros	Cons
CHANGE	
Cons	Pros



No Change-Pros	No change-Cons
SUSTAIN TALK	
Change-Cons	Change-Pros



No Change-Pros SUSTAIN TALK	No change- Cons CHANGE TALK
Change- Cons SUSTAIN TALK	Change-Pros CHANGE TALK



What do you hear from the people you WORK with?

No Change-Pros SUSTAIN TALK	No change- Cons CHANGE TALK
Change- Cons SUSTAIN TALK	Change-Pros CHANGE TALK



Ambivalence

A Normal Defining State of Human Experience

- I need to, but I don't want to
- I'd like to, but don't think I can
- I will one day, but not today
- I want to, but it's really hard.
- I could change, but it's not really that bad.



Competence World View



"People possess substantial personal expertise and wisdom regarding themselves, and tend to develop in a positive direction, given the proper conditions and support..."



Miller, W. R., & Rollnick, S. (2023). Motivational interviewing: Helping people change (Vol. 4). The Guilford Press.

Take a minute. Think about someone who supported you.

- How did this someone show you the elements of spirit at a challenging time in your own life?
- What exactly did they do to help you feel or think that they were there for you?



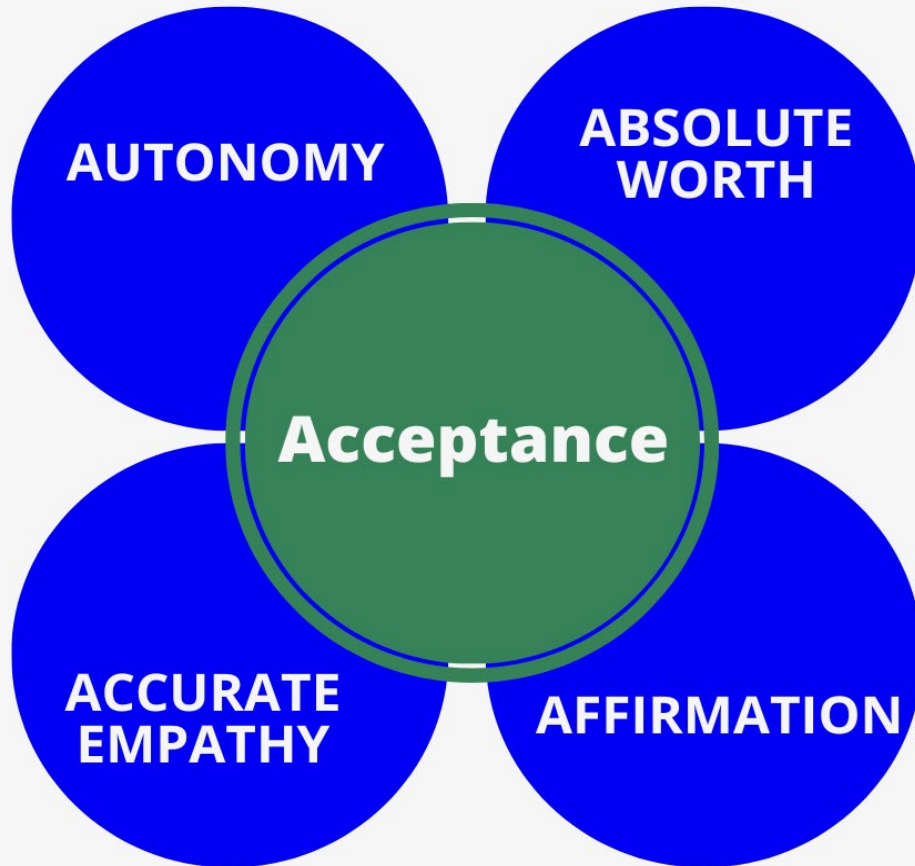
P-A-C-E

- **Partnership:** Who surprised you by treating you as an equal, a collaborator? Who served as a guide for you?
- **Acceptance:** Who communicated deep acceptance of you just as you were?
- **Compassion:** Who was concerned for and committed to your well-being, maybe even placing it before their own?
- **Evocation:** Who brought out the best in you? Who saw strengths or talents in you that you didn't know you had?





Partnership



The 4 A's of Acceptance

Acceptance



Absolute Worth



IS NOT...

Having had the same experience or problem

Identification with the client

Let me tell you my story

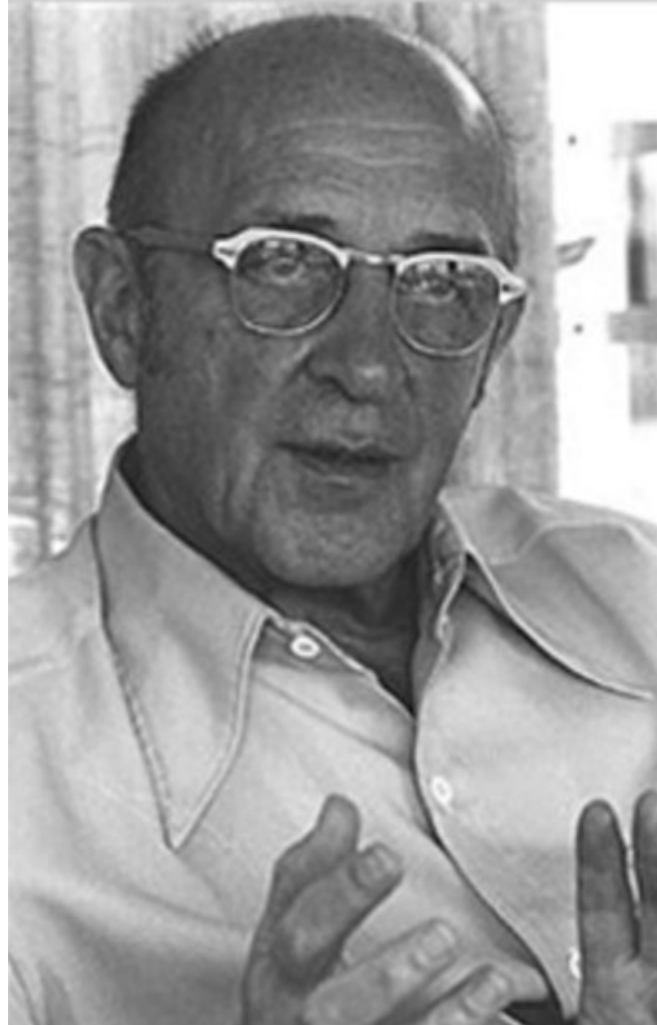
IS...

The ability to accurately understand the client's meaning

The ability to reflect that accurate understanding back to the client

Accurate Empathy

"Over the years... the research evidence keeps piling up, and it points strongly to the conclusion that a high degree of empathy in



a relationship is possibly the most potent and certainly one of the most potent factors in bringing about change and learning."
Carl Rogers

CultureOfEmpathy.com

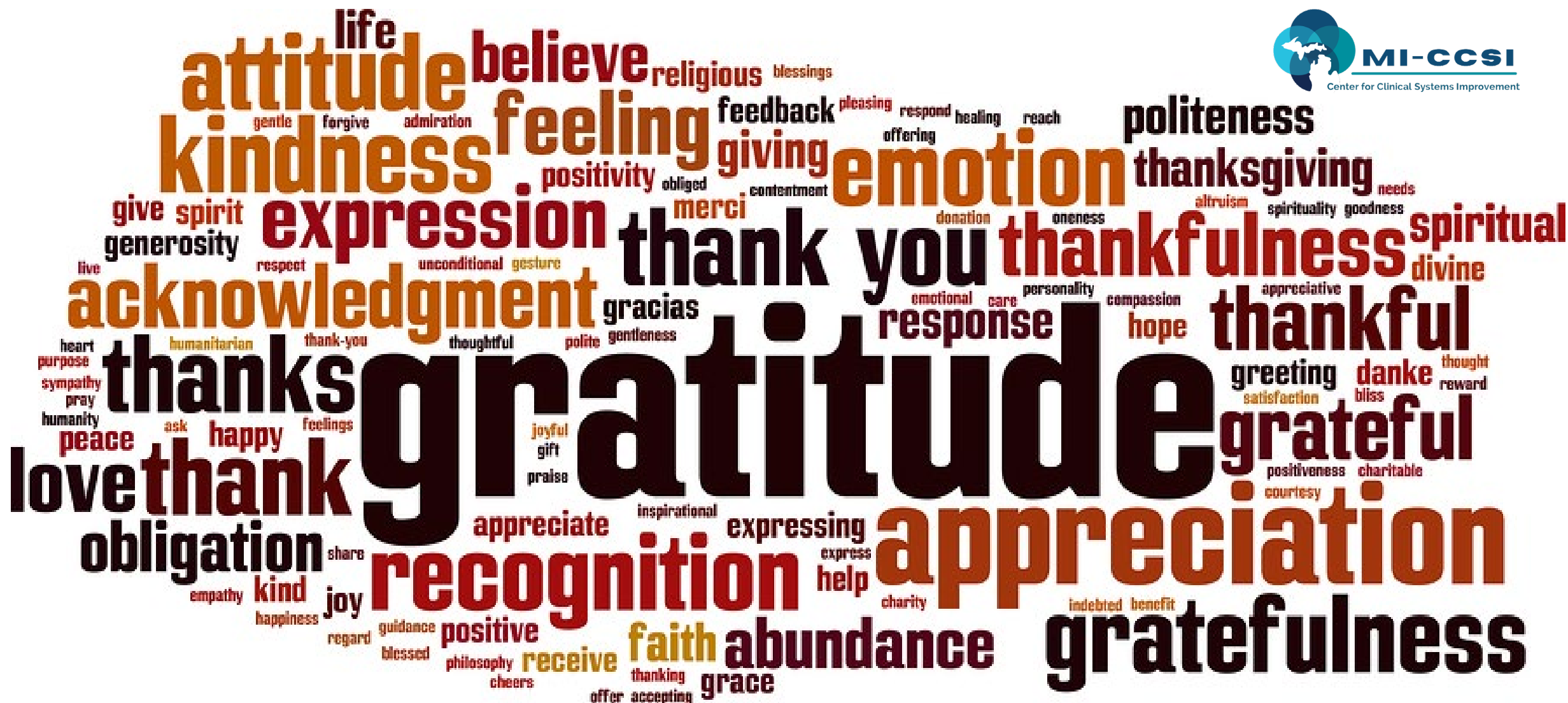


Emphasizing Autonomy

-I'm not going to tell you what to do; only you can decide whether to stop drinking or not.
-The number of fruits and vegetables you eat is really up to you.
-This is your life and path. You are the only one who can decide which direction you will go.

Autonomy

*The Crazy Idea
That You
Get To Choose
What You Want
With Your Life*



Affirmation

com·pas·sion [kuhm-pash-uhn]

noun 1. a feeling of deep sympathy and sorrow for another who is stricken by misfortune, accompanied by a strong desire to alleviate the suffering.

Empowerment



Key MI Skills

Listen

Ask open-ended questions

Use affirmations

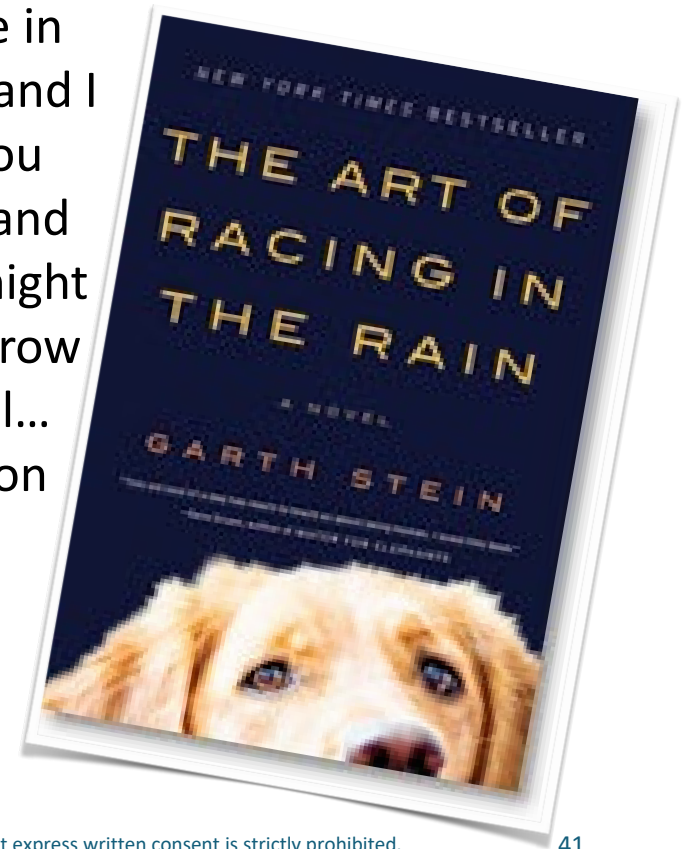
Reflect

Summarize

Listen like Enzo

Mike sat down in my spot. Here's why I will be a good person – because I listen. I cannot speak so I listen very well. I never interrupt, I never deflect the course of the conversation with a comment of my own. People, if you pay attention to them change the direction of one another's conversation constantly. It's like having a passenger in the car who suddenly grabs the steering wheel and puts in the direction of another street. For instance, if we met at a party and I needed to tell you about a time I needed to get a soccer ball out of my neighbors' yard, but his dog chased me and I had to jump into the swimming pool to escape and I began telling the story, you hearing the word soccer and neighbor in the same sentence might interrupt, and mention your childhood neighbor was Pale' the famous soccer ball player. I might be courteous and say, didn't he play for the cosmos in New York. Didn't you grow up in New York, and the neighbor says no. you reply, no, you grew up in Brazil... and I might say, I thought you were from Tennessee... So. my initial conversation gambit about a funny story of being chased by my neighbors' dog would be totally lost. Only because you had to tell me about Pale'. Learn to listen.

Pretend you are a dog like me and listen to their story.



ACTIVITY



pairs

Listen like Enzo

Listener: Listen

Speaker: Speak about a dilemma

ACTIVITY:
See Workbook for
discription

Listen with...

**PRESENCE—
UNDIVIDED
ATTENTION**

Patience

Eyes, ears and
heart

Acceptance and
non-judgment

Curiosity

Delight

No interruptions



**SILENCE:
INSIDE
AND
OUTSIDE**

Reflecting on the activity

Storytellers – How did it feel, what was the experience like?

Listners – What did you experience?

OARS creates movement and direction



Reflective Listening

Listening
=
Learning

Reflections

-  Reflective listening is a critical MI skill
-  Mirrors what the patient/client says
-  Is non-threatening
-  Deepens the conversation
-  Helps clients understand themselves

Reflective Listening - Starters

-  “I hear you.”
-  “I’m accepting, not judging you.”
-  “This is important.”
-  “Please tell me more.”
-  “I want to be sure I have this right.”

The Function of Reflection

Bridge the Gap by Reflection



4

What the speaker means



1

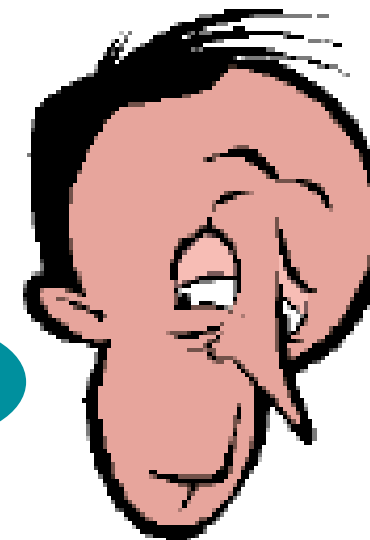
What the speaker says

What the listener thinks the speaker means

3

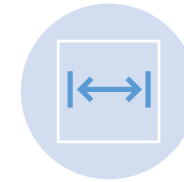
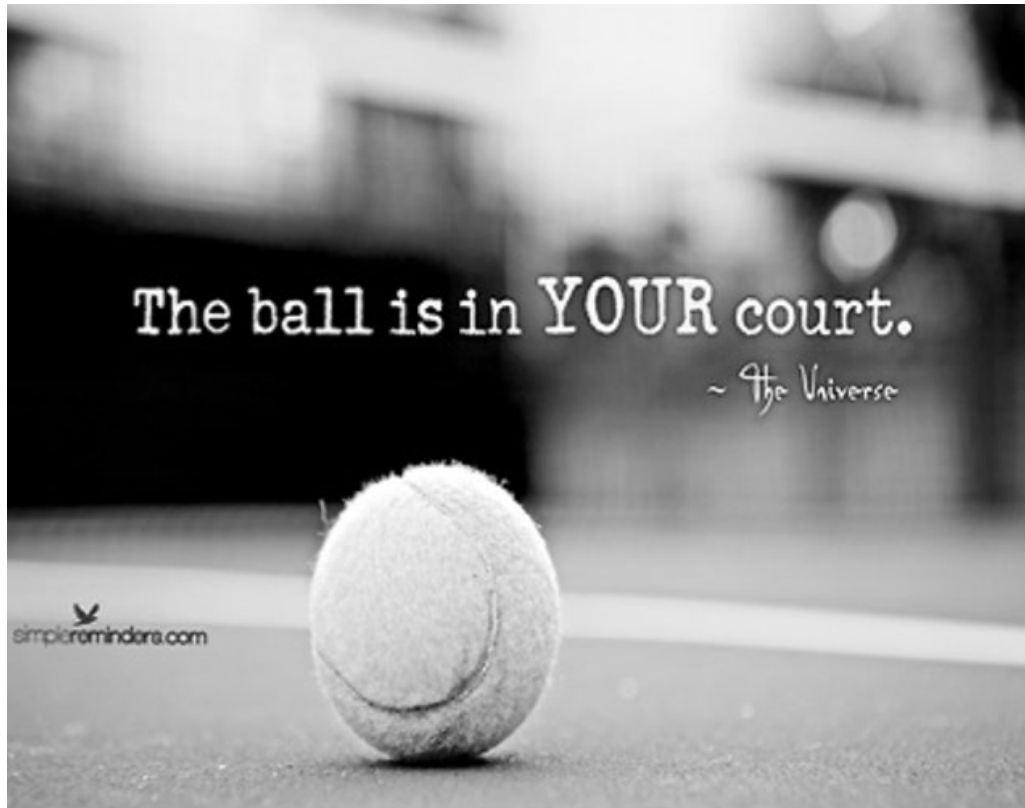
2

What the listener hears



Reflection

Offers the Opportunity to ...



EXPAND



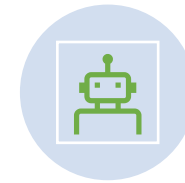
REFINE



CORRECT



VERIFY



ETC...

Reflection

An Example – Need a volunteer to be the client!

Client statement:

“I’m just not sure what I want to do at this point”.

Practitioner:

“You’re a little confused about the next step.”

(voice inflects down at end)

“You’re a little confused about the next step?”

(voice inflects up at the end)



Reflection

Skillful Listening

- Voice inflection turns down for a statement
- Concise
- Reinforces talk about change
- Both simple and complex reflections
- Reflections AND questions
- Perfection is not necessary!





... is **NOT** the same as agreement with his/her opinions or approval of his/her actions!

Acceptance of who someone is and acknowledgement of his/her perspective....



"Imperfect action
beats perfect
inaction every time."

-- Harry S. Truman (1884-1972)



**“My boyfriend gets really angry
when I drink and pass out.”**

**Group input
Reflective Response?**

**“Sometimes I really
disgust myself.”**

Reflective Response?



“I can’t stand following all of these rules.”

Reflective Response?

More Practice

“My doctor said I only have a little diabetes. I am not really that worried.”

“I don’t want my baby to be born with any problems.”

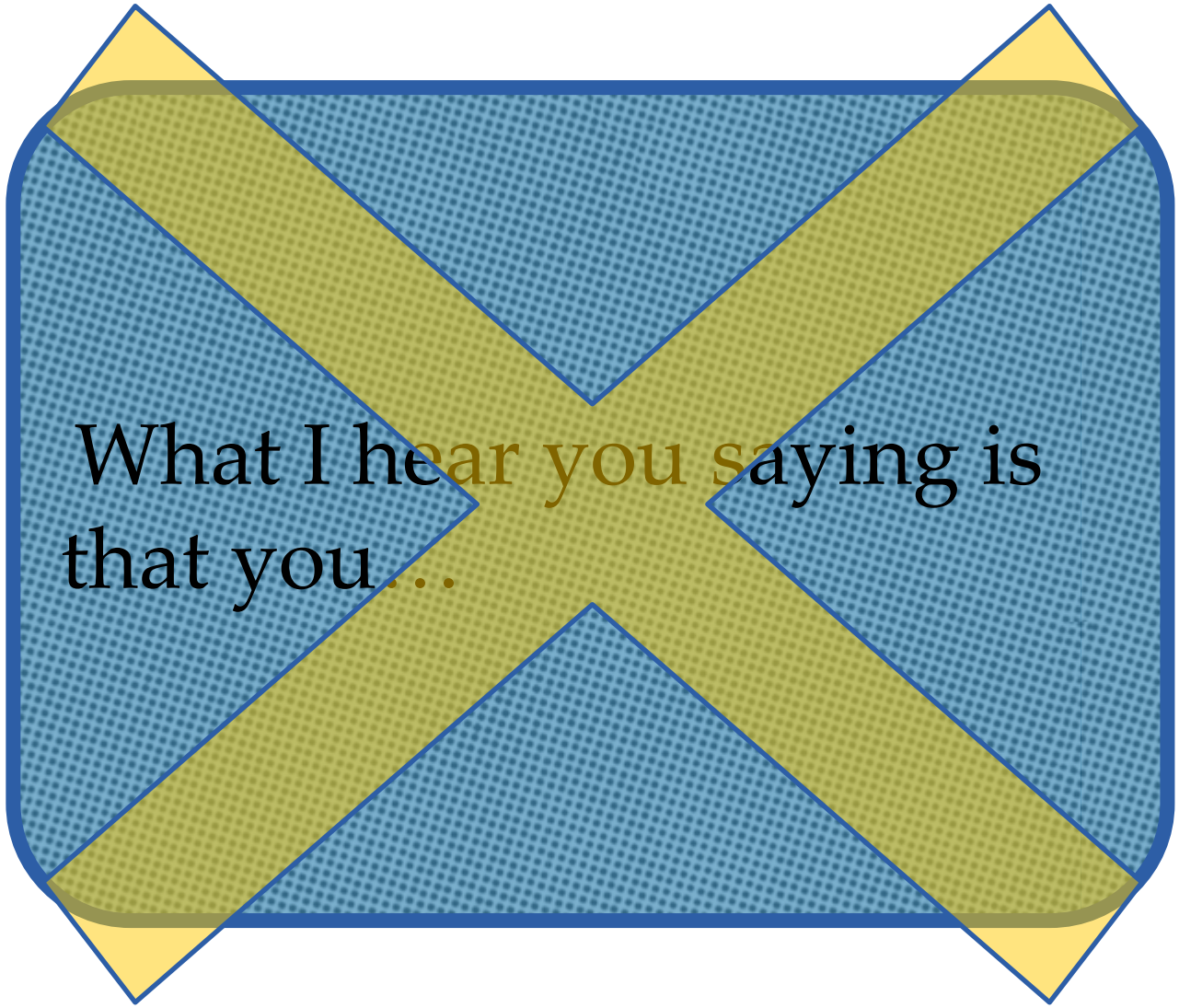
“I know I have to do all of this but I don’t want to do any of it.”





Starters

-  It sounds like you...
-  You mean that...
-  You're feeling...
-  So you...
-  You...



What I hear **you** saying is
that you...

Reflections SIMPLE

- Simple - stabilizing
- Repeating - same words
- Rephrasing - slight change of words

Reflections COMPLEX

Beyond or deeper than what the client said.

Reflect the **DO**

...not the don't



Discord

When Engagement Goes Array!

Requires Attentional Reaction

Avoid



Do

Follow with an empathic statement

You are worried about.....

You want someone to say....



Discord is about the Care Manager



Q & A



Thank You

NEXT: Session 2 - Recognize Elements of MI Spirit

- Relate the elements of MI Spirit to client situations
- Describe and practice using reflections