

Working with Families Who Are "Stuck": Motivating for Change

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Motivating for Change

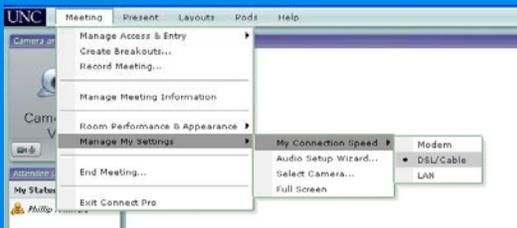
Agenda

- Brief Orientation
- Introductions
- What Is Resistance and Motivation?
- Motivational Interviewing: Principles and Techniques
- Q & A



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Setting Your Connection Speed

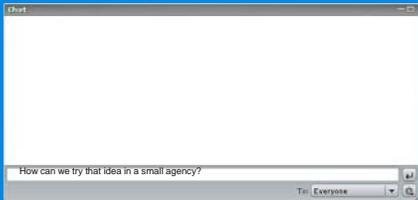


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The Chat Box

You can send messages to:

- Everyone
- The presenters and hosts only



Changing “My Status”

In the “Attendee List” box, you can see who is with us today, and you have options for interacting with us:



Panel Participants today are:

Avis Alston & Sadio Lloyd,
Guilford Co. DSS
Rodney Little, UNC

Your presenter is:
Mellicent Blythe, UNC



Technical support is
provided by:
Phillip Armfield, UNC
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Resistance is a predictable pattern of emotion and behavior that occurs when a person perceives that their **personal freedom is being threatened** ...and consequently seeks to assert their autonomy and control.

It's not, "Why aren't they motivated?"
but, "For what are they motivated?"

(Davis, 2005)

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Motivation

Until 1980s, thought to be a character trait:
"You either got it...or you don't!"

- Nothing you could do about it
- Explained client's failures

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What Is Motivation?

The degree to which a person is ready to change: to enter into and adhere to a change strategy.

Readiness to change is a **state**, not a trait.

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Motivation



- **fluctuates** from day to day
- is strongly **influenced** by other people
- **decreases** in response to our **doubts** and to **barriers** that exist, and
- **increases** in response to **support** we get, small **successes** we have, and clearer **goals**

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Motivating Factors

<u>Internal</u>	<u>External</u>	<u>Thoughts</u>
Love	Rewards	Risks
Fear	Consequences	Benefits
Pride	Threats	Barriers
Craving	Punishment	<i>Realistic or distorted?</i>
Values	Incentives	
Peace of Mind		

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Ambivalence is a normal, expected, and understandable part of change.



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When a person perceives that their personal freedom is being threatened, the behavior becomes more attractive, and they do the behavior more often!



(Davis, 2005)

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Research on motivation has found that:

- ❖ High level of resistance is associated with confrontational style
- ❖ More empathy is associated with better outcomes
- ❖ Providing feedback to people about their problems can elicit change in behavior
- ❖ Helping people set clear, attainable goals facilitates change
- ❖ Providing clients choice among alternative approaches improves compliance and outcomes

(Martino and Hopfer, 2002)

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We are responsible for enhancing the client's motivation to change.

The client is not responsible for coming to us motivated to change.



(Martino and Hopfer, 2002)

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Questions?



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So What Do I Do?

1. Overview of Motivational Interviewing
2. Key Principles
3. Specific techniques
 - > OARS
 - > Pros and Cons
 - > Giving Personal Feedback



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Motivational Interviewing

- 1 session with child welfare clients**
- > Doubled the number of people into treatment
 - > Twice as likely to attend after initial evaluation
- Motivational Interviewing requires an optimistic approach.**

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The Spirit of Motivational Interviewing

- Motivation is elicited from the client, not imposed.
- It is the client's task, not yours, to explain and resolve his / her ambivalence.
- Persuasion is not an effective method, so the style is generally quiet and eliciting.
- Relationship is like partnership or companionship rather than expert / recipient.

(Ingersoll, 2002)

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You are not motivating if you...

- **argue** that the person has a problem and needs to change
- **give advice** or prescribe a solution without permission or without actively encouraging the person to make their own choice
- **act as an authority** - take an expert stance
- do most of the **talking** or information goes mostly from you to client
- behave in **punitive** or coercive manner

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The issue is not
to confront or *not to confront*.

The issue is
how to confront effectively.

(Martino and Hopper, 2002)

Key Principles

- Express empathy
- Present positives
- Develop discrepancy
- Avoid arguing
- Support self-direction



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Technique 1: OARS

- Open-ended questions
- Affirmations
- Reflective listening
- Summarize



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Open-ended Questions

- Can't be answered with "yes / no" or brief answers.
- Conversational door-openers:
 - Encourage the person to speak in a narrative
 - Allows them to focus on what they think is important



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Affirmations



- * Recognize effort
- * Appreciate strengths
- * Use positive reframes

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Reflective Listening



- Listener checks out their perception of speaker's meaning so they accurately understand speaker's point of view
- Reflections can:
 - Rephrase
 - Paraphrase
- Reflections often begin with:
 - It sounds like you...
 - It seems to you that...
 - You're feeling...

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Summarize

- Capture what has been stated, and condense it into one statement
- Help identify an area that may have been missed or misinterpreted
- Way to move the conversation forward

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Technique 2: Pros and Cons



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Technique 3: Presenting Personal Feedback

- Ask permission:
 - "Can I share with you what's worked for some other parents that I've worked with?"
 - "I'd like to share with you some of the concerns that I have. Can we spend a few minutes on this right now?"
- Give the person feedback about objective findings and risk factors.
- Help the person examine the ways the problem has affected different areas of their life.
 - Start with problems already acknowledged by parent²⁹

Case Example

- What change did you/DSS think the family needed to make?
- What change did the family want to make?
- What barriers to change had to be overcome?
- What motivated the family to start making changes?
- What resources/supports helped them?



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If the plan doesn't work,
get rid of the plan, not the client.

"I haven't failed,
I've found thousands of ways
that don't work." Thomas Edison



There is no one "right way" to change:
motivational approaches recognize that
there is more than one path to recovery.

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Sustain your own belief
in the possibility
of **change**.



Remember
self-fulfilling prophecy!

(Nagy, 2008)

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Q & A



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Resources

- Courses available on ncswelearn.org:
 - Intro. to Substance Abuse
 - Coaching in the Kitchen
 - Adult Mental Health & Child Mental Health

- W R Miller and S Rollnick. (1991)
Motivational interviewing: preparing people to change addictive behavior. New York: Guilford Press

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Presenter Information

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 - Click "Enter"
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