How To Engage Recipients of Service In Dialog To Form The Assistive/Collaborative Relationship

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Advanced Application

• Common Elements
  – Recipient is expert and has absolute worth
  – Tool for Change is the Assistive/Collaborative Relationship
  – Recipient is in the Active Role
  – Practitioner is the assistive/collaborative partner
  – Avoid premature focus and unsolicited advice
  – Focus on engagement (strong accurate empathy skill)

Advanced Practice

• First focus is establishing rapport using advanced facilitation skills
  – Accurate Empathy
  – Genuine Care and Concern
  – Evocation
  – Studies the person
  – Levels of readiness guide practitioner approach
Advanced Practice

• Strength-Based has two characteristics

  1. The Practitioner’s approach
     • Belief in the absolute value of the person
     • Knows there is personal wisdom behind behaviors (Able to make sense out of resistance)
     • Uses advanced facilitation skills
     • Focus’ on rapport before facilitating a plan
     • Maintains recipients right to self-govern

  2. The individual’s personal strengths and capabilities
     • Wisdom behind behaviors (Resistance makes sense)
     • Can identify what they are attempting to recover
     • Responds well when listened to and respected
     • Knows themselves and their situation
     • Has already tried things that have worked and not worked
     • Is ambivalent (stuck) not ignorant
     • Able to tell when they are interacting with a person who has genuine care and concern for them

Practice - Rapport

• Basic understanding of reflective listening is
  – Repeat what they say so they know you are listening
  – Say, “So, what I hear you saying is...”

• Advanced understanding of reflective listening:
  – Demonstrate that you get what its like for them from what they are saying
  – Never say “So what I hear you saying is...”
  – Avoid the righting response
  – Make sense out of resistance
Practice – Advanced Facilitation

- Once Rapport is achieved get good agreement on direction.
- What is the focus or goal of this discussion
- Identify the person’s goal for treatment
- Get good agreement on the behavior necessary for achieving the goal of treatment
- The goal is always the recovery of a critical life function that was lost to disability
- Its never the stopping or starting of a behavior

Practice – Advanced facilitation

- What are you here to get help with?
  - I need to get a job
- Things would be better if you had a paycheck
  - Yeah. Cuz then I could get a house
- So the real goal is to have a house of your own
  - Well, yeah but I need to get a house because then I could get my kids back
- Ah! The goal is to get your kids back. To do that though, you have to get a job that would allow you to buy a house. Where you live now isn’t a place where PS will let your kids come home to.
  - Right

Trans-Theoretical Model

- Pre-contemplation
  - Focus on the relationship using empathy
  - Begin to use the relationship to think deeper
- Contemplation
  - Emphasize Choice and control
  - Explore the Decisional Balance
- Preparation and Planning
  - Identify what’s been tried/worked/not worked
  - Develop a plan with incremental characteristics
- Action
  - Implement plan steps
  - Negotiate and Adjust
- Maintenance
  - Normalize and inventory gains
  - Prevention of Regression and Relapse
4 Key Elements of the Spirit of MI

- Partnership
- Acceptance
- Compassion
- Evocation

Partnership

- MI is done “for” and “with” a person
- An active collaboration
- People are the undisputed experts of themselves
- Exploration and support rather than persuasion or argument

Acceptance

- Profound acceptance of what the person brings
- Interviewer’s personal approval or disapproval is irrelevant
- Unconditional positive regard
- Equipoise – not influencing person toward specific choice or change.
- Accurate empathy
- Affirm the person’s strengths and efforts.
- Accepted as they are, people are freed to change
Compassion

• Actively promote the client’s welfare
• Give priority to the client’s needs
• Our services are for the client’s benefit, not our own

Evocation

• Evoke (call forward) what the client already has within them to change
• Understand the client’s strengths and resources
• Genuine interest in the client’s perspective
• Client’s resolved ambivalence often leads to change without further professional help

It’s About Respect

— Feeling understood and accepted is a pre-condition for change.
  • Are we Non-Blaming?
  • Are we Non-Shaming?
  • Are we Non-Labeling?
  • Are we Non-Judging?
  • Are we Non-Punishing?
  • Are we Non-Fixing?

— Are we SAFE to talk to?
4 Processes in Motivational Interviewing

Engaging = Developing Rapport
Focusing = What they want to change
Evoking = Their motivation for change
Planning = What they’re going to do

Our Clients need to be able to:

– Say what they need to say
– The way they need to say it
– And feel heard the way they need to be heard

Mark Lowis