Rapport First

- 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
  - Demonstrate that you are listening and understanding
  - Never Blame, Shame, Label, Judge, Punish or Fix
  - Demonstrate that you are SAFE for them to disclose

Rapport

- Evocation (leave the diagnosing of a problem out)
- With Evocation comes Reflective Listening
- 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 (accurate empathy)
  - Never say “So what I hear you saying is…”
  - Avoid the righting response
  - Make sense out of resistance
Tools for Developing Discrepancy

- Create and amplify, from the client’s perspective, a discrepancy between present behavior and his or her broader goals and values.
- Results in the client presenting the reasons for change, rather than the counselor.
- It helps to convey that in the end, it is he/she who will determine what happens.

Double Sided Reflection

— Acknowledges what the client has said, then targets the change side of their own ambivalence

Consumer Says:
I can get mean and holler a lot when I drink and that scares my wife and kids, but I don’t drink all the time.

Interviewer Says:
You don’t drink all the time, and yet when you do you it’s scary for your wife and kids.
Avoid the Righting Reflex
Resist the Righting Reflex

Support autonomy and avoid telling a person what is wrong or what to do.

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

What Do You Do?

What do you do when the client directly asks your opinion regarding whether they should change or not and how they should do it?