

Motivational Interviewing for Mobile Crisis Teams

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M-TAC

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Chat

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Conflict of Interest Disclosures

Kristin L. Dempsey has certified that she has no relevant relationships with any commercial or nonprofit organizations that represent a conflict of interest.

Mobile Crisis Services

- » *Mobile crisis services provide rapid response, individual assessment and community-based stabilization to Medi-Cal members who are experiencing a behavioral health crisis. Mobile crisis services are designed to provide relief to members experiencing a behavioral health crisis, including through de-escalation and stabilization techniques; reduce the immediate risk of danger and subsequent harm; and avoid unnecessary emergency department care, psychiatric inpatient hospitalizations and law enforcement involvement.*



A New Direction for Mobile Crisis Services

- » Change mobile crisis services so that the response is more resolution-focused and works to provide relief to people in crisis in the community.
- » Support people in crisis where they are, while using the least restrictive means necessary.

A New Direction for Mobile Crisis Services



» Mobile crisis services should be:

- Person-centered
- Trauma-informed
- Equity-driven
- Brief intervention: de-escalation and resolution focused
- Working from a lens of least restrictive interventions
- Culturally responsive, linguistically appropriate, and accessible

Welcome and Introductions



Introductions

In the chat box, we invite you to share your:

- » Name
- » Role
- » Organization
- » One thing you're hoping to learn today

Agenda

- » Define Motivational Interviewing (MI)
- » The “Spirit” of MI: Setting the Stage for Growth and Change
- » The MI Approach
- » Key Skills for Effective MI
- » Reflective Listening
- » Traps to Avoid



Learning Objectives

Participants will:

- a) Apply five micro skills that will help promote conversations about change among individuals seeking support during a behavioral health crisis.
- b) Create appropriate, empathic, and effective interventions that promote conversation among individuals seeking support during a behavioral health crisis.
- c) Identify when to strategically select and apply interventions to promote change talk among individuals seeking support during a behavioral health crisis.



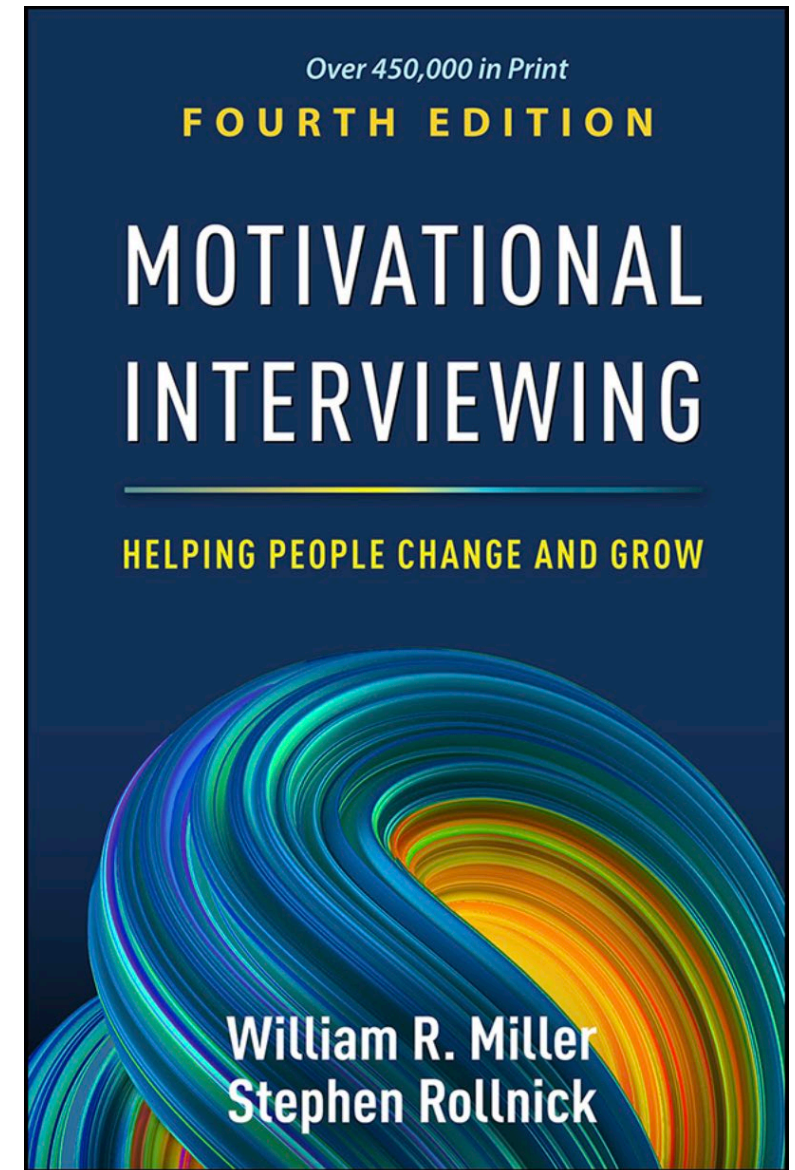
Learning Objectives

Participants will:

- d) Practice responding to individuals in crisis using the four foundational tasks of the “spirit of MI” to help create safety and trust among individuals in crisis.
- e) Select which interventions and micro skills to use based on which of the six stages of change an individual is in related to the crisis.
- f) Recognize when providers are trying to control the outcome of the encounter and move back to listening and responding to an individual in crisis using the four processes of change.

The material from this PowerPoint comes from the following source, unless otherwise noted:

Miller, W. R., & Rollnick, S. (2023). Motivational Interviewing: Helping People Change and Grow, 4th ed. Guilford.





Motivational Interviewing Is...

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

Motivational Interviewing as an Evidence-Based Practice

- » To date, there have been over 2500 controlled trials investigating the effectiveness of motivational interviewing.
 - This number includes over 225 meta-analyses
 - 18,500 Google Scholar citations
 - 130 books written on MI
 - There are trainers worldwide providing MI in 62 languages
 - There have been four editions of the MI text, which has been translated into 24 languages

What Does All this Research Tell Us?

MI has a small-to-medium effect size on several behavioral health issues. MI is most effective for:

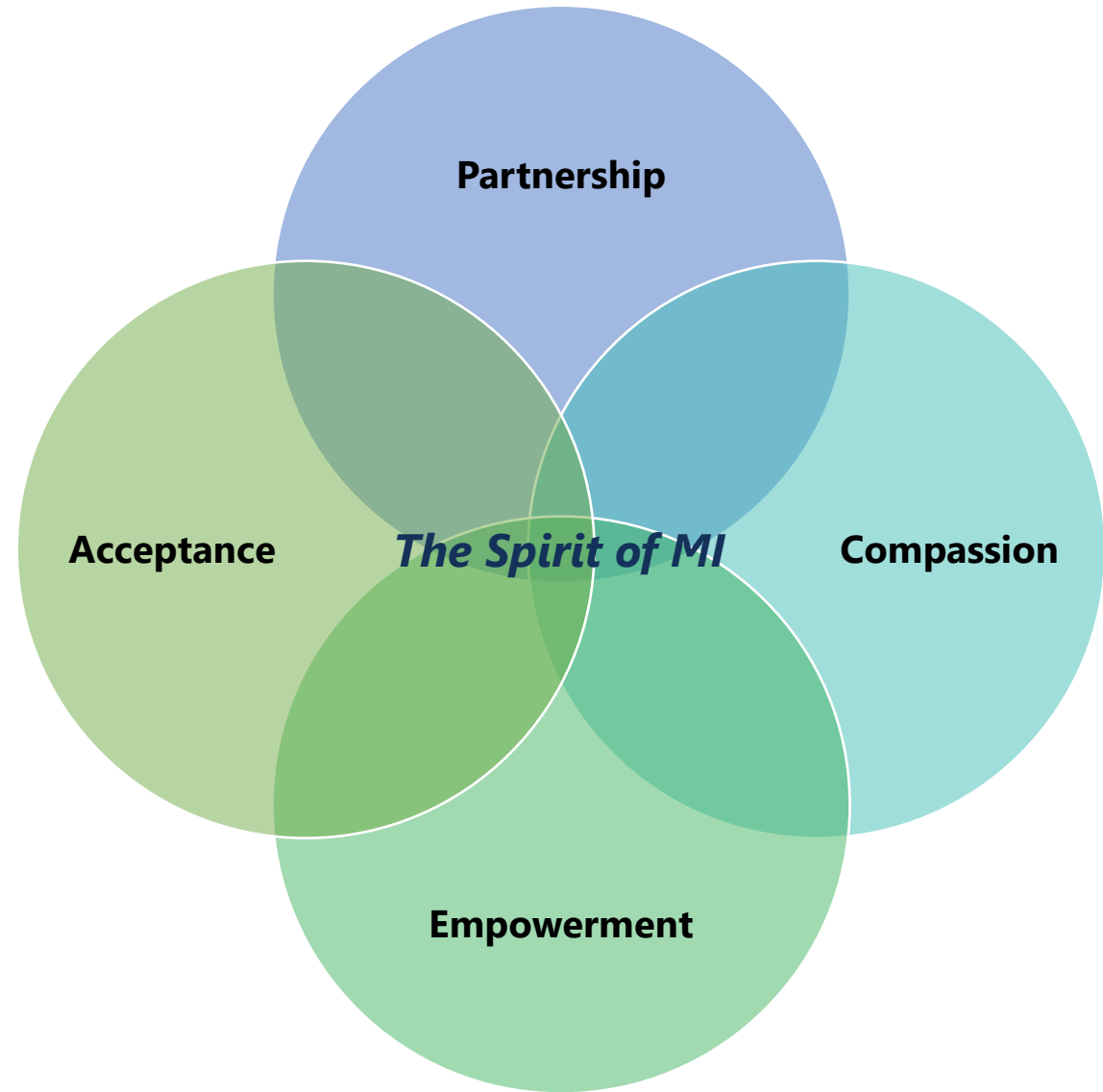
- » Substance Use Disorders
- » Health Care
 - Health screening, dietary change, medication adherence, physical activity, and weight loss
- » Psychosocial Application
 - Anxiety disorders, depression, severe mental health challenges, behavioral problems, academic achievement, return to work, occupational performance, child welfare, and work with parents

The Spirit of Motivational Interviewing

A Way of Being



The “Spirit” of Motivational Interviewing



Group Visualization Exercise

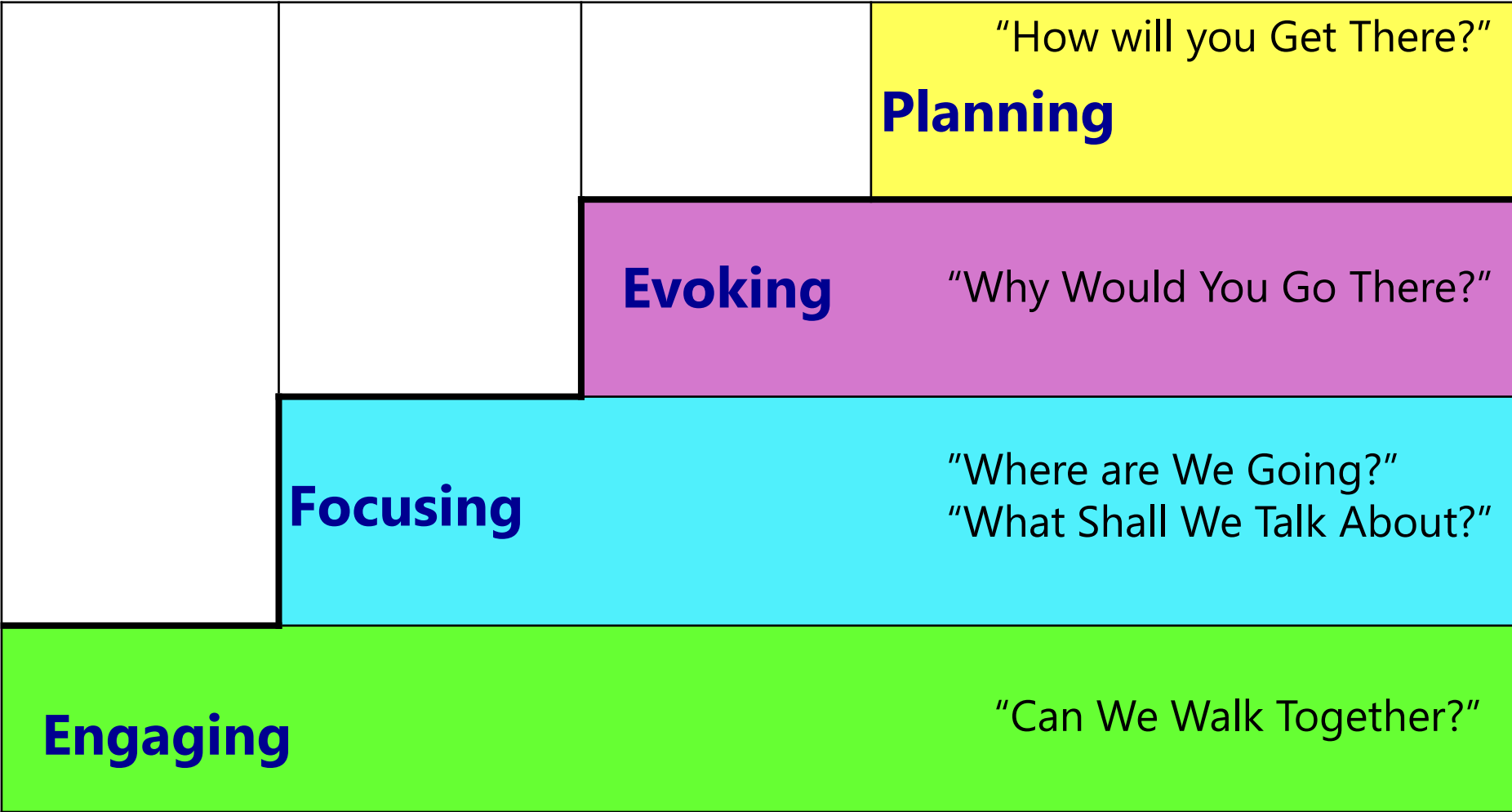
Exercise on helping to identify your own experience with receiving compassion, empowerment, partnership, and acceptance.

Think about your favorite person exercise: Think about a person in your life who helped you change and grow, what was their name, and how did you know them? In what ways did they help you change and grow?

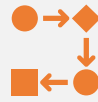
The MI Approach



Four Foundational Tasks



The Four Tasks



Engaging – Process of establishing a helpful connection and working relationship.



Focusing – Process in which you become more specific about the topic of change, and direction is maintained when moving toward that direction.

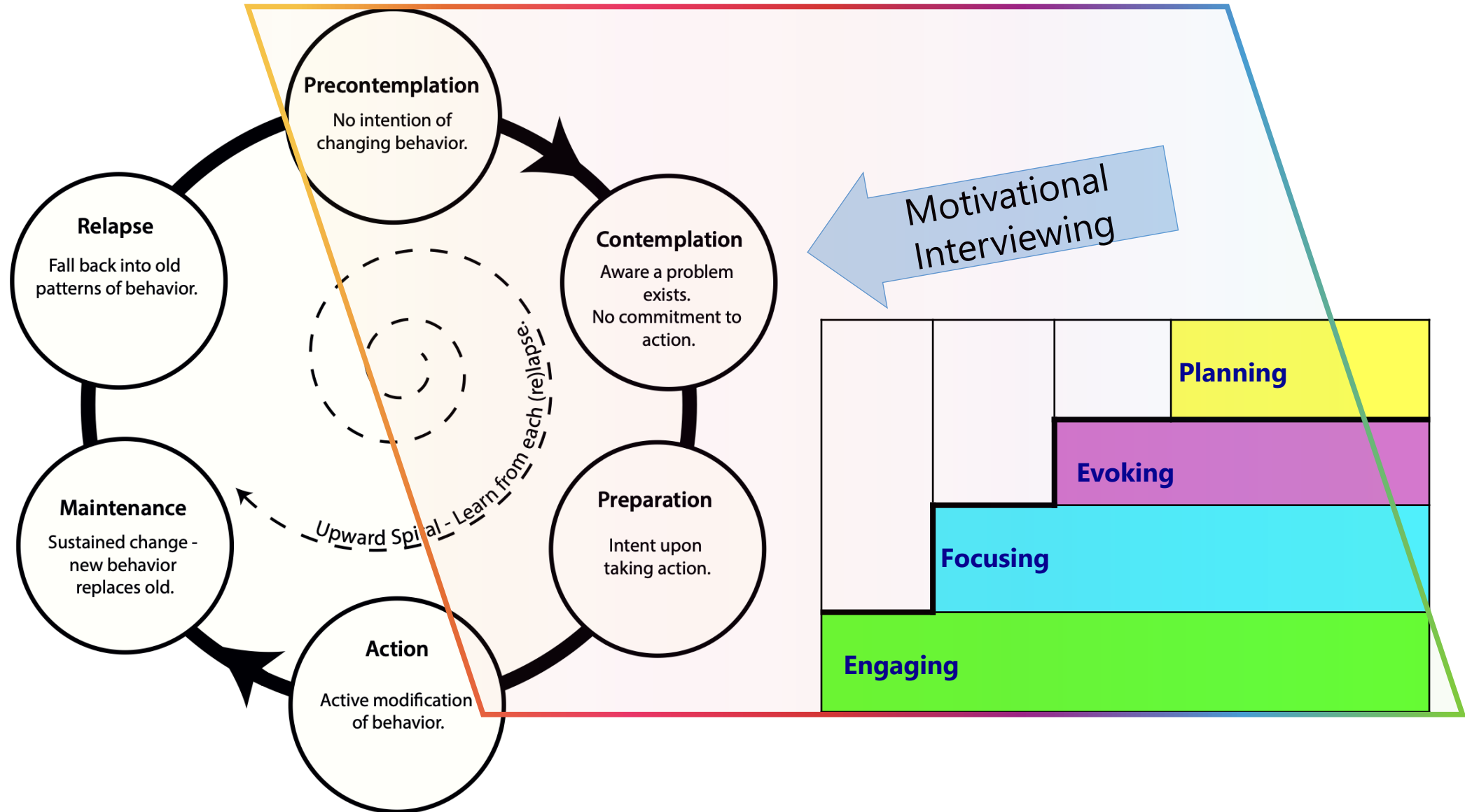


Evoking – Process for eliciting the client's own motivations for change lies at the heart of MI.



Planning - Process is both establishing a commitment to change and a specific, concrete plan of action.

Transtheoretical Stages of Change



The Processes of MI

Engagement: Building a safe environment and building trust.

- » Learning about the problems.

Focus: Change is the focus of conversation.

- » Determining what the person wants to address.

Evocation: Exploring the area of focus.

- » Have conversations about the individual's dilemma.
 - It is here that we are the most focused on change talk.

Planning: Honoring the autonomy of the client and allowing them to know when they are ready.

- » Determine what might be a first step for change. The client chooses their first step, and the provider guides them in the process. For a mobile crisis team member, the area of focus is related to the crisis and the planning is typically some aspect of safety planning.

Language Heard During the Contemplation Stage of Change

» Key words to listen for

- I want...
- I would...
- I wish...
- I hope...
 - These statements are part of the motivation for change

» Sentence examples

- I want to quit smoking
- I would like to lose weight
- I wish I had a better life
- I hope one day I will be able to stop_____

Desire is not the same as necessity



Role of Ambivalence

- » Ambivalence – what is it? Feeling two (or more ways) about something is a part of change. It is normal; not an “illness” or “problem.”
- » When we are directive and argue for change – persuade, lecture, insist, an ambivalent person will “push back” and argue for non-change.
- » Instead, let them talk. We are persuaded by what we hear ourselves say.

(Miller & Rollnick, 2023, pp. 12-13)

Skills for Effective MI





Let's talk.

change

**Preparatory Change Talk: Desire, Ability,
Reason, Need**

(DARN)

**Mobilizing Change Talk: Commitment,
Activation, Taking Steps**

(CAT)

Change Talk

- » An example of questions for Motivational Interviewing
 - Why do you (might you) want to make this change?
 - How would you go about it in order to succeed?
 - What is your best reason(s) to make a change?
 - How important is it for you?
 - Can use scaling question here (1-10)

Motivational Interviewing Techniques *Micro Skills*



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Consider cultivating OARS to build empathy and promote engagement, exploration, and movement toward change:

- **Open-Ended Questions**



- **Affirmations**



- **Reflections**



- **Summaries**



- **Elicit – Ask – Offer – Ask**



Open-Ended Questions

- » Open-ended questions:
 - Invite others to tell their story in their own words without leading them into a specific direction.
 - Should be used often in conversation but not exclusively.
- » When asking open-ended questions, you must be willing to listen to the person's response in both a non-judgmental and empathetic manner.
 - Examples:
 - Did you have a good relationship with your parents? (closed)
 - What can you tell me about your relationship with your parents? (open)



Examples of Open-Ended Questions

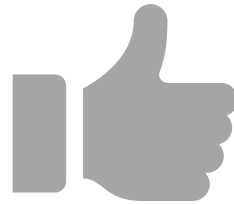
- » What concerns you about your situation?
- » What is the best thing that could happen if you made a change?
- » What is the first step you can make to change?
- » What is the one thing you could do right now to move toward that goal?



Supporting Action During Contemplation



Validate their lack of
readiness



Encourage evaluation of
both the pros and cons
of their desired behavior
change



Identify and promote
new positive outcome
expectations



Reflection

Please type into the chat box some typical statements (1-2 sentences) that you might hear from a client.

Reflections can be **SIMPLE**

**Restatements – repeat an element of
what the person says.**



**Rephrasing – state what the speaker
says, but substitute synonyms or
slight rephrasing.**



Complex Reflections

- » **Continuing the paragraph** – A method of reflective listening in which the provider offers what might be the next (as yet unspoken) sentence in the client's paragraph: "and that made you feel angry."
- » **Metaphor/analogy** – Is a powerful way to state a reflection that helps the client recognize their thoughts and feelings via comparison ("kind of like" or "similar to").

Complex Reflections

- » **Double-sided** – Reflect both sides of the conflict – “On the one hand...on the other hand...”
- » **Understate or overstate** – Understating might encourage someone to say more. Overstating might encourage someone to back down from a position.



Affirmations

Affirmations are statements and gestures that recognize the person's strengths and acknowledge behaviors that lead in the direction of positive change, no matter how big or small.

- » Affirmations build confidence in one's ability to change.
- » To be effective, affirmations must be genuine and congruent.

Mining for Affirmations

- » Identify strengths clients demonstrate.
- » Add your strength word to the chat box.
- » Using the link provided, create an open-ended question to elicit this strength and an affirmation to support this strength.



Examples of Affirming Responses

- » I appreciate that you are willing to open up and talk today.
- » You are clearly a very resourceful person.
- » That's a good suggestion.
- » If I were in your shoes, I don't know if I could have managed nearly so well.
- » It takes courage to face such a difficult problem.

Summaries

- » Summaries are special applications of reflective listening. They can be used throughout a conversation but are particularly helpful at transition points. For example, after the person has spoken about a particular topic, has recounted a personal experience, or when an encounter is nearing an end.
- » Summarizing helps ensure that there is a clear communication between the person in crisis and the helper. Also, it can provide a stepping-stone towards change.

Structure of a Summary

- » Begin with a statement indicating you are making a summary:
 - Let me see if I understand. So far, _____
 - Here is what I have heard. Tell me if I have missed anything?
- » In the chat box, I invite you to write down what other phrases can be used to enter a summary.

Summary Tips

- » Be concise in your summary
- » Use language and terms that the person in crisis used
- » End with an invitation
 - Examples:
 - ✓ Did I miss anything?
 - ✓ If that's accurate, what other points are there to consider?
 - ✓ Anything you want to add or correct?

Common Traps



Beware of the Traps!

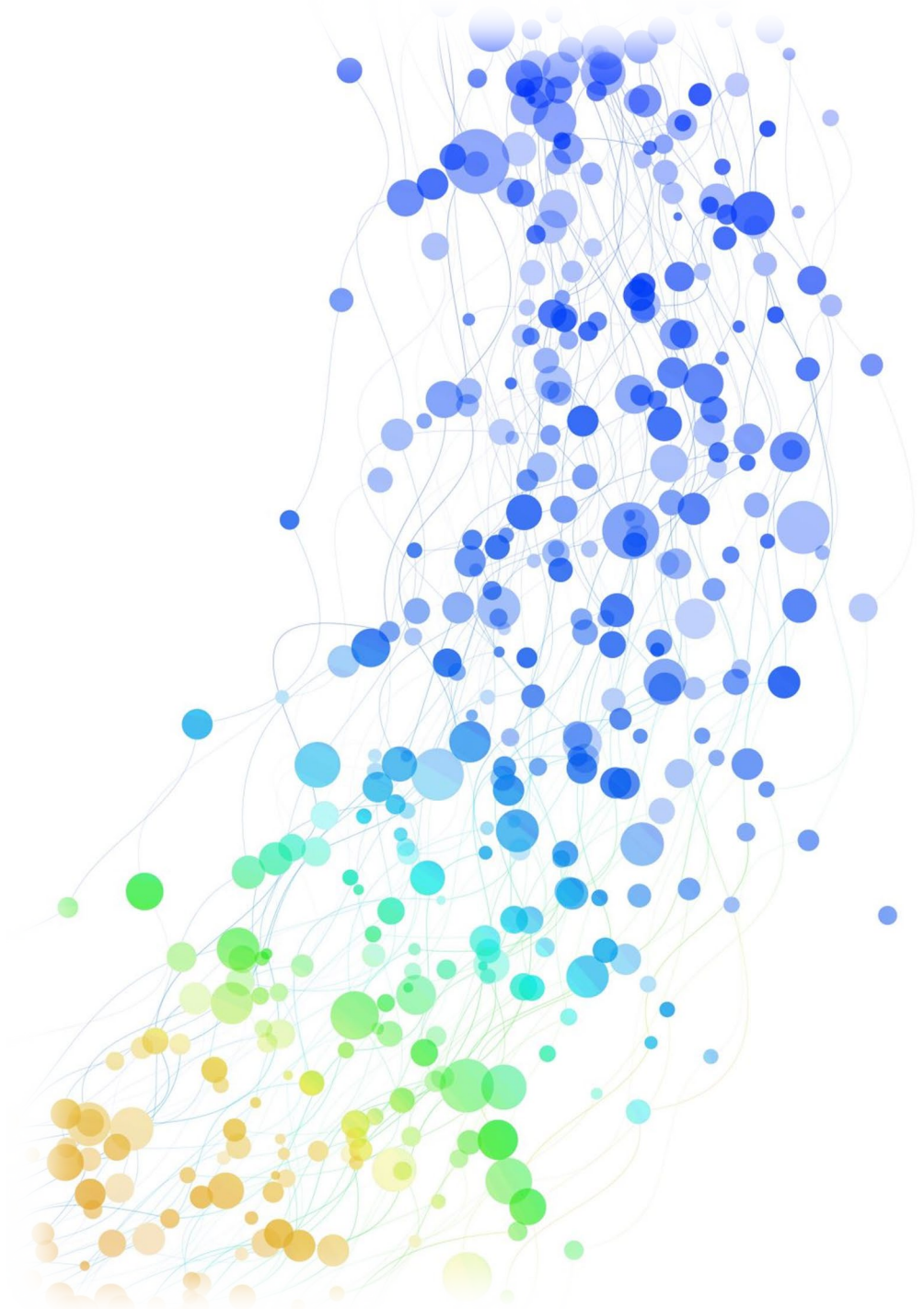
- » **Expert trap** – Lecture the client because you know better as the “expert.” Remember, the client is the expert on their own lives.
- » **Persuasion trap** – We take responsibility for someone doing something. We usually get into persuading when we 1) have an agenda or 2) feel compelled to “fix” someone.

Beware of the Traps!

- » **Time trap** – Trying to force someone to move on our schedule instead of theirs. In addition to trying to persuade someone, this is how we create resistance.
 - » **If you act and feel like you only have a few minutes, it may take all day; if you feel and act as though you have all day, it may only take a few minutes.**
- » **Wandering trap** – Moving from topic to topic can also frustrate change and growth. Returning to focus and finding ways to guide (instead of follow or direct) is essential in providing effective MI.

MI in Action

- » Mobile crisis teams provide support using a person-centered approach to support an individual's autonomy, and work towards change and resolution.
- » Integrating MI techniques as a brief intervention supports an individual's ability to examine their current state and their potential future state.
- » Allows them to explore reasons for staying and reasons for changing.
- » Promotes engagement and establishes a mutually trusting and helping relationship between the person in crisis and the provider.





Summary

- » The tasks of MI speak to the process of starting to have a conversation to moving (potentially) toward change.
- » The tasks include engaging, focusing, evoking, and planning.
- » Change talk is any type of client statement that moves away from the status quo (“the problem”) and toward a different outcome (“change”).



Summary

- » Motivational Interviewing is a way of having conversations about change.
- » Although conceptually simple, Motivational Interviewing has been extensively researched and has shown significant results consistently in behavioral health contexts.
- » The “spirit” of Motivational Interviewing refers to the therapeutic stance a practitioner takes toward help-seekers and includes partnering, empowerment, acceptance, and compassion.



Summary

- » MI conversations occur through specific micro skills.
- » The specific micro skills include open-ended questions, affirmations, reflections, summaries, and ways to give information and advice (ask-offer-ask).
- » Practitioners should be aware of “traps” that get in the way of providing MI.
- » The “traps” include lecturing, moving too fast to “save time,” trying to persuade, and becoming unfocused.

Questions?



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Your feedback is important to us!

Post-Survey, attendees need to opt into the 90-day survey so we can collect your emails to send out the Certificates of Completion

The completion of this survey is vital to our quality control and to the future funding of this project, as it allows us to provide you with training and technical assistance at no cost. In addition, it allows us to continually improve our services and provide the information and resources you need in the field.

**Please take a few minutes to complete the survey!
Your time and feedback are greatly appreciated and valued!**

References

- » **Connors, G.J., DiClemente, C.C., Velasquez, M.M. & Donovan, D.M.** (2013). *Substance abuse treatment and the stages of change: Selecting and planning interventions* (2nd Ed.). New York: Guilford Press.
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- » **Rosengren, D.** (2017). *Building motivational interviewing skills; A practitioner workbook*.(2nd Ed.) New York: Guildford Press.

Websites/Resources

<http://motivationalinterviewing.org> – Motivational Interviewing page from the Mid-Atlantic Technology Center

<http://www.SAMHSA.gov> – Substance Abuse and Mental Health Services Administration

<http://casaa.unm.edu> – University of New Mexico, Center for Alcoholism, Substance Abuse and Addictions

Thank You!



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