Blaise Pascal (1623-1662)

“People are generally better persuaded by the reasons which they have themselves discovered than by those which have come into the minds of others.”
Elicit “change talk” from clients.

Increase the frequency of change talk to strengthen the intention to change.

Have clients (rather than us) make the arguments for a particular change.
Change talk is defined as statements by the client revealing consideration of, motivation for, action or commitment to change.
Identifying “Change Talk”

Customer talks about the disadvantages of his/her current situation.
I want to not worry about keeping the lights on.
I feel trapped.
I don’t have enough money to live on.

Customer talks about the advantage of making a change.
I could have less stress financially.
My family would be happier.
I would get out of the house and meet new people.

Customer talks about steps they have already taken.
This week I started to work on my resume.
I decided I might want to go to school.
Activity

Identifying Change Talk
Listening for “Change Talk”  
(Identify those statement that are “change talk).  

1. I can’t live like this. 
2. I am not going to XYZ and that is final! 
3. I want a better life for my kids. 
4. I called the school. 
5. I haven’t thought about it. I have a lot of other things going on right now. 
6. I am just not ready to do anything different. 
7. I can’t live like this. 
8. I want a better life for my kids. 
9. I need to get a job. 
10. I want my GED. 
11. I have tried that before and it didn’t work so I am not really interested. 
12. I worry about my children and want them to do something with their lives. 
13. I don’t have time for this. 
14. I wish things were different. 
15. That is not on my bucket list. 
16. I am hoping that I can get my GED. 
17. This is not where I want to be in my life. 
18. I know what I have to do – I just need to do it. 
19. It would be nice if I had more money. 
20. I never pictured my life to be like this. I wanted more. 
21. I can manage on my own without any help. 
22. I wish things were different.
Evoking Change Talk

Ask open ended questions.

Closed Questions DO NOT evoke change talk!
Closed versus Open-Ended Questions

- Closed questions can be answered with a single word or a short factual answer.
- Closed questions tend to shut down conversation.
- Closed questions direct conversation down a channel that is decided by the questioner.
- They generally do not lead to “change talk.”

- Open questions elicit longer answers.
- They allow the client to express his/her knowledge, opinions and feelings.
- Open questions lead to “change talk.”
- Open questions allow clients to explore their own options and generate their own solutions.
Closed Versus Open Questions

Have you applied with us before?

Do you have childcare needs?

What is the highest level of education that you have completed?

Have you ever worked before?

I would like to understand why you decided to apply for our services. What has brought you here to us?

What options do you have for meeting your childcare needs?

Talk to me about your education and skill training from high school through today.

Could you spend a couple minutes telling me about your work history: the significant jobs you have worked and what you liked most and least about those jobs.
Activity:
Turning Closed Questions
Into Open Ended Questions
Closed Versus Open Questions

- Have you been in a program like this before?

- Have you been applying for jobs? Where?

- If offered employment, can you begin working immediately?

- Do you know what career field you want to go into?
Use Reflecting Listening

Degrees of Active Listening

- Repeating
  - Perceiving
  - Paying Attention
  - Remembering
  - Repeating the message using **exactly the same** words used by the speaker

- Paraphrasing
  - Perceiving
  - Paying Attention
  - Remembering
  - Thinking and Reasoning
  - Rendering the message using **similar** words and similar phrase arrangement to the ones used by the speaker

- Reflecting
  - Perceiving
  - Paying Attention
  - Remembering
  - Thinking and Reasoning
  - Rendering the message using **your own** words and sentence structure

How You Respond to Change Talk Makes a Difference!
An Example of Types of Listening

• “I really don’t know what kind of job I want to do. I have thought about a lot of different jobs in the medical field but I can’t decide on which one is right for me.”
  • Repeating: “You don’t know what kind of job you want to do. You have thought about a lot of different jobs in the medical field but still can’t decide.”
  • Paraphrasing: “You have thought about jobs, primarily in the medical field but still haven’t decided what you want to do. You aren’t sure what would be a good fit.”
  • Reflecting: “You are wanting to figure out which career path to take and that path will likely be in the medical field.”
The Reflecting Response....

Customer: “I am not sure I am comfortable with anyone watching my children except for me or my family.”

Coach’s response:
A. “So you have never let anyone else watch your children, ever?”
B. “You could be robbing your children of the benefits of being around other children.”
C. “Research show that children who are in daycare centers are more well adjusted when they start school than children who don’t go to daycare. It is something to consider.”
D. “I sent my kids to daycare and they did fine.”
E. “It sounds like letting someone you don’t know watch your children scares you.”
Select the Reflecting Listening Response

Customer: "I haven’t worked before at a real job. I doubt anyone would hire me."

Coach’s Response:

a) “We place people all the time who haven’t worked before.”
b) “You are thinking that an employer would not hire someone who doesn’t have any work experience. And that makes you nervous to try.
c) “We have a job developer who can give you job leads. You should go talk to him.”
d) “Community service would give you experience. Maybe you should consider that.”
Reflective Listening Targets the Center of What the Client is Trying to Express

"Could a greater miracle take place than for us to look through each other’s eyes for an instant?"

– Henry David Thoreau
Cheat Sheet......

So you feel...
It sounds like you...
You are wondering if....
So, what I hear you saying is...
This is what I am hearing. Please correct me if I am wrong....
Let me make sure that I understand....
You are wondering if....
### Common reactions to being listened to

<table>
<thead>
<tr>
<th>Reaction</th>
<th>Feeling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understood</td>
<td>Safe</td>
</tr>
<tr>
<td>Want to talk more</td>
<td>Empowered</td>
</tr>
<tr>
<td>Likes the staff</td>
<td>Hopeful</td>
</tr>
<tr>
<td>Open</td>
<td>Comfortable</td>
</tr>
<tr>
<td>Accepted</td>
<td>Interested</td>
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<tr>
<td>Respected</td>
<td>Want to come back</td>
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<tr>
<td>Engaged</td>
<td>Cooperative</td>
</tr>
<tr>
<td>Ability to change</td>
<td>Empowered</td>
</tr>
</tbody>
</table>
Express confidence in the client’s ability to achieve his/her goals.

That sounds like you have a good plan.
It sounds like you have really thought a lot about this and have some good ideas about how you might __________.
That’s a good suggestion that you have.
I appreciate that you were willing to share that with me.
You are very resourceful.
You handled yourself well in that situation.
I’ve really enjoyed this discussion with you today.
You are very courageous to be so open about this.
You have accomplished a lot in a short time.
You’ve had a setback, but you are really trying. Look at the progress you are making.
Skill 4: Summarizing

- Let’s make a checklist of what we have agreed to do...
- Let’s review what we have talked about...
- So, let’s see where we are at...
- This might be a good time to review what we have discussed...
Step 5: (+I) Ask permission before giving advice, providing information, or expressing a concern.

- Would it be all right if ........?
- I would like to share a concern with you if you are open to that.
- I am wondering if I could ask for a couple of minutes to provide you with some information that may be helpful to you.
- If you are okay with it, I would like to share some of the resources that have helped other clients I have worked with who have had similar dilemmas.
- I am really worried about something and I was hoping you would allow me to explain to you what I am worried about.
- I am going to need to spend a few minutes today on ...... Would that be alright with you?
Five Critical Motivational Interviewing Skills to Master

- Open-Ended Questions
- Affirmations
- Reflective Listening
- Summary
- +Information
Summary:

Motivational interviewing tackles the skill of how to talk to clients to help them to discover their own motivation.

It is collaborative in nature. Clients decide what to do.

Four basic principles to bear in mind:

- Practitioners want to evoke “change talk.”
- Open ended questions evoke “change talk.”
- “Change talk” is reinforced using affirmations and reflexive listening.
- Ambivalence to change is normal. Change is hard.