

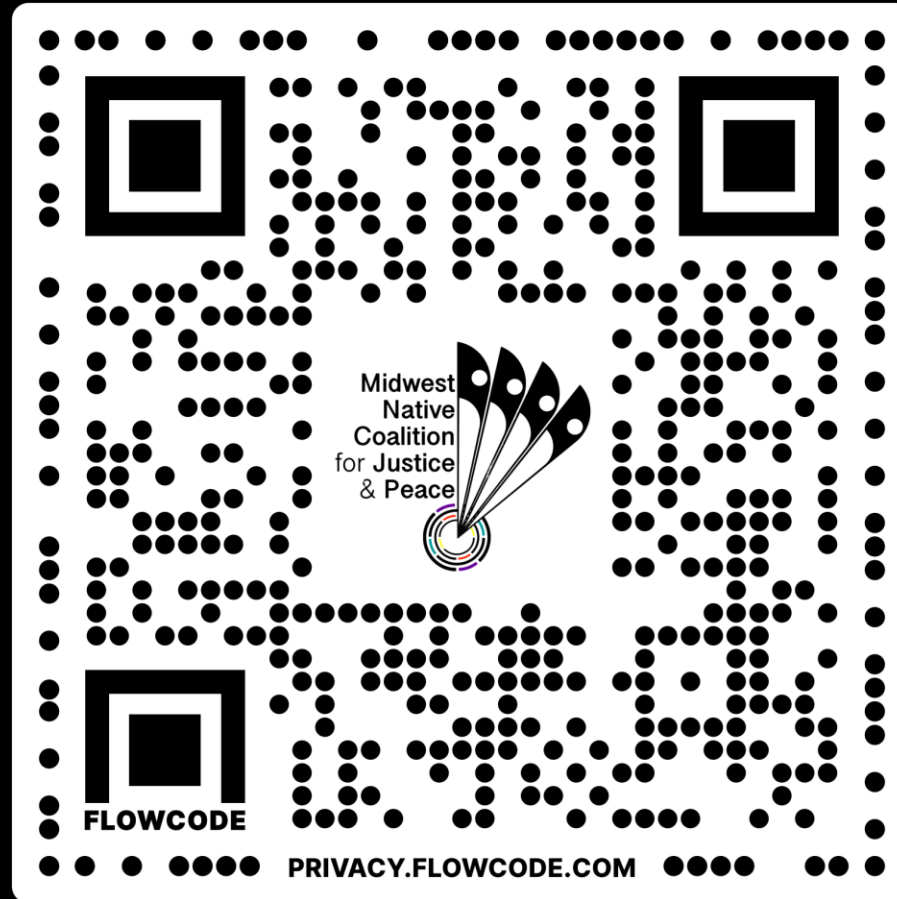


# Client-Centered Conversations

## *Motivational Interviewing for Victim Advocates*



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## AGENDA

1

What is  
Motivational  
Interviewing?

2

Core Concepts

3

Principles

4

O.A.R.S.

5

Change &  
Sustain  
Talk

6

Application  
to Victim  
Services

# Motivational Interviewing (MI)

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CLIENT  
CENTERED



RESPECTS  
AUTONOMY



COLLABORATIVELY  
EXPLORES CHANGE



STRENGTHENS  
A PERSON'S  
OWN  
MOTIVATION  
AND  
COMMITMENT  
TO CHANGE

Developed by clinical psychologists  
William R. Miller and Stephen Rollnick  
in the early 1980s.





*They Say The Definition Of  
Ambivalence Is Watching Your  
Mother-in-law Drive Over A Cliff In  
Your New Cadillac.*

*~ DAVID MAMET ~*



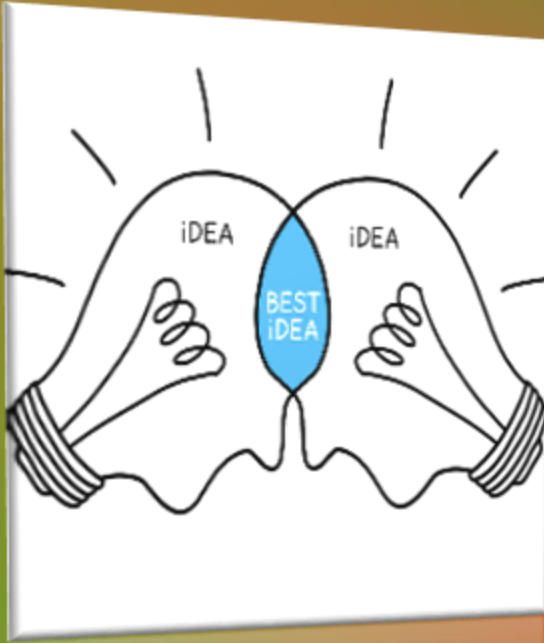


# Core Concepts

1. Collaboration

2. Evocation

3. Autonomy



# 1. Collaboration

(rather than confrontation)

Grounded in the point of view and experiences of the client.

Process is focused on mutual understanding, not the advocate being right.





## 2. Evocation (rather than imposing ideas)

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Based on the belief that individuals already have the capacity and motivation for change within them.



### 3. Autonomy (rather than authority)

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Recognize own free will

Take responsibility for our actions

Follows own personal moral code of conduct



# Principles

01

**Express  
Empathy**

02

**Develop  
Discrepancy**

03

**Roll with  
Resistance**

04

**Support Self-  
Efficacy**



# 1. Express Empathy

---



Empathy is communicating that incredibly healing message of 'you are not alone'.

Brené Brown

# Brené Brown on Empathy





## 2. Develop Discrepancy

---

Help clients see  
the gap between  
where they are and  
where they want  
to be.





### 3. Roll with Resistance

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## 4. Support Self-Efficacy

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The belief in one's ability to influence events that affect one's life and control over the way these events are experienced.



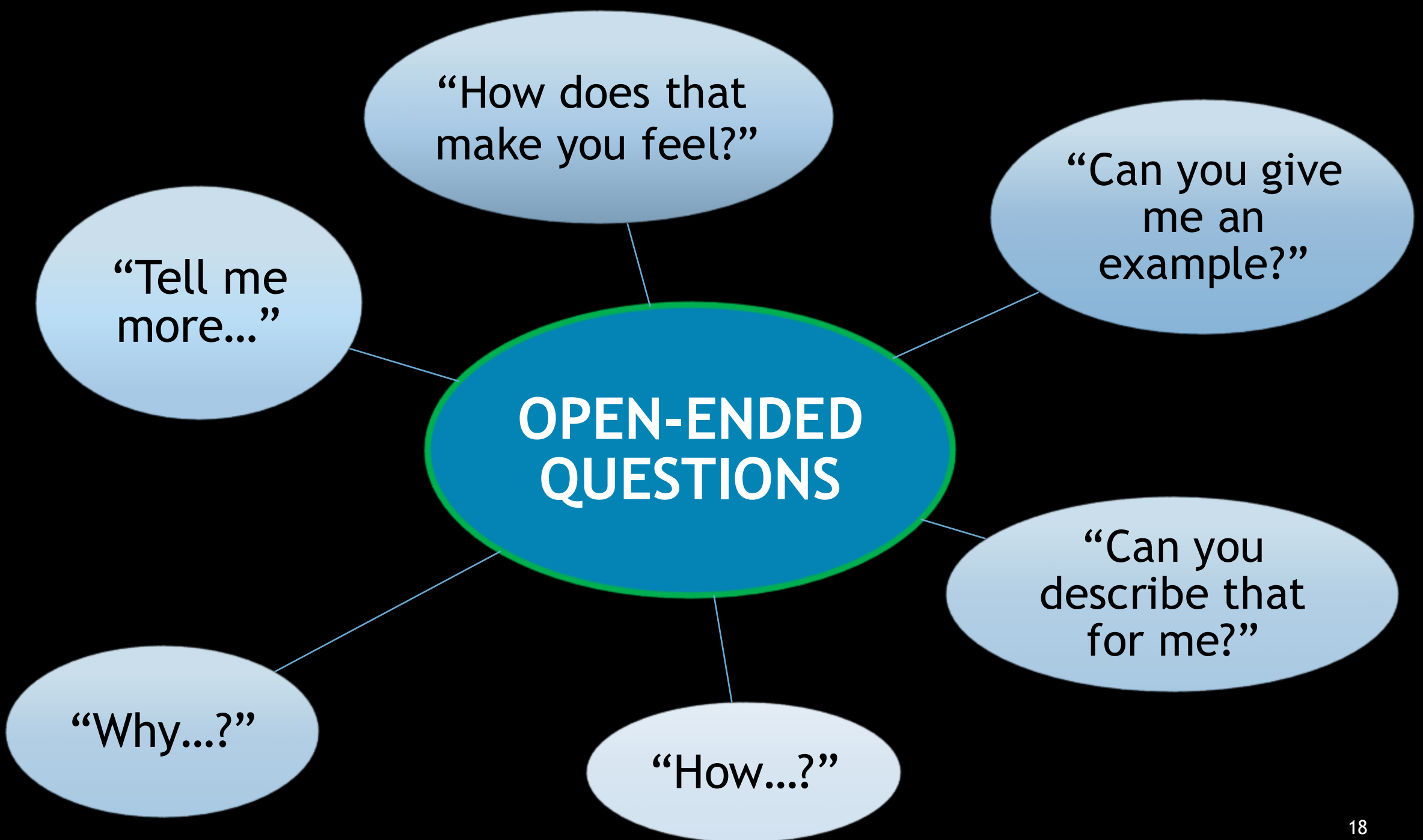




O. A. R. S.



O pen-ended questions  
A ffirmations  
R eflections  
S ummaries





# *AFFIRMATIONS*



Recognize  
effort

Recognize  
strengths

Express  
confidence

Express  
Support



“Reflective listening  
is a way of checking  
rather than assuming  
that you know what  
is meant.”

(Miller and Rollnick, 2002)

# Summaries

"A well-crafted summary  
in MI is like a mirror,  
reflecting the client's  
thoughts and feelings  
back to them in a way  
that illuminates the path  
to change."

(C. Butler & R. Hodgson, 1997)





# **CHANGE TALK & SUSTAIN TALK**

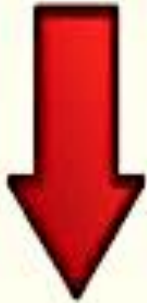
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# Change versus Sustain Talk

## Sustain Talk

Sustain talk is the person's arguments against change.



Its evocation strengthens the "status quo"



## Change Talk

Change talk is the person's arguments for change



Its evocation increases motivation and likelihood to change



# DARN CAT



**D**esire—I wish/want to...

**A**bility—I can/could...

**R**easons—It's important because...

**N**eed—I have to...

**C**ommitment—I will make changes.

**A**ctivation—I am ready, prepared,  
willing to change.

**T**aking Steps—I am taking specific  
actions to change.



**D**esire—I don't want to...

**A**bility—I can't...

**R**easons—It's won't help because...

**N**eed—I don't need to...

DARN CAT

**C**ommitment—I'm not going to change.

**A**ctivation—I am not ready, prepared,  
or willing to change.

**T**aking Steps—I'm not doing anything.

# Applying MI to Victim Advocacy



## EXPLORE

Feelings, concerns, goals

## VALIDATE

Experiences, provide empathetic support, decisions about safety

## FACILITATE DISCUSSIONS

Safety planning, legal, mental health

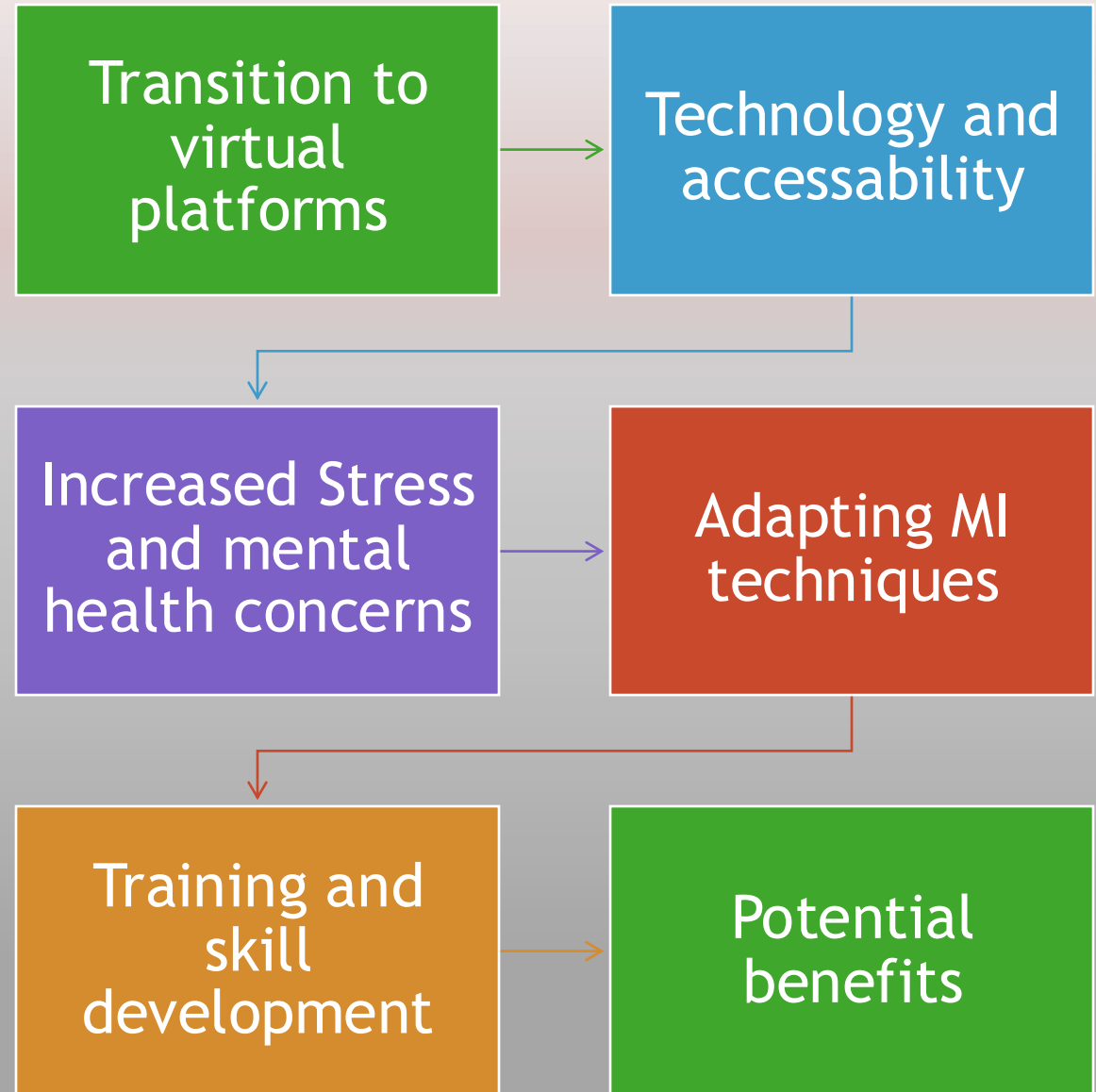
## EMPOWER

Regain control, make choices that align with values and needs



Lifting the Burden in Motivational Interviewing  
Dr. William Miller, Founder of MI

# COVID-19 Impact on MI







## IN SUMMARY

- ☆ **Ambivalence is high**
- ☆ **Confidence is low**
- ☆ **Desire is low**
- ☆ **Importance is low**

# Thank you!

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