



Ontario Shores
Centre for Mental Health Sciences

Changing Lives, Building Careers: Motivational Interviewing in Workforce Development

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Land Acknowledgement

Ontario Shores acknowledges the lands and people of the Mississaugas of Scugog Island First Nation which is covered under the Williams Treaties. We are situated on the Traditional Territory of the Mississaugas, a branch of the greater Anishinaabeg Nation which includes Algonquin, Ojibway, Odawa and Pottawatomi.

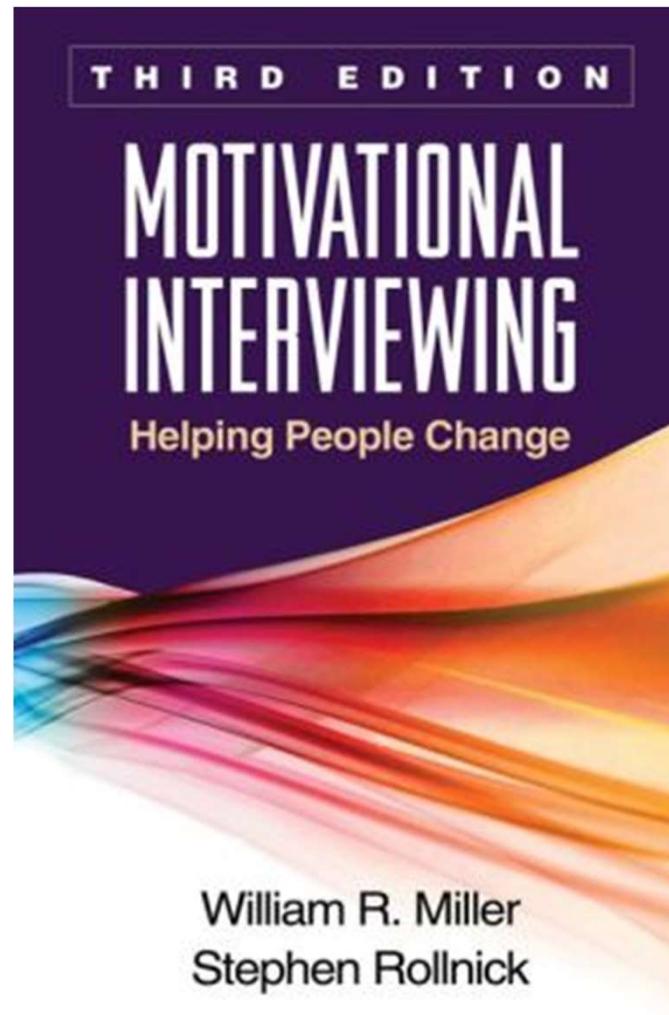
We are grateful for the opportunity to work and provide care on these lands, which are home to Indigenous Peoples across Turtle Island. Ontario Shores is committed to cultivating meaningful relationships with First Nations, Inuit and Métis Peoples as we all work together in support of mental health in our communities.





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Miller & Rollnick (2012)





Ambivalence about Change

Simultaneously wanting and not wanting something, or wanting two incompatible things

- Two kinds of talk:
 - Change talk – the person's own talk that favor's change (i.e., self-motivational statements)
 - Sustain talk – the person's own arguments for not changing, for sustaining the status quo

How Does MI Work?

- Collaborative, goal-oriented **style of communication**
- Particular attention to the **language** of change
- Elicit and explore the person's **own reasons** for change
- Within an atmosphere of **acceptance and compassion**



Core Skills: OARS

Open-ended questions

Affirming

Reflecting

Summarizing



Core Skills: Open-ended Questions

- How are things going?
 - What is most important to you right now?
 - Tell me more about that
 - Help me understand what you mean by that
 - How would you like things to be different?
 - What do you want to do next?
 - How can I help you with that?
- Use these to get at the good and not so good things about the behaviour

Open-Ended Evocative Questions

- Ask open-ended questions for which change talk is the answer:
 - **Desire** – “How would you like for things to change?”; “How do you want your life to be different in a year?”
 - **Ability** – “If you decided you wanted to come back to work, how could you do it?”; “What ideas do you have?”
 - **Reasons** – “What might be some of the good things about changing?”; “What are the 3 best reasons?”
 - **Need** – “How important is it for you to do this?”; “What needs to happen?”

Core Skills: **Affirmations**

- I'm really glad you brought that up
- I appreciate that you are willing to discuss this with me.. I know it can be a difficult topic
- You clearly value your career
- You are a very resourceful person



Core Skills: Reflections

- Reflective listening makes a guess about what the client means
- A statement - not a question
- “Do you mean that you?” then remove the question
 - You don't feel you're ready to go back to work
 - Your feeling scared people will judge you because you've been out of the workforce for a while
 - You don't have confidence you'll be able to keep a job once you get it
 - For you, getting back into a routine is really daunting

Core Skills: Summarizing

Indicate you are summarizing

Showcase both sides of
ambivalence

Invitation for feedback

Specific Strategies

- 1) Change Rulers
- 2) Decisional Balance

Resource #1: Change Rulers



Resource #1: Change Rulers



measures how willing a person is to take an action



measures how confident a person is in his / her ability to perform or take the action



measures how ready the person is to take the action

Strategy #2: Decisional Balance

Decisional Balance Sheet

	Disadvantages	Advantages
No Change		
Change		