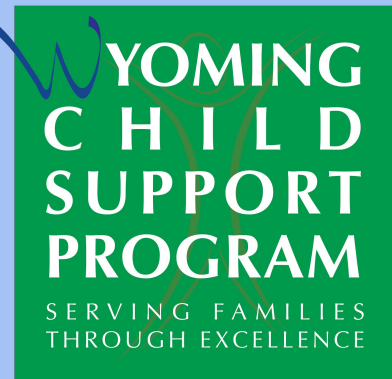




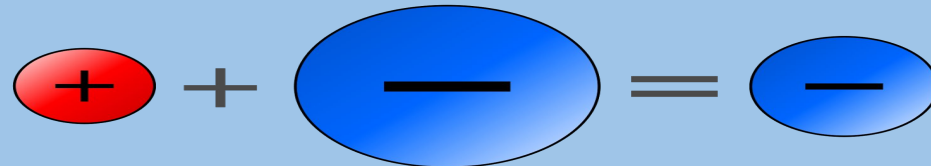
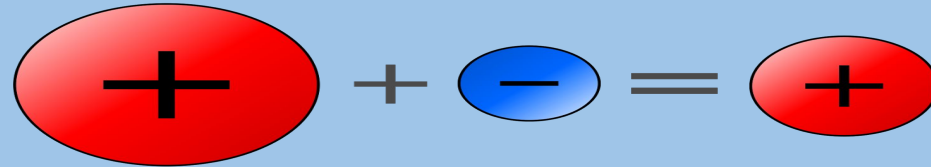
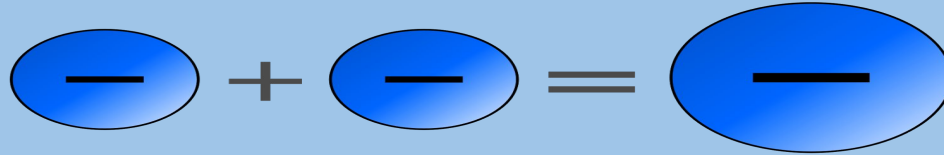
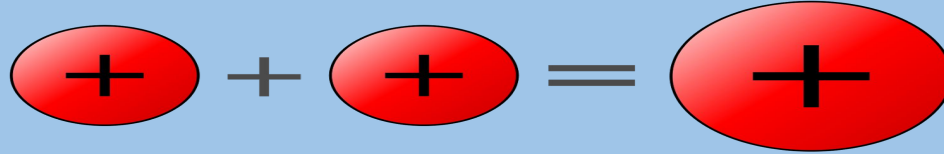
Motivational Interviewing

Presented by: Kristie Arneson and Jill Kiester
Wyoming Child Support Program
September 26, 2017



INFLUENCE

What will you be?



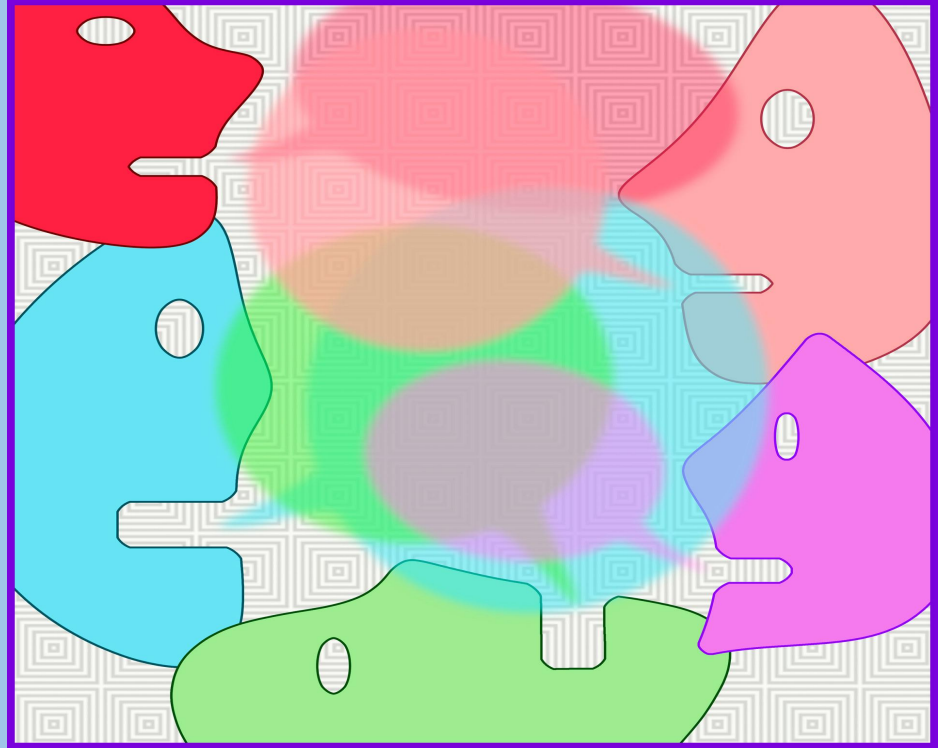


HELP Ellen!!



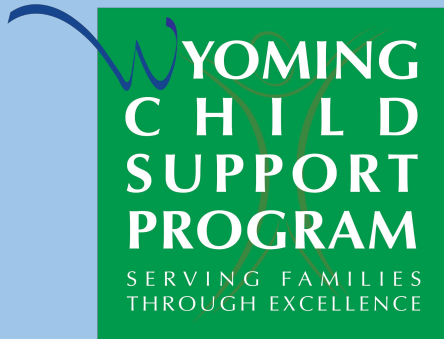
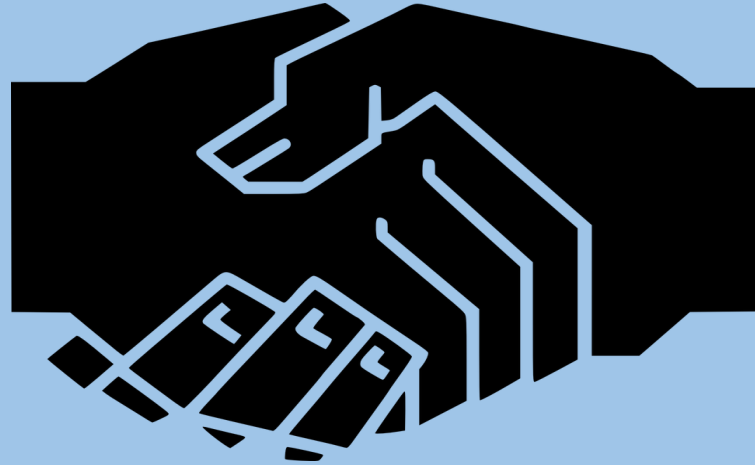
COMMUNICATION TRAPS

- Expert Trap
- Question-Answer Trap
- Premature Focus Trap
- Taking Sides
- Giving Unsolicited Advice
- Labeling
- Blaming



WHAT IS MOTIVATIONAL INTERVIEWING

Motivational Interviewing is a collaborative conversation to strengthen a person's own motivation for commitment to change.



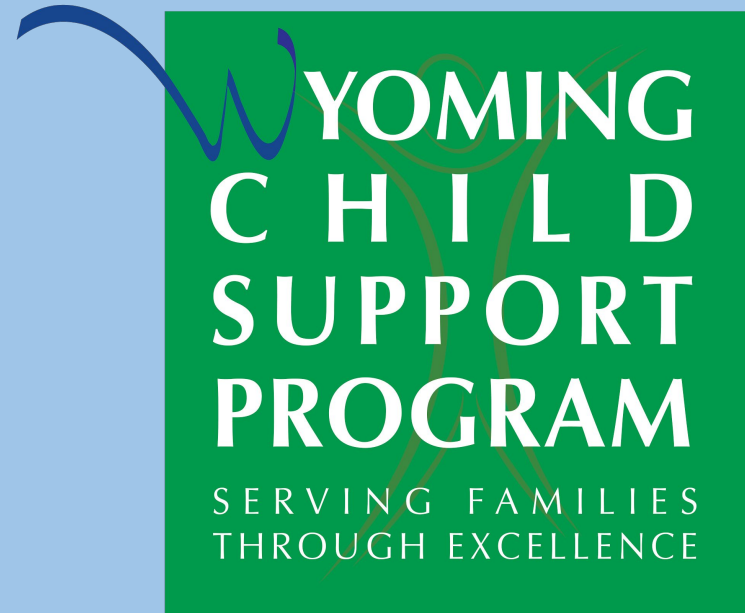
THE FOUNDATIONS OF MOTIVATIONAL INTERVIEWING

Partnership

Acceptance

Compassion

Evocation



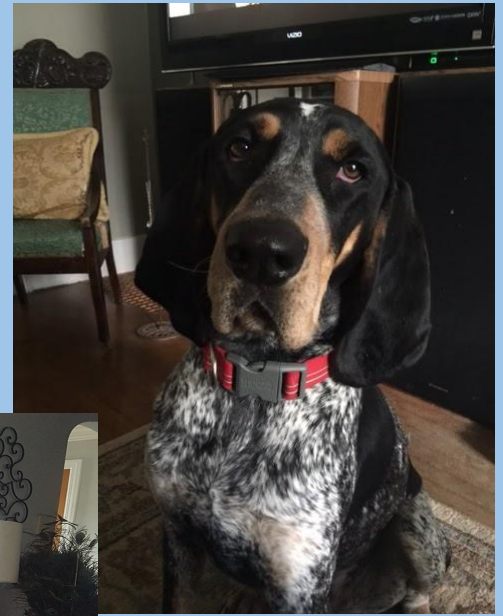
PARTNERSHIP

Working together with the individual form plans to help them achieve their goals.



ACCEPTANCE

Working with the individual however
they come to you. Meeting them where they
Are ..stinky...drooling and loving!



COMPASSION

Truly understanding the individual's
circumstances



EVOCAATION

Bringing forth ideas from the customer rather than telling them what to do.



PREPARATORY CHANGE TALK

Desire-I wish I could stop falling behind with my support.

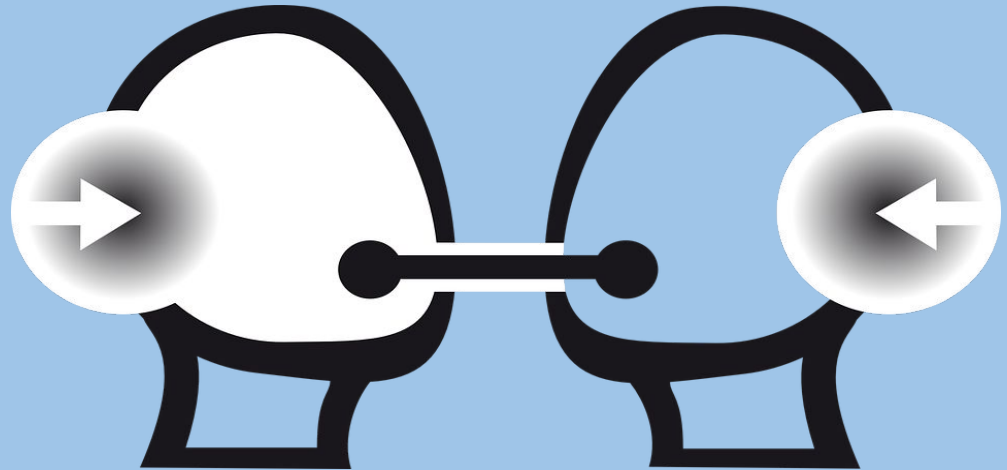
Ability-I know I can do it if I would just make my payments a priority.

Reason-I know job hopping is terrible for me.

Need-If I keep getting behind I know it will not help my kids.

MOBILIZING CHANGE TALK

- Commitment-Now that I have this new job, I guarantee I can catch up.
- Activation-I am here to turn my papers in to get this case started.
- Taking steps-I filled out my financial affidavit and had it notarized.



THE SKILL SET OF MI--OARS

OPEN ENDED QUESTIONS

AFFIRMATIONS

RELEFECTIONS

SUMMARIES

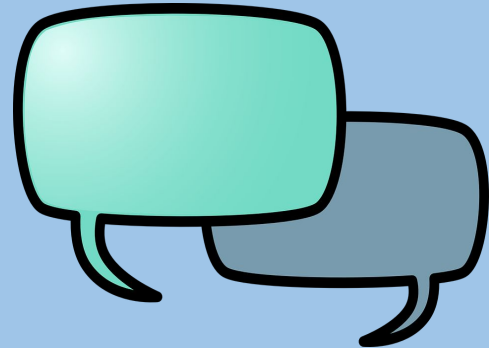


OPEN QUESTIONS

- People Elaborate
- Encourage the person to give you new information
- Encourage Talk

Example:

What are some steps you have taken in the past to get your payments back on track?



AFFIRMATIONS

Affirmation=emotional support or encouragement



Affirm the customer's concerns, strengths, and efforts complimenting them on how they survive and thrive.

A good affirmation will target the customer's value system and what is important to them.

FAMOUS PERSON EXERCISE

Mr./Ms. _____, you're the kind of person
that can really _____.

Fill in the second blank with an affirmation.

TIPS ON REFLECTIONS

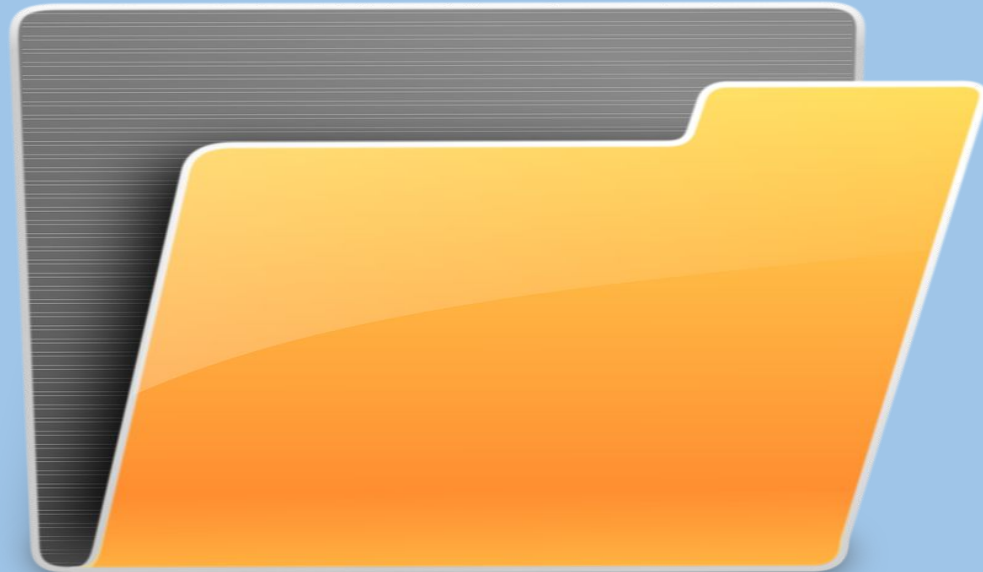
- Start with....You
- Avoid saying.....So what I hear you saying is..
- Bring your voice down at the end so as to make it a statement not a question.



SUMMARIES

A collection of main themes, pulled together, in one statement.

Affirm customer strength & Ambivalence & Change Talk or commitment.



I want to ride my bicycle

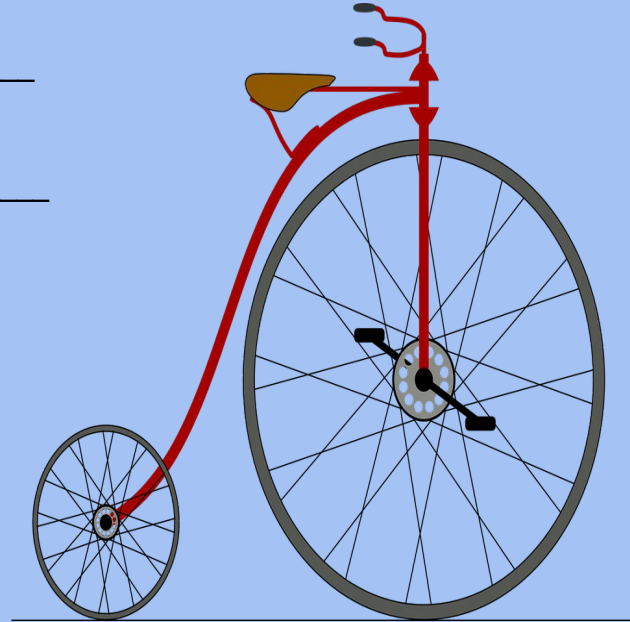
Using the skill set of **OARS** ask your partner about the first time they rode a bike without training wheels.

Open ended question _____

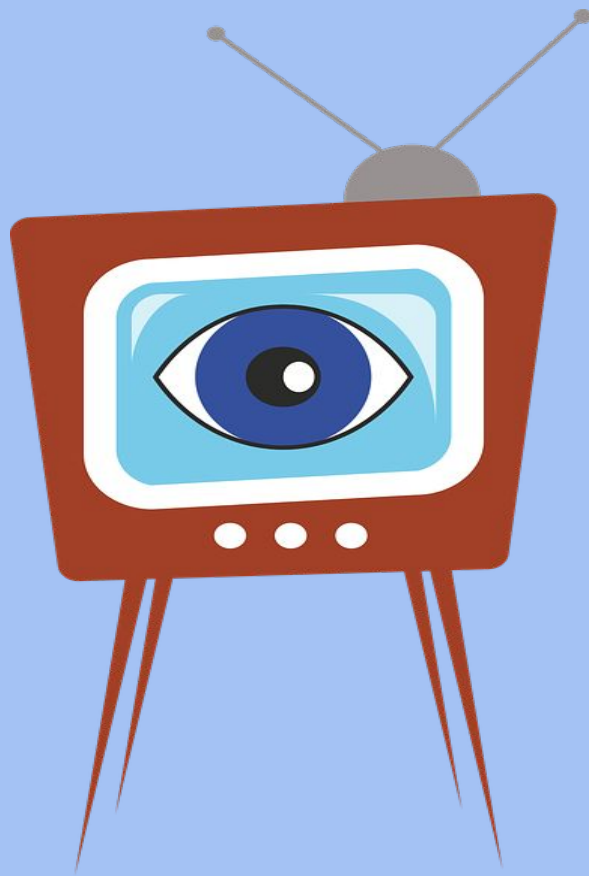
Affirmation _____

Reflective listening _____

Summary _____



WATCH IT LIVE



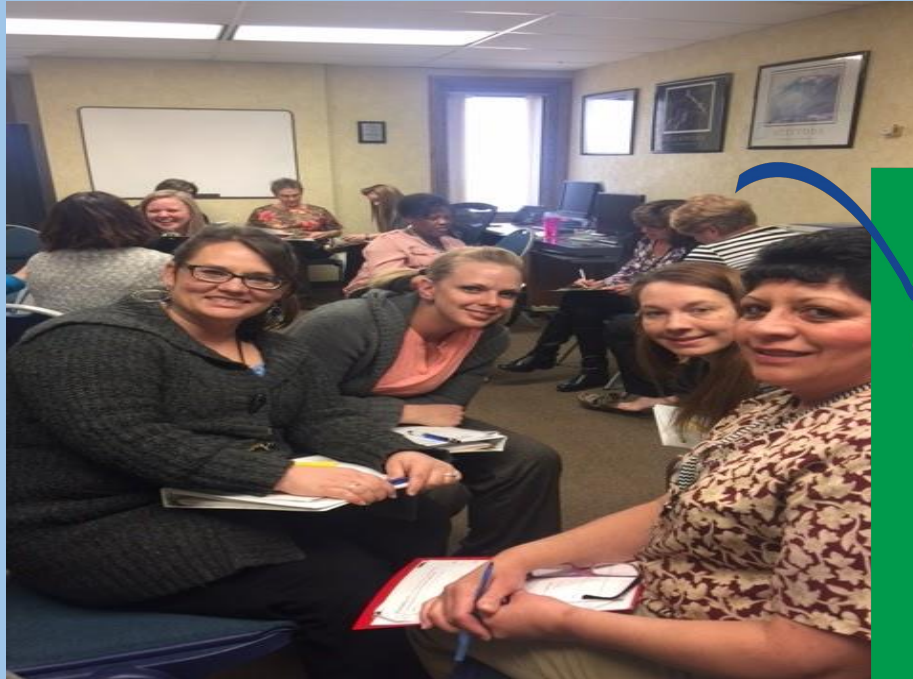
TRAINING THE SKILL SET

- Initial training
- Once a week
- Once a month
- This skill set changes



FINDINGS

Cases, payments, interactions, skill building sessions, score sheets, customer feedback, staff survey ..



**WYOMING
CHILD
SUPPORT
PROGRAM**

SERVING FAMILIES
THROUGH EXCELLENCE

THINGS PEOPLE ARE SAYING!

The Non-custodial parent walked away proud.

Thank you for
listening.

I can't imagine doing my job any other
way.

I feel support.

You really care what happens.

I feel like you understand.

You love your kids.

Kristie Arneson is Wyoming Child Support Program's IV-D Director.

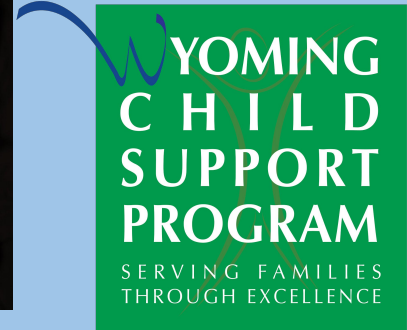
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