

# Client Centered Services Essential Skills for Counselors Communicate to Motivate Workbook



2019

## About Communicate to Motivate

*CCS Essential Skills: Communicate to Motivate* is an on-line course for learning motivational interviewing. It features 15 video sessions with accompanying Slides and Tip Sheets. At the completion of each lesson you can download and complete a Self-Reflection form and a Certificate of Completion for your records. The video links and materials can be found at <http://www.wichealth.org/Support>.

Because learning motivational interviewing skills requires practice through role playing, completing the *Communicate to Motivate* course with a partner or group is recommended. The Tip Sheets provide numerous examples and suggestions to aid you while role playing and integrating them into your skill set for serving WIC clients.

## Completing Lessons

The *Communicate to Motivate* videos series begins with *Preview* and *Overview* videos explaining the contents of the lessons that follow. The lessons are arranged to be completed in order, although Lessons 4-9 may be completed in your preferred order.

If possible, allow two weeks between each lesson to practice each motivational interviewing skill you learn. The entire training takes approximately 20 hours to complete, including about 13 hours of video observation and seven hours of role playing.

## Lesson Topics

Below is a listing of each lesson with a brief overview. Check the boxes to track your progress.

- Preview and Overview.* These videos provide a general concept about the contents of the *Communicate to Motivate* lessons that follow.
- Lesson 1: Introduction.* This video explains that listening, showing empathy and respecting clients' decisions are main principles of motivational interviewing.
- Lesson 2: Open Questions.* This video explains that asking open questions provides opportunities for clients to share more information with you.
- Lesson 3: Reflections.* This video explains that to make a simple reflection, you restate what the client said. To make a complex reflection, to state your best guess of the client's thoughts.
- Lesson 4: Reflecting Feelings.* This video explains that to reflecting feelings helps normalize and validate clients' feelings. Ways to handle tense emotions include, e.g., redirecting the focus of the discussion.
- Lesson 5: Affirmations.* This video explains that affirmations are often more effective than praise because they show understanding. Asking open questions helps you identify clients' strengths and efforts.
- Lesson 6: Values and Importance.* This video explains that you can identify clients' values by e.g., making a reflection.
- Lesson 7: Confidence.* This video explains that the confidence ruler helps increase the clients' awareness of benefits of and barriers to make a change.

- ❑ *Lesson 8: Ambivalence.* This video explains that signals of clients' ambivalence include, e.g., using the word "but" or experiencing both positive and negative feelings toward a person, behavior, or situation.
- ❑ *Lesson 9: Sustain Talk.* This video explains that sustain talk can be identified when clients e.g., do not see the need for a change or are not ready to make a change. When you hear sustain talk, let clients make their own decision and you respect the decision.
- ❑ *Lesson 10: Recognizing Pre-Commitment Change Talk.* This video explains that signals of clients' ambivalence include, e.g., using the word "but" or experiencing both positive and negative feelings toward a person, behavior, or situation.
- ❑ *Lesson 11: Responding to Pre-Commitment Change Talk I.* This video explains that when you respond to change talk, you make clients feel that they are heard and being supported to continue or make a change.
- ❑ *Lesson 12: Responding to Pre-Commitment Change Talk II.* This video explains that summarizing a conversation assures clients that there was an overall understanding and allows them to recognize their motivation to change.
- ❑ *Reminders and General Tips.* This video explains that you can strengthen clients' engagement by 1) respecting clients' decisions, 2) asking permission before giving advice or suggestions, and 3) using motivational interviewing tips when clients say, "I don't know", are quiet, or go off on a tangent.

## Getting Started

Here are some strategies for getting started:

- ✚ Plan times to view the videos and role play with a partner or group.
- ✚ Download materials to reference new concepts for role playing.
- ✚ Practice each new motivational interviewing skill for a couple weeks before moving on.

*Learning a new skill is a journey. If an error is made, a lesson is learned; when it works, build on it for future sessions.*

