Engaging with People Who Aren’t Ready to Change
Knowledge & Skills

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Warm Up

Engaging Conversations

1. When you were little what did you want to be when you grew up? Why?
2. Where is your favorite place on Earth? Why?
3. Besides this one, what has been the best job you ever had? Why?
4. Who has been the person to support you most in your life? Why?
Warm Up

What is Engagement?
Warm Up

What made the conversations you just had engaging?
Warm Up

Approximately 80% of our clients come to us in Pre-contemplation stage of change
Warm Up

It is up to us to engage with them!
Warm Up

Problems with MI

• Difficulty
  – Lack of clinician skill beyond “basic proficiency”

• Costly
  – Requires extensive consultation and follow-up

• Client outcomes
  – Only 2 studies reported outcomes (not promising)

Warm Up

Inspiration
Exploration
Application
Warm Up

Inspiration Skills

allow us to hold on to and build hope for the future
Warm Up

Exploration Skills

Allow us to better understand the thoughts, feelings, and behaviors as well as the context in which they occur
Warm Up

Application Skills

allow us to put into practice the things we want to accomplish by using what we have learned from our inspiration and exploration
Warm Up

Recovery

Behavior

Motivation
Warm Up

Recovery Knowledge

builds the framework for developing relationships in which an individual can support of personal recovery
Warm Up

Behavior Knowledge

allows an individual to understand the basic ideas that make up behavior theory for client engagement
Warm Up

Motivation Knowledge

lays out basic biology of motivation and can assist an individual in supporting a person who has motivational deficits
Warm Up

What is your Professional Vision?
Warm Up

Centering Exercise
Inspiration Skills
Inspiration Skills

• Hope is an incredible, powerful motivator, spurring inspiration

• It equips individuals well for adversity; enabling them to tolerate distress and set-backs

• Without it individuals lose sight of their goals and personal vision
Inspiration Skills

Share your reflections about:

• a time in which you left a session really inspired to do your work

• a time in which you left a session and the person you were supporting was hopeful for the future
Inspiration Skills

Values and a Recovery Vision are key to holding hope
Inspiration Skills

There are many ways to learn about values

- Conversational
- Narrative
- Visual
Inspiration Skills

Strengths

– Personal qualities
– characteristics
– talents
– knowledge
– skills
– interests
– aspirations
Inspiration Skills

Reframing

There is often a silver lining in the struggles we have and it is often overlooked
With Your Neighbor:

Share something you have struggled with recently or felt failure around.

Together to change your perspective and see a positive outcome/strength in your experience.
Recovery Knowledge

Knowledge that builds the framework for developing skills which support personal recovery.
### Recovery Knowledge

<table>
<thead>
<tr>
<th></th>
<th>Prior to 1980</th>
<th>1980</th>
<th>2003</th>
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<tr>
<td>Belief</td>
<td>People can’t recover</td>
<td>People can recover</td>
<td>Systems need to support recovery</td>
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<tr>
<td>Task</td>
<td>Stabilize and maintain</td>
<td>Introduce recovery programs</td>
<td>Systemize recovery</td>
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**Prior to 1980**
- Belief: People can’t recover
- Task: Stabilize and maintain

**1980**
- Belief: People can recover
- Task: Introduce recovery programs

**2003**
- Belief: Systems need to support recovery
- Task: Systemize recovery
“Professionals who have lost hope for recovery are in crisis. Hopeless professionals say things like, ‘This patient is a hopeless case’. But actually it is the professional who is in crisis and needs help. The professional is in a crisis of hope.”

-Patricia Deegan PhD
One Door Closes, Another Opens
Exploration Skills
Exploration Skills

Seeking understanding of our client’s thoughts, feelings, and behaviors within the context they present to us...

- Listening
- Questioning
- Offering Feedback
- Exploring Readiness
“For decades, mental health services have been governed by a reductionist biomedical paradigm that has contributed to the exclusion, neglect, coercion and abuse of people.”

~ Human Rights Council – United Nations
What is our purpose in listening?

The biggest communication problem is we do not listen to understand. We listen to reply.
Exploration Skills

• Empathic listening towards understanding
• Two types of listening
  – Listening to respond
  – Listening to understand
<table>
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<th>Closed Questions</th>
<th>Open Questions</th>
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<tbody>
<tr>
<td>Do you think you have a problem with keeping jobs?</td>
<td></td>
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<tr>
<td>Anything else?</td>
<td></td>
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<tr>
<td>Is it important for you to complete the job skills program?</td>
<td></td>
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<tr>
<td>Don’t you have anyone who can watch the kids during class?</td>
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Exploration Skills

Offering Feedback

– Ask
– Offer
– Explore
1. “On a scale of 0 – 10, how important is this to you”?
2. “What makes you a ___ and not a ___?”
3. “What would it take for you to become a ___?”
Behavior Knowledge
Behavior Knowledge

Mental Health symptoms often are confounded by Basic Human Needs
Behavior Knowledge

Maslow’s Hierarchy Of Needs

- **Physiological needs**: air, water, food, shelter, sleep, clothing, reproduction
- **Safety needs**: personal security, employment, resources, health, property
- **Love and belonging**: friendship, intimacy, family, sense of connection
- **Esteem**: respect, self-esteem, status, recognition, strength, freedom
- **Self-actualization**: desire to become the most that one can be
Behavioral Knowledge

What does it mean to work with someone struggling with needs:

- At the bottom row?
- At the middle row?
- At the top tiers?
In my early professional years I was asking the question: How can I treat, or cure, or change this person? Now I would phrase the question in this way: How can I provide a relationship which this person may use for his own personal growth?” – Carl Rogers
Behavioral Knowledge

- Rogerian work respects individual’s freedom to make their own choices
- Positive Unconditional Regard supports person toward discovering their own personal growth
• Over 60% of change is associated with the quality of the helping relationship

• To grow and change people need a healthy climate that includes:
  – genuineness,
  – acceptance
  – empathy
Behavioral Knowledge

Social Learning Theory

- **Environmental Factors**
  - Social norms
  - Access in community
  - Influence on others (ability to change own environment)

- **Cognitive Factors** (also called “Personal Factors”)
  - Knowledge
  - Expectations
  - Attitudes

- **Behavioral Factors**
  - Skills
  - Practice
  - Self-efficacy

Determines Human Behavior
Behavioral Knowledge

Self-Efficacy

- Success via mastery experiences
- Encouragement based on execution
- Learning by observing others
Application Skills
Fulfilling My Dream
How do experiences like this connect to your professional vision?
Application Skills

Goals help people Grow!
Application Skills

What is Important For our Clients?
What is Important To our Clients?
Specific
Measurable
Attainable
Relevant
Time based
Yes-goal
Specific

What are you doing?
Measurable

Will someone other than you know that you have done it?
Attainable

Is this something you can accomplish?
Application Skills

Relevant

Whose goal is it?

Does it move you toward your recovery vision?
Time limited

When will it be done?
Yes-goal

Are you working toward something or trying to avoid something?
Checking to see if your Goal is a SMARTY goal.
Breaking goals down into steps
Goal striving needs to be collaborative

- Help the client figure out their own steps toward goal
- Practice steps with them whenever possible
- Allow them to work it out and support their efforts
Application Skills

When they get stuck
What is a Microstep?
Motivation Knowledge
Imagine a client who just can’t accomplish anything

- What were their barriers?
- What happened in your sessions?
- What is their history with motivation?
What is Motivation?

The energizing of behavior in pursuit of a goal. It is a fundamental element of our interaction with the world and with each other.

• Amygdala is associated with emotions, especially fear

• Hippocampus is associated with emotion and memory
Motivation Knowledge

- Nerves are made up of many neurons (nerve cells)
- Neurons carry information throughout the body
- There are more than 200 billion neurons in the brain alone!
How Neurons Communicate:

• Neurons communicate through the **synapse**.

• The **synapse** is the small space between neurons.
How Neurons Communicate:

- Neurotransmitters are chemicals that either inhibit (stop) or excite (go) the transmission of messages.
- Types of neurotransmitters associated with motivation: dopamine, serotonin, oxytocin, epinephrine (adrenaline), and many more!
2-MINUTE NEUROSCIENCE:

REWARD SYSTEM
Motivation Knowledge

Pleasure Pathway

Our brains want us to complete life-sustaining activities associated with pleasure and reward like eating, reproduction, and social behavior.
Motivation Knowledge

- **Nucleus Accumbens** is responsible for processing reward and learning

- **Ventral Tegmental Area** is responsible for transmitting emotional signals from the amygdala

- **Prefrontal Cortex** is responsible for planning and decision making
Motivation Knowledge

Substance Use Disorders

- Taking the substance in larger amounts or for longer than you meant to.
- Wanting to cut down or stop using the substance but not managing to.
- Spending a lot of time getting, using, or recovering from use of the substance.
- Cravings and urges to use the substance.
- Not managing to do what you should at work, home, or school because of substance use.
- Continuing to use, even when it causes problems in relationships.
Motivation Knowledge

Substance Use Disorders

- Giving up important social, occupational, or recreational activities because of substance use.
- Using substances again and again, even when it puts you in danger.
- Continuing to use, even when you know you have a physical or psychological problem that could have been caused or made worse by the substance.
- Needing more of the substance to get the effect you want (tolerance).
- Development of withdrawal symptoms, which can be relieved by taking more of the substance.
Motivation Knowledge

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Motivation Knowledge

Dopamine Level Impact

- Food – 50%
- Sexual arousal, nicotine, alcohol – 100%
- Cocaine – 300%
- Meth – 1,200%
Motivational deficits in Substance Use Disorders

- Transition from goal oriented action to habitual action
- Deficits in inhibitory control
- Alteration in reward prediction and learning
Motivation Knowledge

Schizophrenia

• Positive Symptoms
  – Hallucinations
  – Delusions

• Negative Symptoms
  – Anhedonia
  – Impaired social behavior

• Cognitive & Attentional Symptoms
  – Impaired memory
  – Executive function
Motivation Knowledge

Motivational deficits in Schizophrenia

- Deficits in anticipatory pleasure
- Deficits in reward prediction and learning
- Reduced effort in Effort-based Decision Making
- Impaired ability to select reward actions
- Avoidance of social interactions
Motivation Knowledge

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**Motivation Knowledge**

**Depression**

- Depressed mood most of the day, nearly every day
- Markedly diminished interest or pleasure in all, or almost all, activities most of the day, nearly every day
- Significant weight loss when not dieting or weight gain, or decrease or increase in appetite nearly every day
- A slowing down of thought and a reduction of physical movement (observable by others, not merely subjective feelings of restlessness or being slowed down)
Depression

- Fatigue or loss of energy nearly every day
- Feelings of worthlessness or excessive or inappropriate guilt nearly every day
- Diminished ability to think or concentrate, or indecisiveness, nearly every day

- Recurrent thoughts of death, recurrent suicidal ideation without a specific plan, or a suicide attempt or a specific plan for committing suicide.
Motivation Knowledge

Motivational Deficits in Depression

- Deficits in experiencing pleasure in the moment
- Deficits in reward prediction and learning
- Reduced effort in Effort-based Decision Making
Motivation Knowledge

• Tying back inspiration skills. How does this information help you to utilize these skills?