

Motivational Interviewing in Child Protective Services

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Agenda

- What is motivational interviewing
- Spirit of motivational interviewing
- OARS
- Use of MI in Child Protective Services



Making Changes

Role of Child Protective
Services?

“But I don’t want to change!”



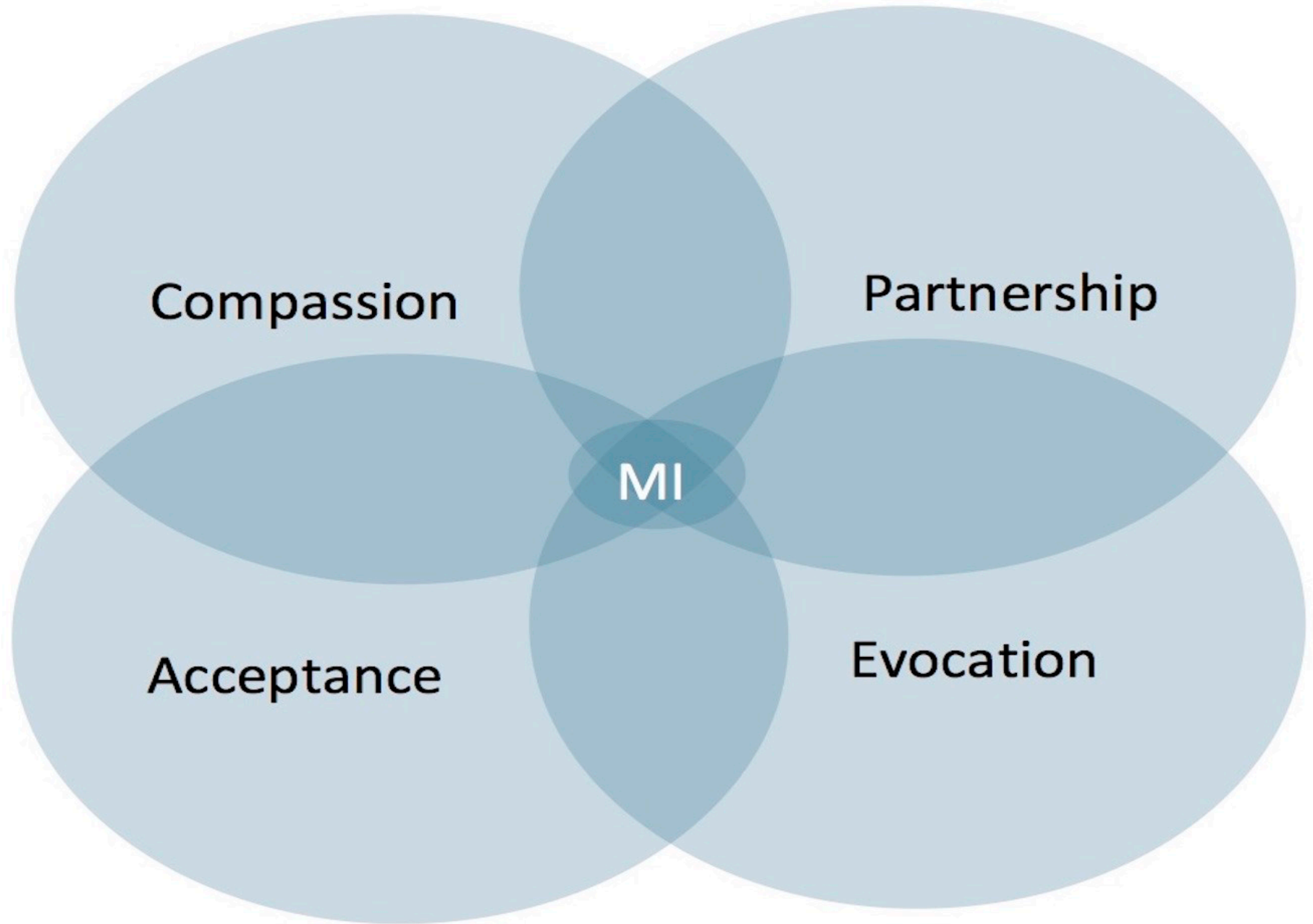
What is Motivational Interviewing (MI)?

“MI is a *collaborative*, goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for and commitment to a specific goal by *eliciting* and exploring the person’s own reasons for change within an atmosphere of *acceptance* and *compassion*.”

MI Challenges in CPS

- CPS workers deal with many issues beyond behavior change
- Feeling and expressing compassion and empathy to parents who neglect their children

The Spirit of Motivational Interviewing



SPIRIT: Compassion and Acceptance

- **SHAUN FLOERKE**
 - Judge for the 6th Judicial District in Duluth
 - Oversees DWI Court
- **QUOTES**
 - “Shaming doesn’t help...showing compassion does...”
 - “There’s so much ‘us and them...’”
 - “You were honest about it. I got no rocks to throw at you.”



A welcoming facial expression

“Soft eyes say to somebody ‘I’m safe,
I’m really listening. I’m really here with
you”



MI Challenges in CPS

- Not having unlimited time to work with a family
- Needing relatively rapid changes

The DARN Righting Reflex

FOR YOUR
OWN SAFETY
PLEASE
DO NOT
CLIMB ON
THE LION

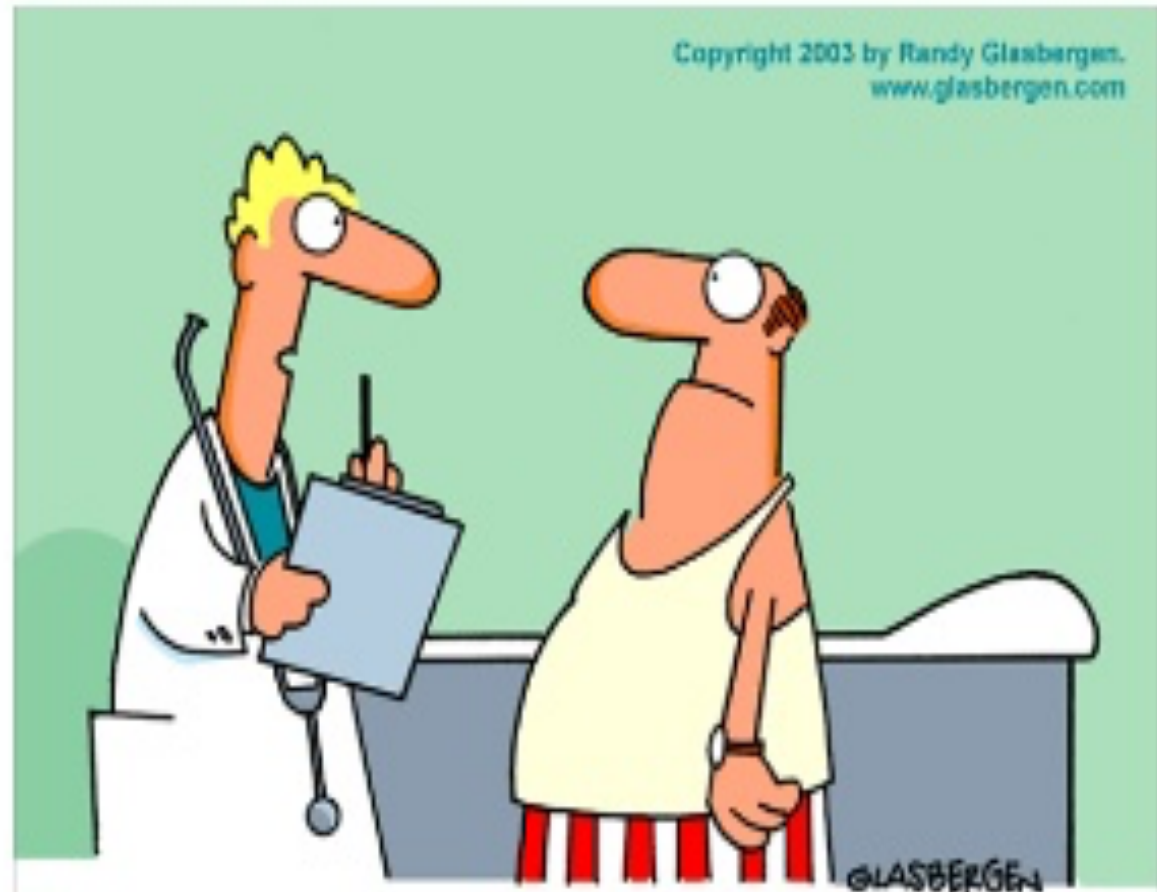


- Desire to help
- Ability to help
- Reason to help
- Need to help



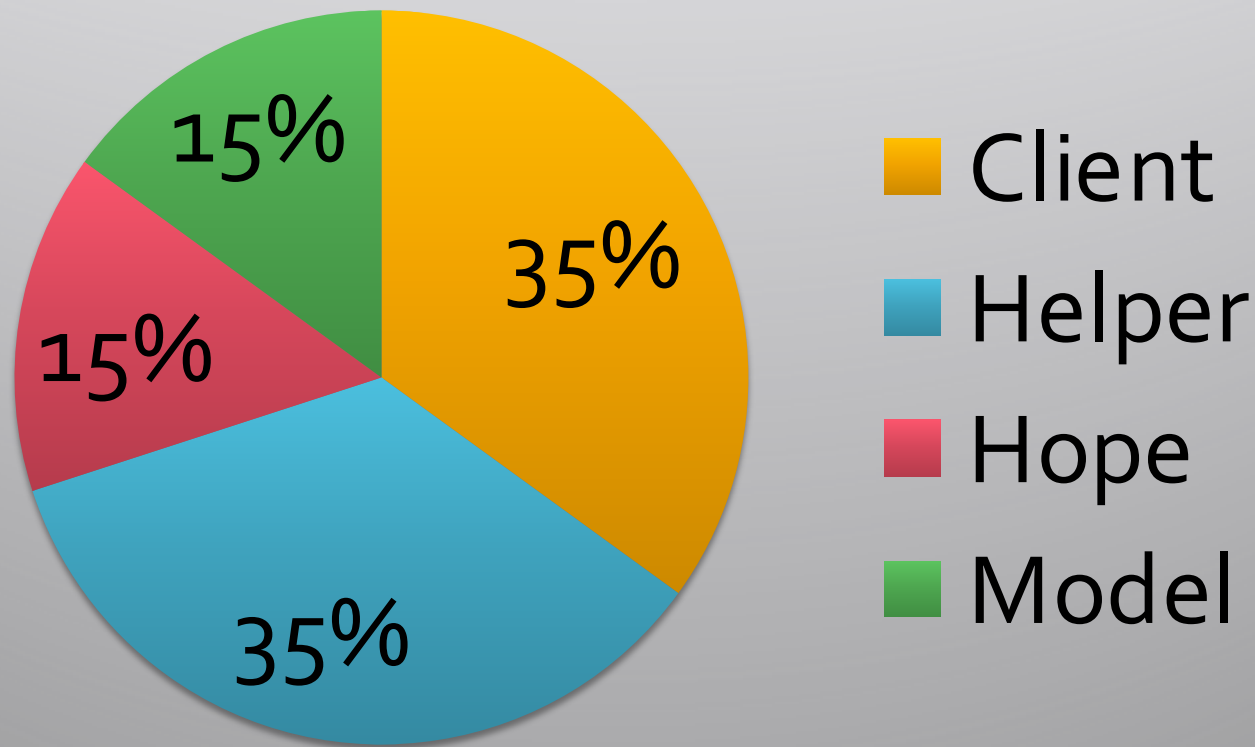
MI SPIRIT

Partnership and Evocation



"What fits your busy schedule better, exercising one hour a day or being dead 24 hours a day?"

Developing a working relationship



Factors that facilitate personal growth & change

Roadblocks to developing a working relationship

- Ordering
- Warning
- Providing solutions
- Persuading
- Telling people what to do
- Criticizing
- Shaming
- Analyzing
- Humoring



Thomas Gordon (1970)

Dr. Phil's Interview Style



Interviewing Tools

- Ask **open-ended** questions
- **Affirm**
- Listen **reflectively**
 - Simple
 - Complex
- **Summarize**



Stephen Rollnick's Interview Style



Closed versus Open Questions

- “Did you get a job yet?”
or
“Tell me about your job search.”
- “Were you thinking when you did that?”
or
“What was going through your mind at the time?”

Affirmation as Reflection

- **Values**

- “You care a lot about your kids.”

- **Achievements**

- “That’s amazing that you...”

- **Strengths**

- “You were able to stick to that!”

- **Effort**

- “You worked really hard on cleaning your apartment.”

Explore Extremes

- “What is the *worst* thing that could happen if you kept things as they are?”
- “What is the *best* thing that would happen if you made this change?”



Reflections

- Reflect the client's
 - Speech
 - Facial expression
 - Behavior
- Make a guess about the deeper meaning



Summaries (a special form of reflection)

- **Collecting**

- Gather up what has been said

- **Linking**

- Making connections for the client

- **Transitioning**

- In order to move the conversation along

Uses of MI in CPS

- To engage with parents in developing a working relationship
- To engage parent in considering and choosing to enter treatment

Positive Outcomes CPS

- Reduced anxiety when confronted with a highly resistant clients
- Clarify roles and responsibilities around change
- Increased movement in clients when using motivational interviewing

Thank You!

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Only a life
lived for others
is worth living.
–Albert Einstein

