



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?



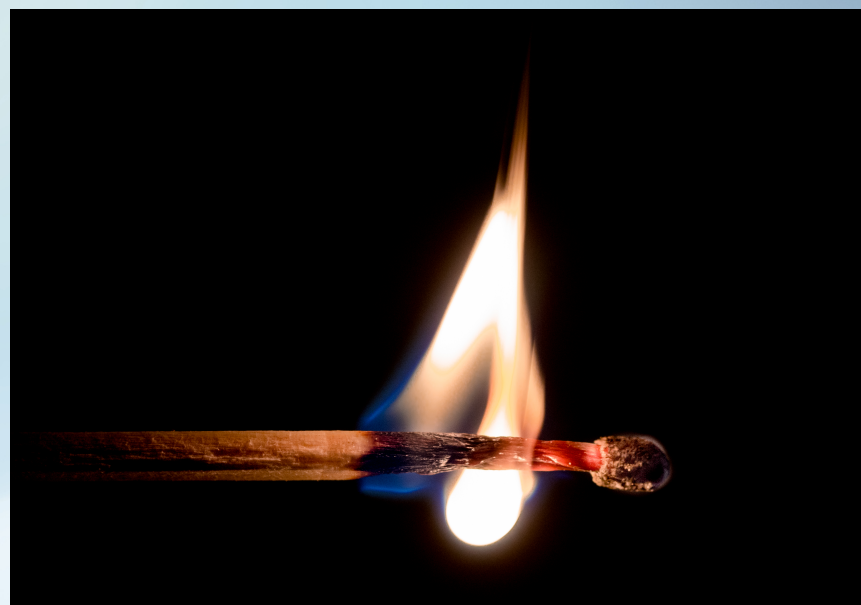
Warm Up

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!



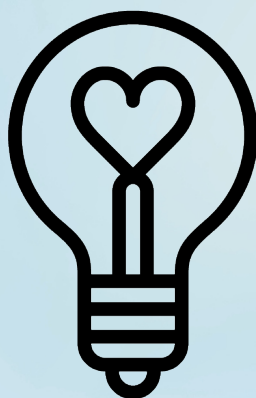
Warm Up

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)

Weisner, C., & Satre, D. D. (2016). A key challenge for motivational interviewing: training in clinical practice. *Addiction (Abingdon, England)*, *111*(7), 1154.

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



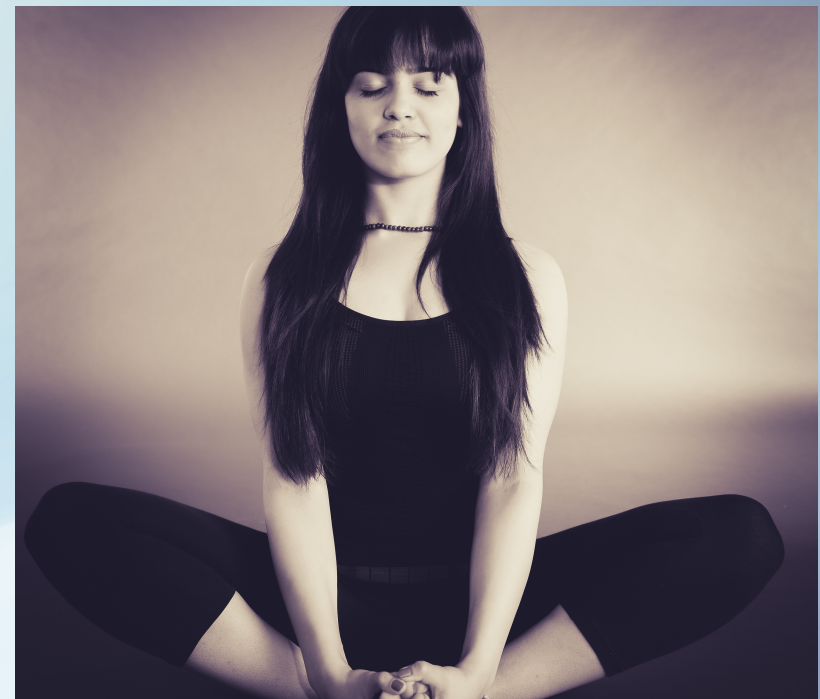
Warm Up

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





Inspiration Skills



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



Recovery Knowledge



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





Recovery Knowledge



	Prior to 1980	1980	2003
Belief	People can't recover	People can recover	Systems need to support recovery
Task	Stabilize and maintain	Introduce recovery programs	Systemize recovery





Recovery Knowledge



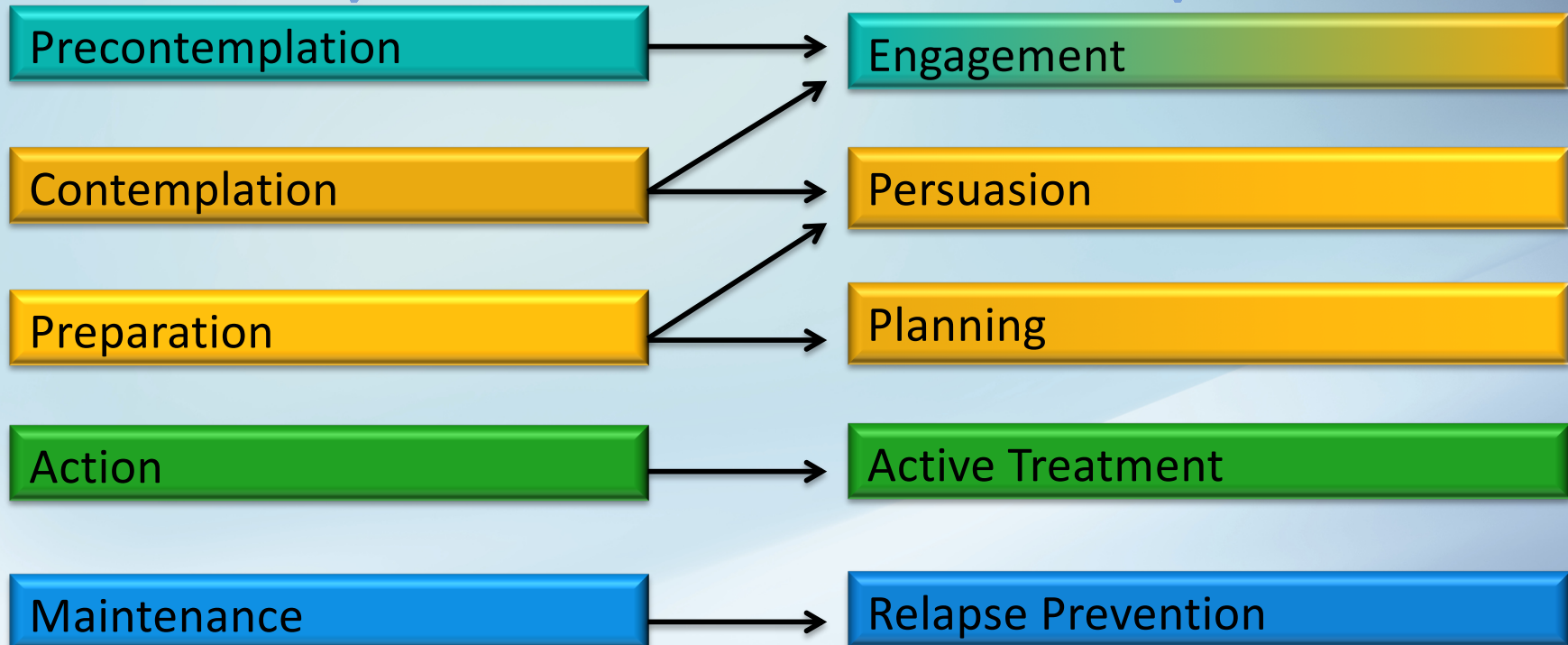
“Professionals who have lost hope for recovery are in crisis. Hopeless professionals say things like, ‘This patient is a hopeless case’. But actually it is the professional who is in crisis and needs help. The professional is in a crisis of hope.”

-Patricia Deegan PhD



One Door Closes,
Another Opens

Recovery Knowledge





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



🔍 Exploration Skills 🔍

“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





Patricia Deegan

Leg psykolog, fil dr

Exploration Skills

What is our
purpose in
listening?





🔍 Exploration Skills 🔍

- Empathic listening towards understanding
- Two types of listening
 - **Listening to respond**
 - **Listening to understand**





Closed



Open

Exploration Skills

Closed Questions	Open Questions
Do you think you have a problem with keeping jobs?	
Anything else?	
Is it important for you to complete the job skills program?	
Don't you have anyone who can watch the kids during class?	

Exploration Skills

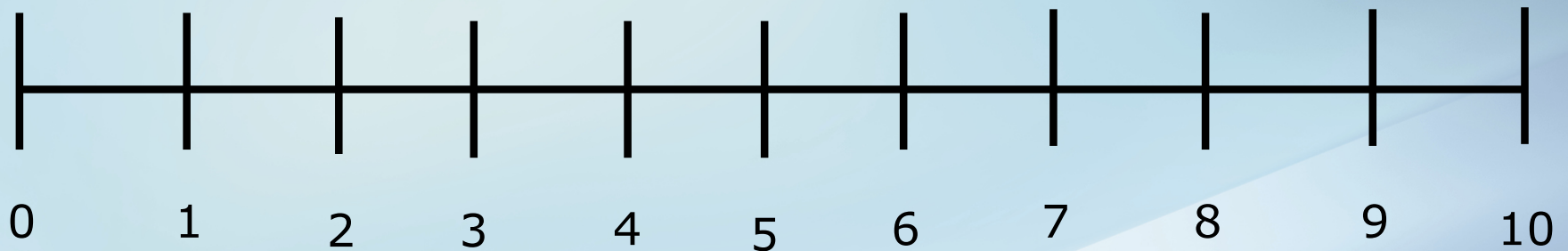
Offering Feedback

- Ask
- Offer
- Explore



Exploration Skills

Importance, Readiness, Confidence Ruler



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



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?



Behavior Knowledge



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





Behavior Knowledge

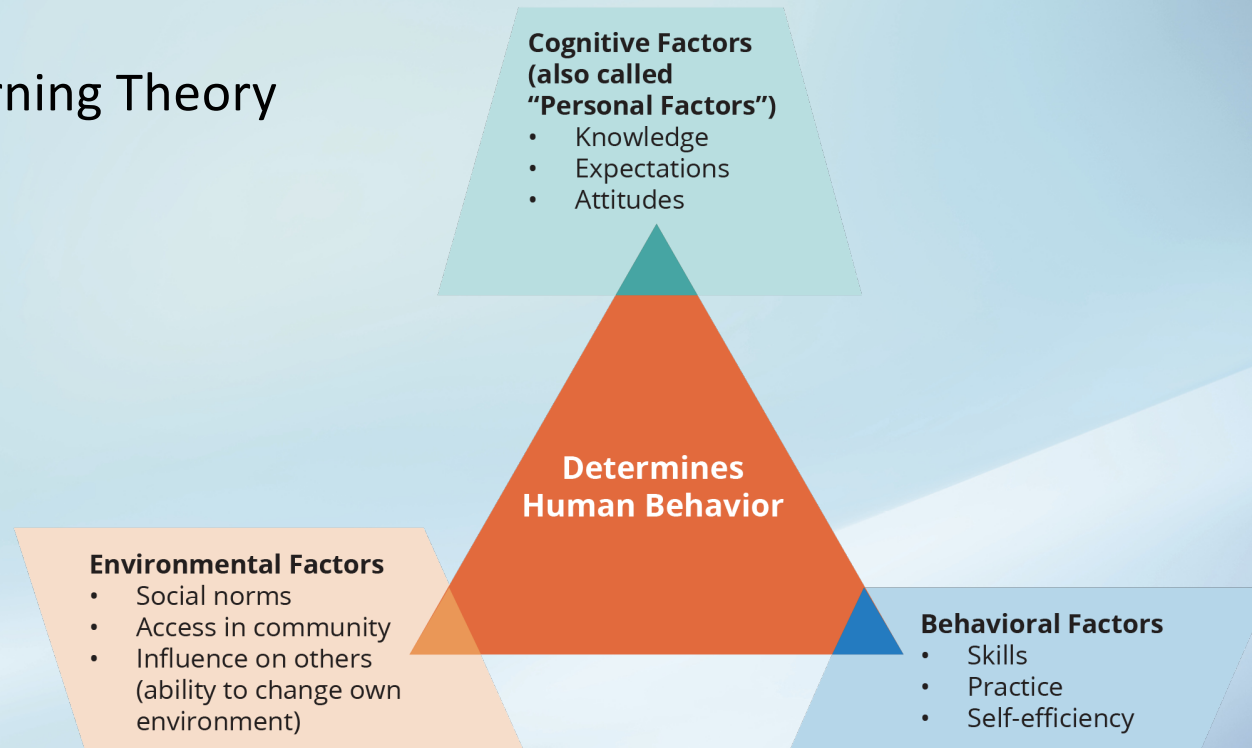


- Over 60% of change is associated with the quality of the helping relationship
- To grow and change people need a healthy climate that includes:
 - *genuineness*,
 - *acceptance*
 - *empathy*



Behavioral Knowledge

Social Learning Theory



Behavioral Knowledge

Self-Efficacy

- Success via mastery experiences
- Encouragement based on execution
- Learning by observing others





Application Skills

Fulfilling My Dream

Application Skills

How do experiences like this connect to your professional vision?

Application Skills



Goals help people
Grow!

Application Skills



What is Important
For our Clients?

Application Skills



What is Important
To our Clients?

Specific
Measurable
Attainable
Relevant
Time based
Yes-goal

 Application Skills 

Specific

What are you doing?

 Application Skills 

M

Measurable

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

 Application Skills 

Attainable

Is this something you can accomplish?

 Application Skills 

Relevant

Whose goal is it?

Does it move you toward your recovery
vision?

 Application Skills 

Time limited

When will it be done?

 Application Skills 

Yes-goal

Are you working toward something or
trying to avoid something?



Checking to see if
your Goal is a
SMARTY goal.



BIG
JOURNEYS
BEGIN
WITH
SMALL
STEPS

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?



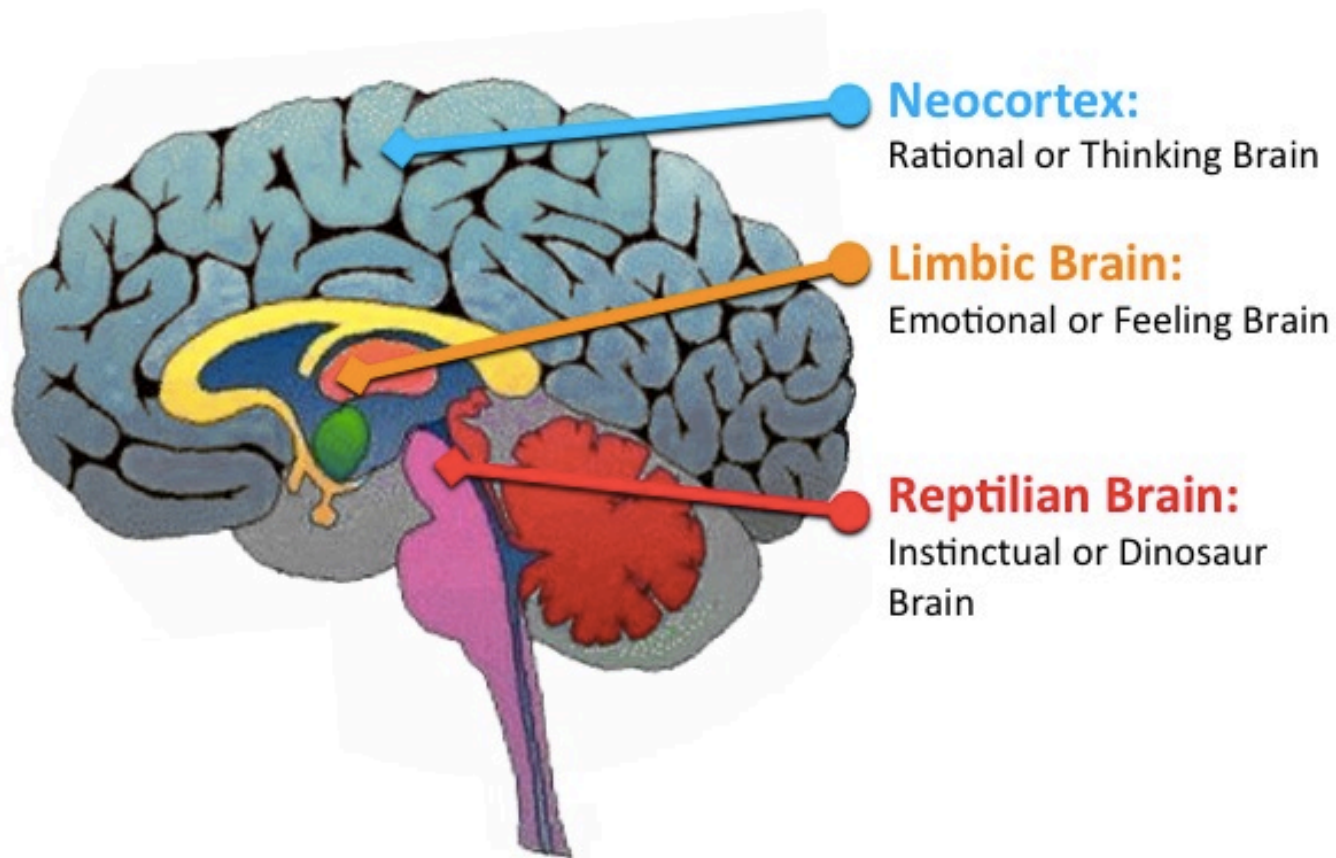
Motivation Knowledge



What is Motivation?

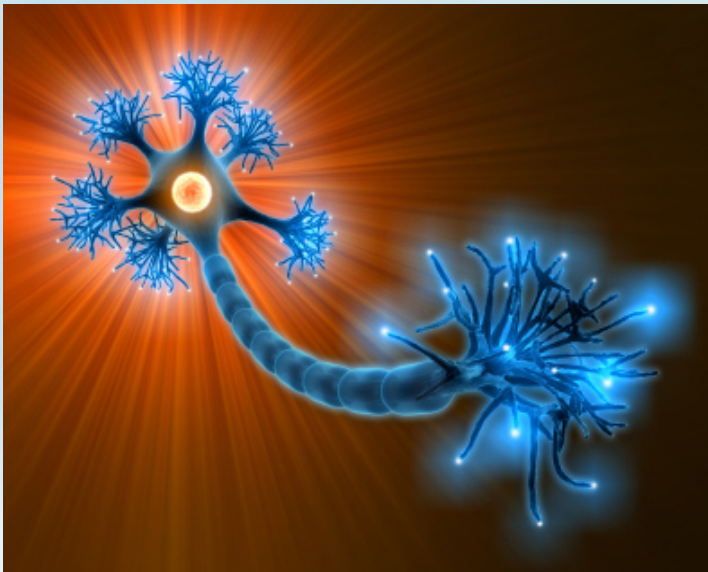
The energizing of behavior in pursuit of a goal. It is a fundamental element of our interaction with the world and with each other.

Simpson, E. H., & Balsam, P. D. (2015). The behavioral neuroscience of motivation: an overview of concepts, measures, and translational applications. In *Behavioral Neuroscience of Motivation* (pp. 1-12). Springer, Cham.



- 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!

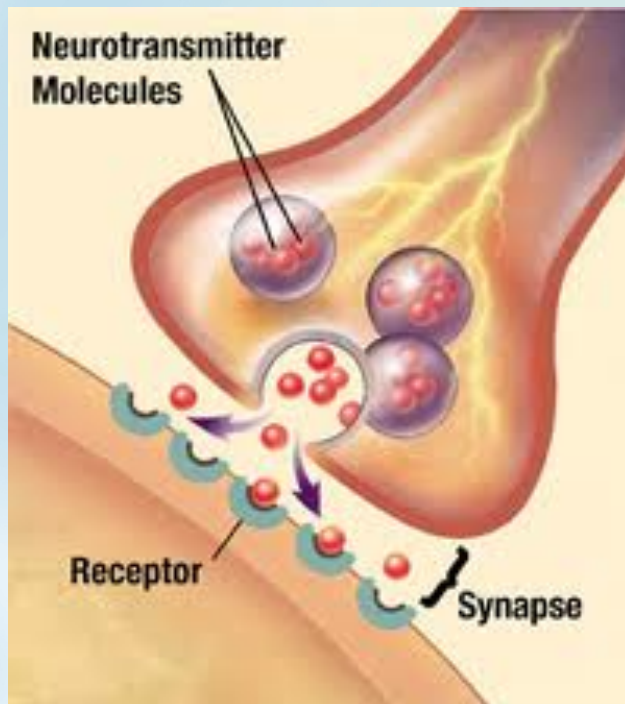
Motivation Knowledge



How Neurons Communicate:

- Neurons communicate through the **synapse**.
- The **synapse** is the small space between neurons.

Motivation Knowledge



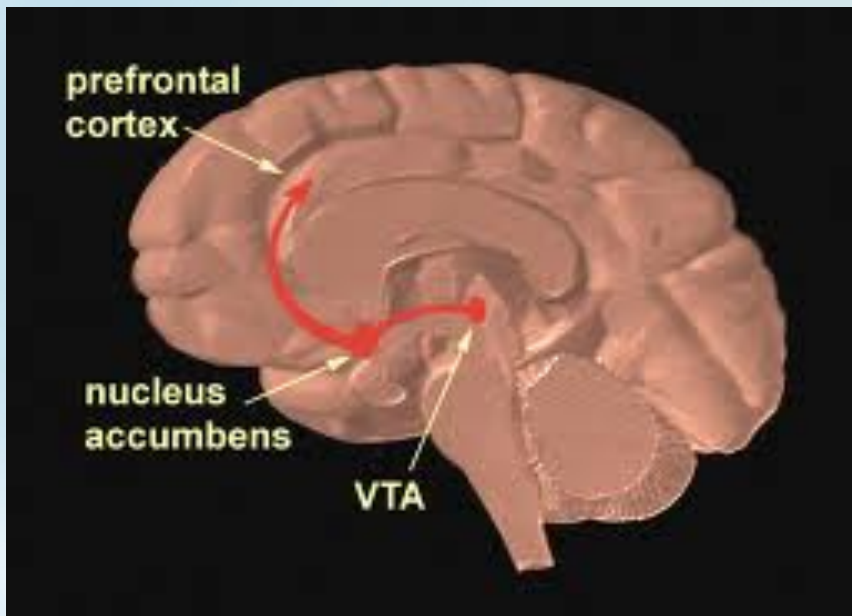
How Neurons Communicate:

- 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

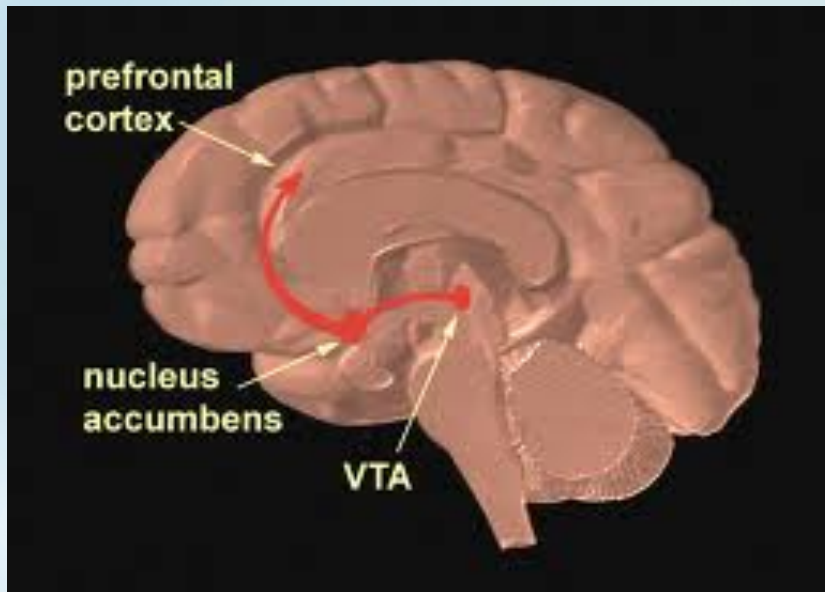
Motivation Knowledge



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

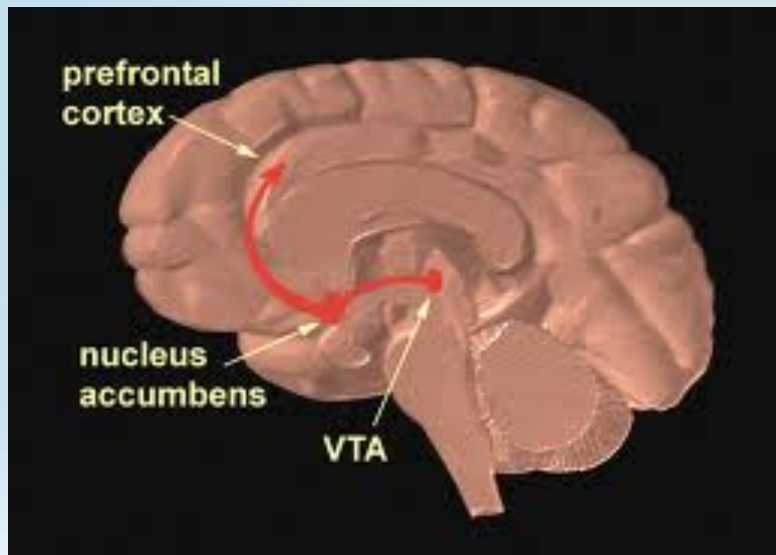
- Taking the substance in larger amounts or for longer than you meant to.
- Wanting to cut down or stop using the substance but not managing to.
- Spending a lot of time getting, using, or recovering from use of the substance.
- Cravings and urges to use the substance.
- Not managing to do what you should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

Motivation Knowledge

Substance Use Disorders

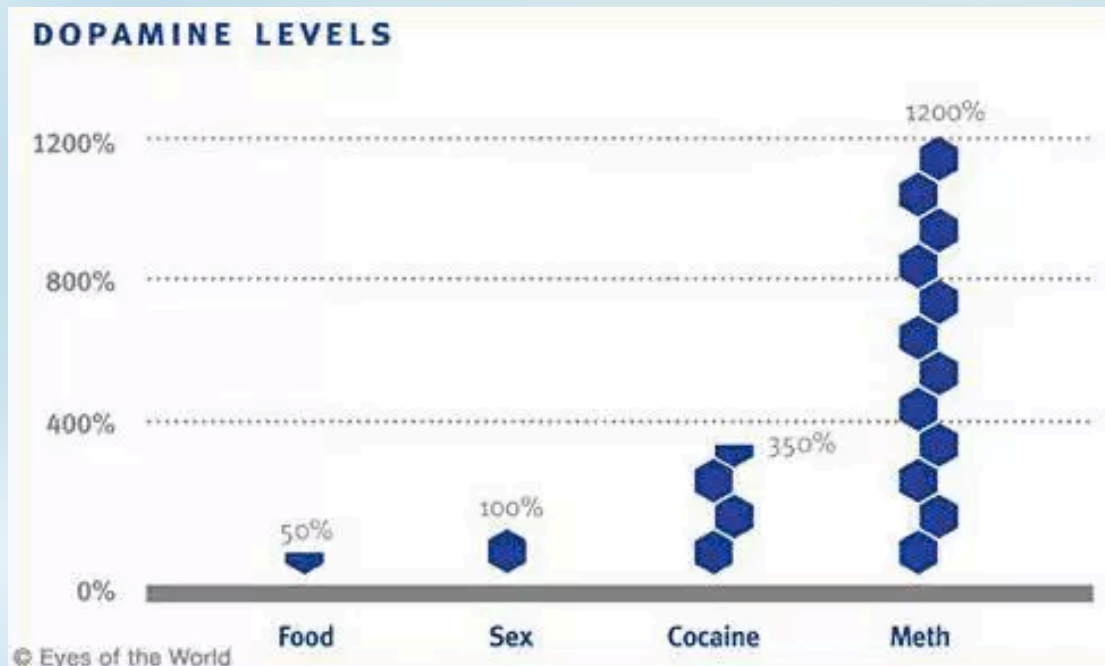
- Giving up important social, occupational, or recreational activities because of substance use.
- Using substances again and again, even when it puts you in danger.
- Continuing to use, even when you know you have a physical or psychological problem that could have been caused or made worse by the substance.
- 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%

Motivation Knowledge

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

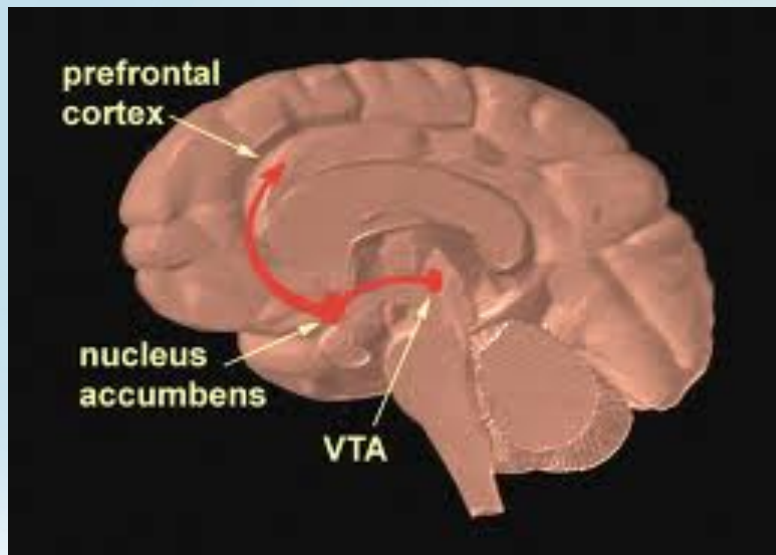
Motivation Knowledge

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



- **Nucleus Accumbens** is responsible for processing reward and learning
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- **Prefrontal Cortex** is responsible for planning and decision making



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)



Motivation Knowledge



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



