

Alma Institute

Behavioral Health Webinar

If you treat a person as he is,
he will stay as he is;
But if you treat him as if he were what he ought to be and could be,
he will become what he ought to be and could be.

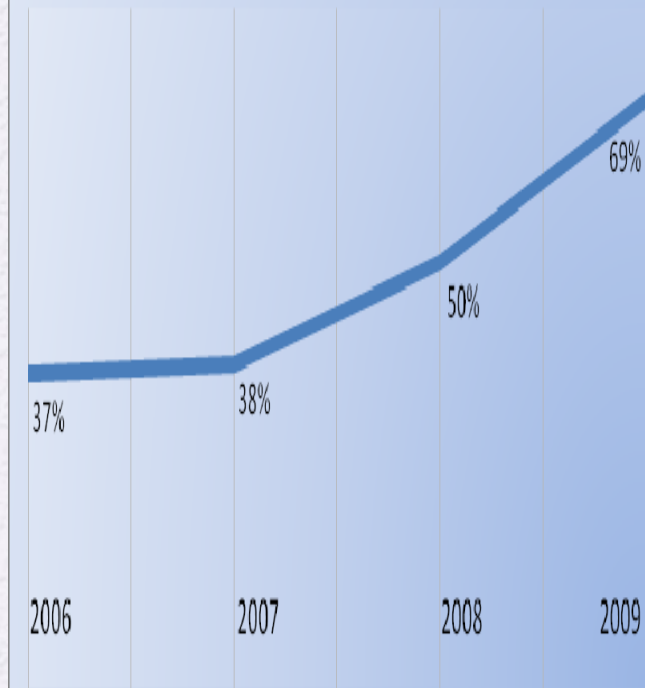
Johann Wolfgang von Goethe

What we will do ...

- Brief Tastes of:
 - Motivational Interviewing (MI)
 - Cultural Humility (CH)
 - Trauma Informed Care (TIC)
- Alignment of MI, CH, and TIC
- Implementation Concepts
- Check-in after each section and at end

Shawn's Journey

Project Excel: Positive Discharge Rate
2006 - 2009



Terri's Journey



How will 300 employees
consistently, artfully respond
with **Empathy and Acceptance ... ?**

"This program is setting me up to fail. I have been drinking daily for the last 40 years, and now I am told I can't drink or I will go to jail and lose my family. I don't have the money or resources to access treatment, and I can't do it on my own. How does anyone expect me to do this?"

MI is ...

... a conversation style, not therapy.

... a brief intervention (3 minutes & up)

... blends well with other approaches.

... **a learning process.**

How will MI help?

MI will help served persons:

- feel like they matter.
- more respected and heard.
- see that they have the power to make choices and change.
- identify and achieve their goals.

Holding Space



Motivational Interviewing is ...

... a **collaborative** conversation style for strengthening a persons' **own** motivation and **commitment** to change.

Our role from an MI perspective ...



Directing



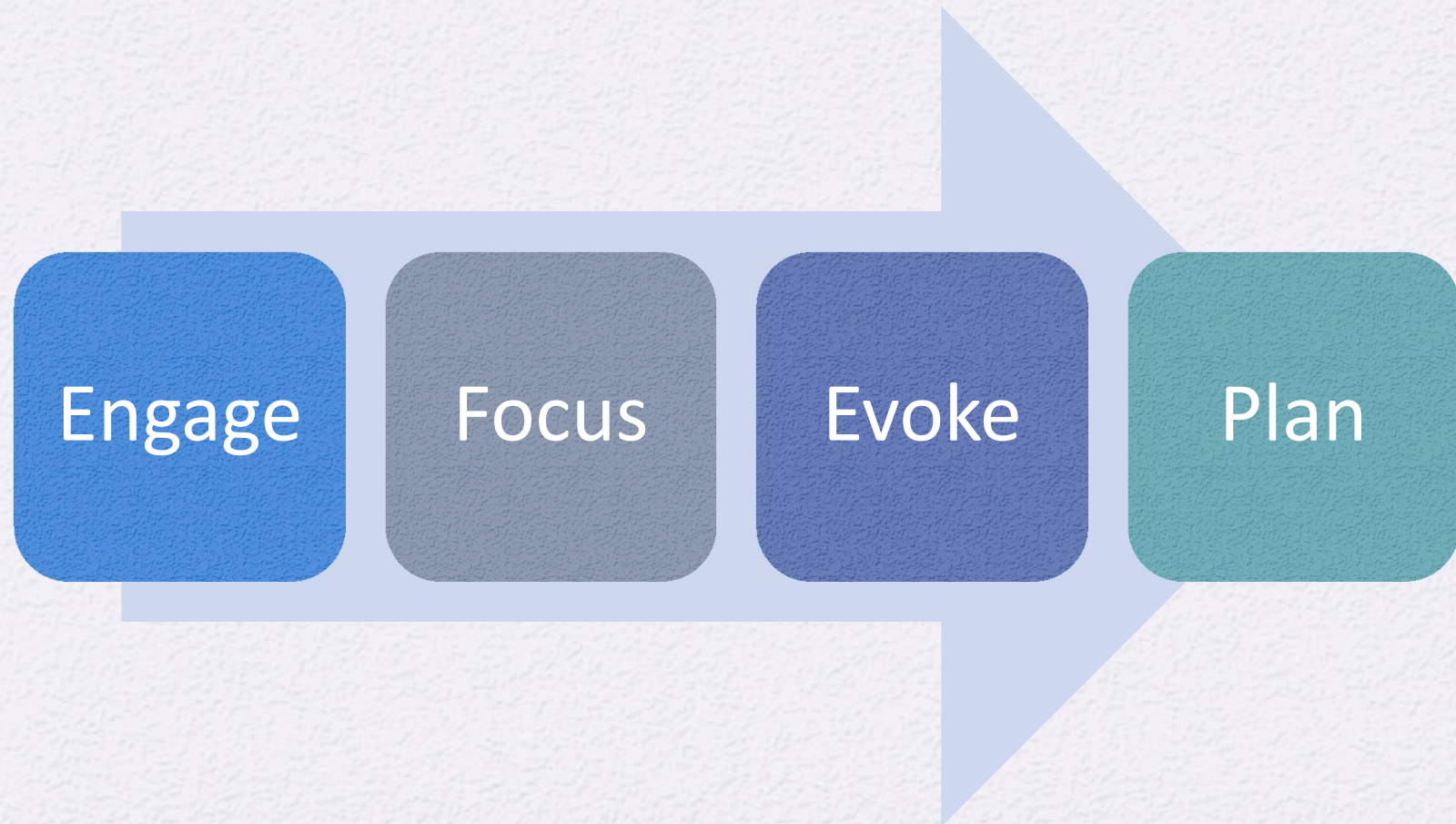
Guiding



Following

MI

Four Processes

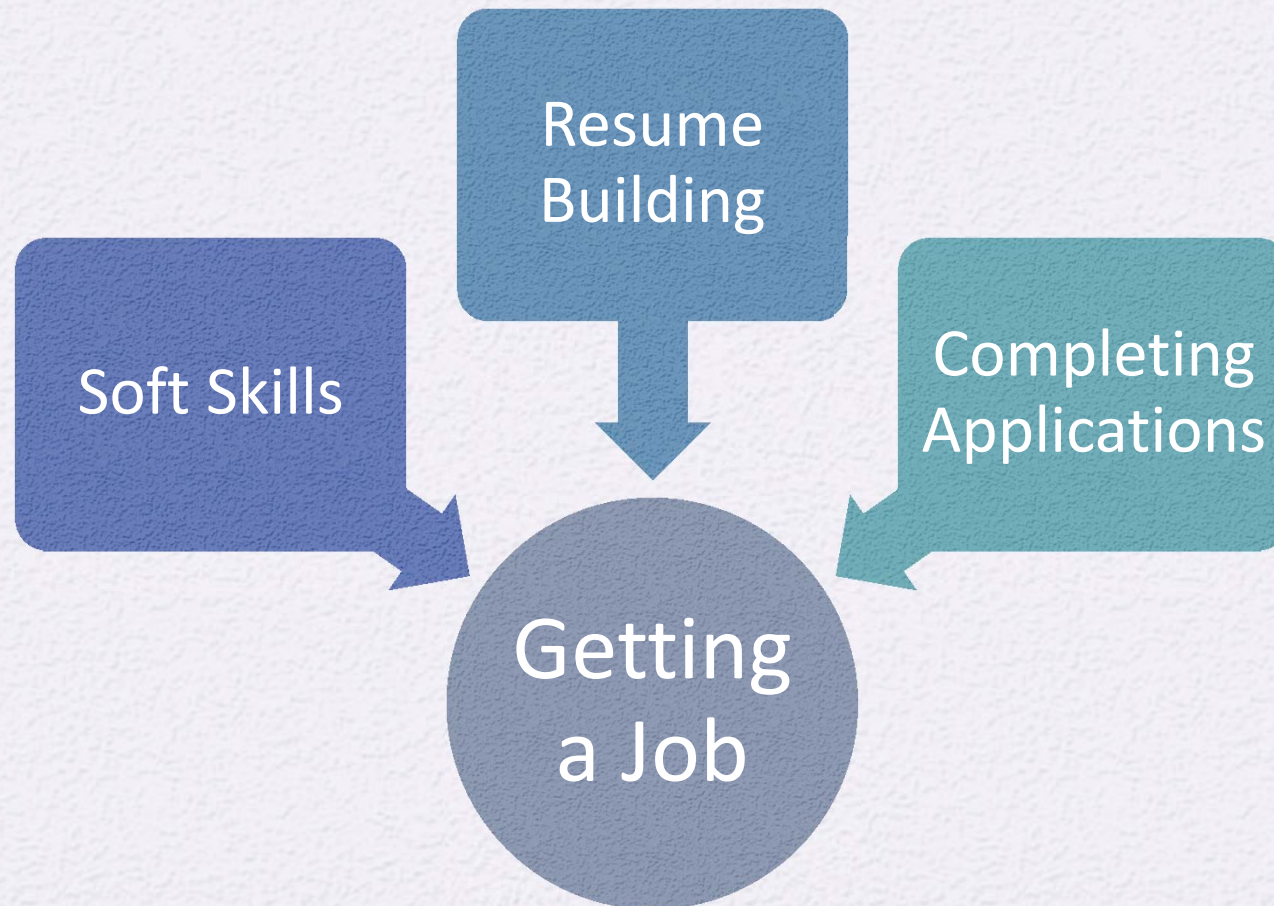




Polling Question

- What are some **target behaviors** of those you serve?

Focusing: What's the Conversation About?



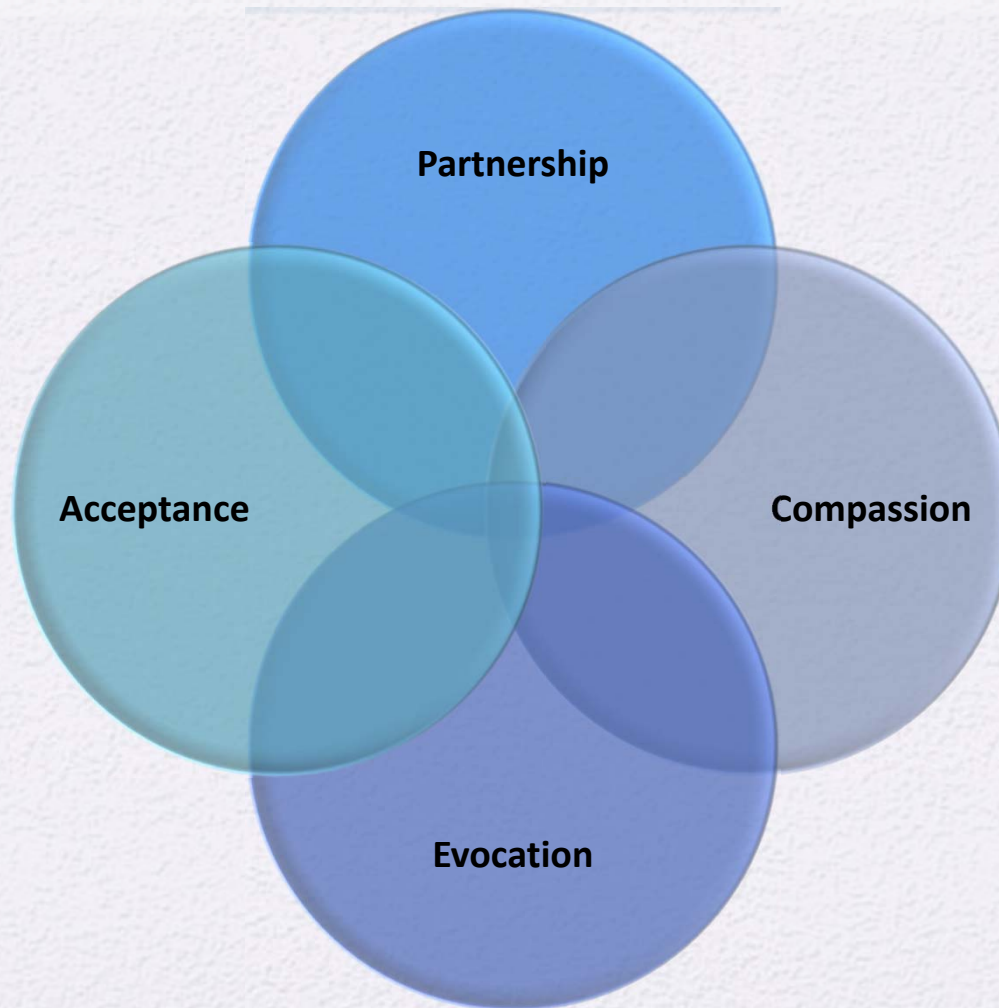
The Person's Target Behaviors

- Embarrassment & *need* to **preserve self-esteem**
- Anger about invasion of privacy, **want to push back**
- **Avoid** being lectured, scolded, shamed
- **Address** problem in relationship
- **Hiding** from unhealthy behaviors
- Wanting to **evade** loss of freedom

Guide with the OARS



Spirit of MI



Polling Question:

What are signs
that you are in
partnership with
someone you
serve?



Sharing Information in Partnership

- Discover: What the person **already knows** 😊!
- Ask: permission to add in your two cents, *“All right if I make a suggestion ...?”* (your version)
- Tell: information in a neutral manner and **manageable chunks**.
- Ask: the person’s response to, understanding of the information. **“What do you think?”** **“How does that fit for you?”** (your version)

Acceptance

Absolute
Worth



- Prizes Inherent Worth & Potential
- Non-Judgmental
- We control our perceptions, we choose the prophecy

Autonomy



- Recognizes the **FACT** of self-direction
- Relinquishes a power we never had

Affirmation



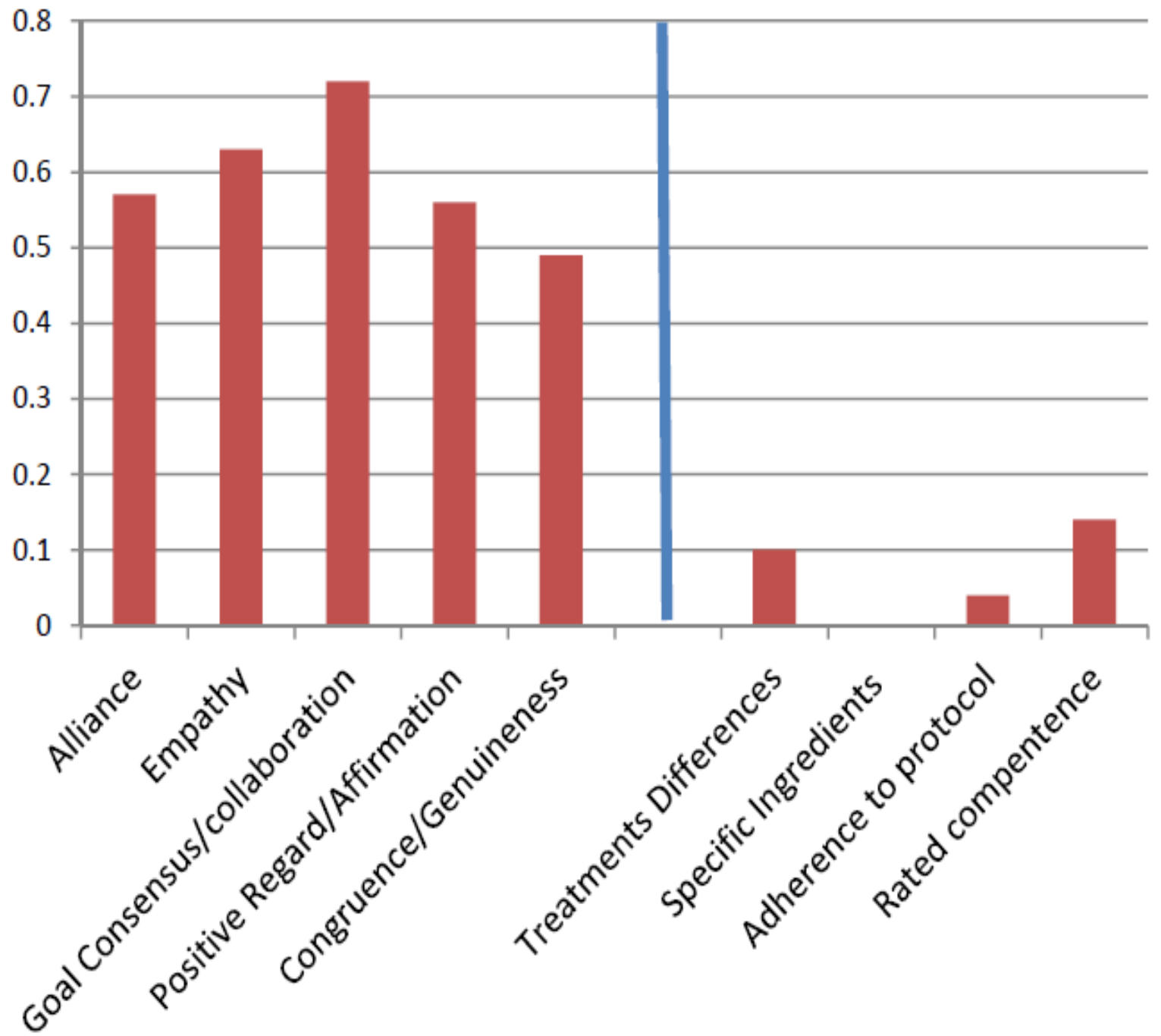
- Acknowledges the persons strengths & efforts
- Best if tied to positive/healthy behavior

Accurate
Empathy



- Active Interest to understand the world from the others lens

Effect Size



Practicing Acceptance



Compassion



Compassion + Autonomy + Accountability



Evocation



Change Talk & Sustain Talk

No Change (Sustain)

Yes Change



Polling Question: What's the Change Talk?

“I’m tired of drinking but I have to so I don’t have the shakes in the morning. I don’t use cocaine like I was but if the guys call me - I can’t say no - I end up going over there and using. But they are just using me they only call me when they want me to buy the stuff they never have beer or cocaine to give me. I don’t think I can stop drinking because both of my parents were alcoholics I didn’t stand a chance. I think I drink because I’m depressed. If I lived in low income housing I would be okay.”

MI Check-In

When's the last time you experienced
Joy?



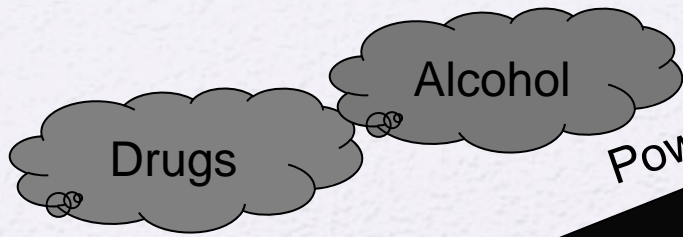
What if the question was ...

Last time you were ...

- Sad
- Rejected
- Lonely

Any pain that is not
transformed is
transferred.

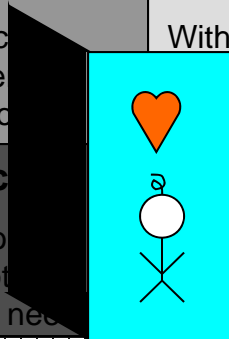
The only way out
of trauma is
HEALING.



Power

Control

<p>Physical</p> <p>Hitting, kicking, choking, punching, pushing, pulling hair</p>	<p>Verbal & Emotional</p> <p>Yelling & screaming, Name calling, put downs, insulting</p>	<p>Psychological</p> <p>Mind games, humiliating, shaming, belittling, ignoring/silent</p>	<p>Intimidation</p> <p>Threatening, body language, punching walls, breaking things</p>
<p>Isolation</p> <p>No friends/family, screen text/calls, limit independence</p>	<p>Sexual</p> <p>Demanding/forced sex/acts, adultery, cheating, withholding</p>	<p>Financial</p> <p>Withholding/demanding double standards, controlling \$</p>	<p>Male Privilege</p> <p>Expect partner to do all Housework, childcare, food prep, cleaning</p>
<p>Kids in middle</p> <p>Interrogating kids, custody battles, turning against other parent</p>	<p>Child Neglect</p> <p>Failure to appropriately feed, bathe, clothed, protect or meet needs</p>	<p>Disrupting</p> <p>Exposing children to parental activity, involving illegal activity</p>	<p>Absence</p> <p>Not knowing child, ignoring, unaware of significant events</p>



FEELINGS

Individuals who have been traumatized...

- Have been made unsafe, emotionally as well as physically
- Have learned from past experience that they can least afford to trust the people who *should* be trustworthy
- Have learned to expect the worst
- Use anger / rage as a default emotion
- Are easily triggered
- May be challenged in learning new ideas / skills
- Have adapted their behavior to survive an adverse environment (manipulation, control, jealousy)

How do we hold space?

- Have been made unsafe, emotionally as well as physically
 - **Establish a sense of Safety**
- Have learned from past experience that they can least afford to trust the people who *should* be trustworthy
 - **Create Trust (re-establish relational attachment)**
- Have learned to expect the worst
 - **Enhance systems of support**
- Use Anger / Rage as default emotion
 - **Practice emotional & behavioral regulation ourselves**

How do we hold space?

- Are easily triggered
 - Teach emotional & behavioral regulation
- May be challenged in learning new ideas / skills
 - Build self-capacity & opportunity for problem solving and critical thinking
- Have adapted their behavior to survive
 - Provide education on the effects of trauma
 - Re-frame & re-integrate traumatic experiences
 - Meaning-making – find a sense of purpose & future goals

TIC Values



TIC Values + MI & CH



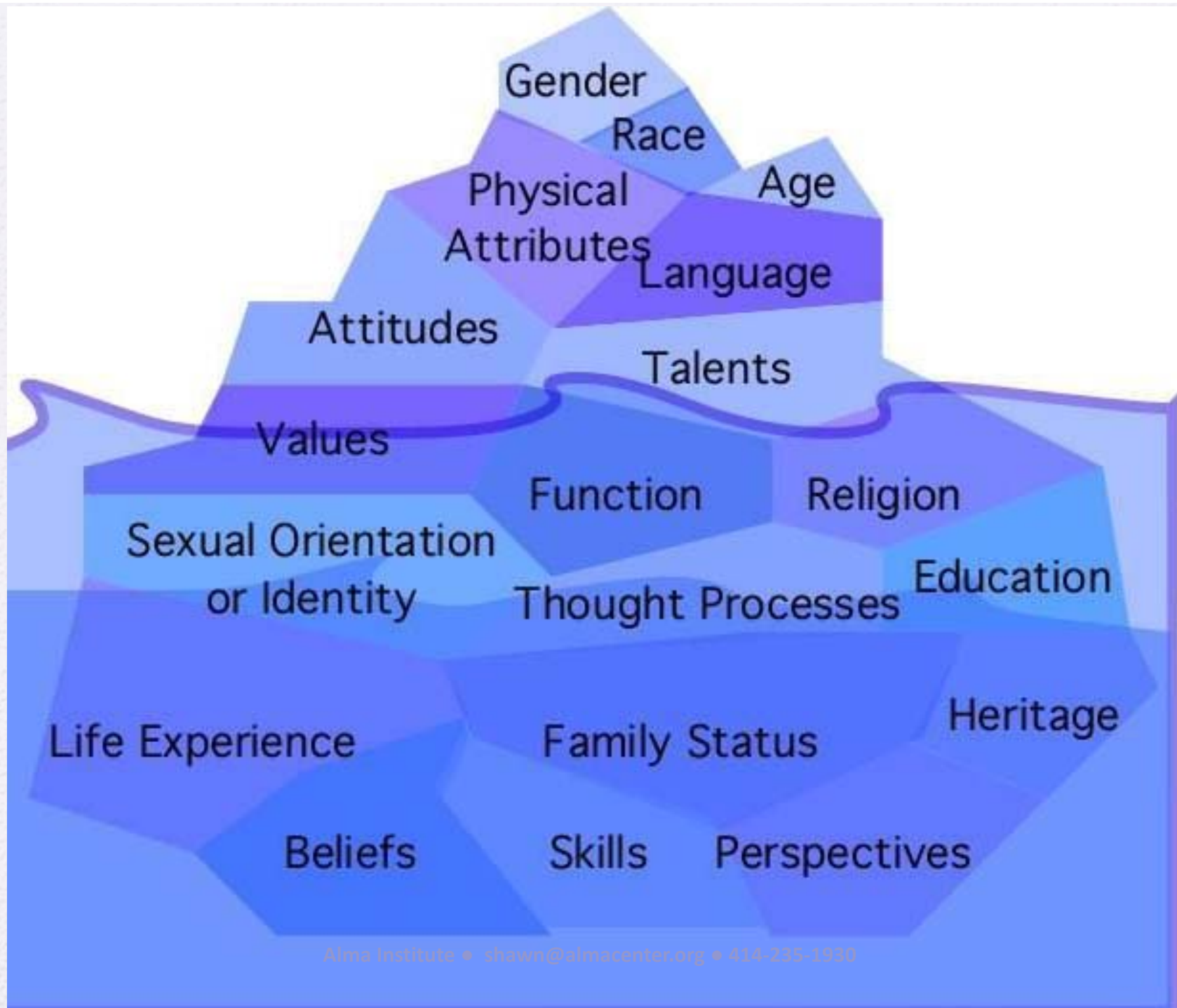
TIC Check-In

A Taste of CH: Identity meets Identity...

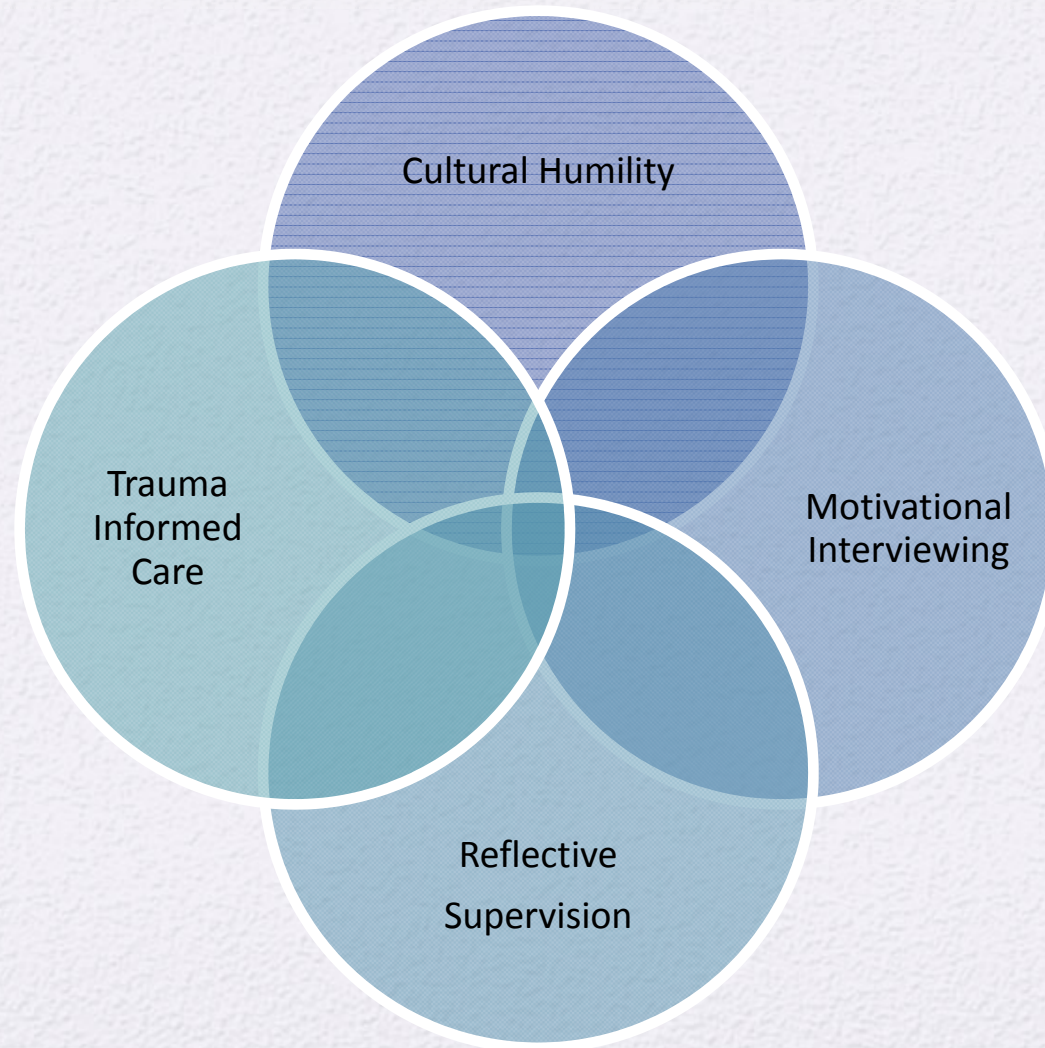


Cultural Humility: Principles

- Self-reflection & Life Long Learner
- Served Person as Expert
- Community as Expert
- Institutional-Reflection & Investment



Healing Focused Care



Implementation

It is *impossible* for someone to experience the effect of an evidence based practice if they *do not experience* the evidence based practice.

Levels of Implementation

- **Paper:** only *written* policy and procedures regarding training and/or implementation exist.
- **Process:** Training is being provided but typically not focused on informing service provider *behavior* but instead relies on *installing* information.
- **Performance:** Procedures, processes, policies, training, supervision, by design are aligned to increase service provider behavioral fidelity to the practice that supports client growth and positive outcomes.

Meta-Analysis of Implementations

Training Component	Knowledge	Skill Demonstration	Application in Setting
Theory and Discussion	10%	5%	0%
+ Demonstration in training	30%	20%	0%
+ Practice & Feedback <i>in</i> Training	60%	60%	5%
+ Coaching in Setting	95%	95%	95%

Implementation

- Encouraged elements:
 - Internal Champion Development
 - Peer Learning Groups
 - Brief Boosters
 - Fidelity Checks
 - Behavioral Hiring Practices
- **Journeys not Destinations**

What's a Champion?

- Expressed skill in one or all of the approaches
 - MI: Measured by the MITI coding & coaching
 - CH: Co-facilitation of initial training
 - TI: dual focus on staff self-care & TI service approach
- Can be a supervisor – most often is not a supervisor.

Deliberate Practice

Yes

- Practicing your skill
- Constantly striving for improvement
- Monitoring & getting feedback on your performance
- Evaluating success
- Working on aspects your not good at

No

- Mindless repetition
- Watching an expert perform
- Teaching other people
- Only doing the things you are already good at
- Staying in your comfort zone

Gratitude: Malcolm Gladwell (adapted)

What Kind of Mindset Do You Have?



I can learn anything I want to.
When I'm frustrated, I persevere.
I want to challenge myself.
When I fail, I learn.
Tell me I try hard.
If you succeed, I'm inspired.
My effort and attitude determine everything.



I'm either good at it, or I'm not.
When I'm frustrated, I give up.
I don't like to be challenged.
When I fail, I'm no good.
Tell me I'm smart.
If you succeed, I feel threatened.
My abilities determine everything.

Let go of the
outcome,
focus on the
approach

“Act like you’ve got only
fifteen minutes,
it’ll take all day;
act like you’ve got all day, it
might take fifteen minutes.”

- Monty Roberts