



Project E3: Educate, Empower, and Employ

Motivational Interviewing in Vocational Rehabilitation:
Foundations and Fundamentals

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Acknowledgement and Disclaimer

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Motivational Interviewing in Vocational Rehabilitation: Foundations and Fundamentals



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Overview

- What is motivation and how does it fit in VR?
- What gets in the way of changing?
- What is the essence of motivational interviewing (MI)?
 - Relationship/spirit
 - Communication methods
 - Establishing momentum toward change
- The four processes of MI



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1968:

Rehabilitation counselors across five states reported that they perceived client motivational problems as a primary barrier to successful rehabilitation outcome

*Thoreson, R. W., Smits, S. J., Butler, A. J., & Wright, G. N. (1968).
Counseling problems associated with client characteristics.
Wisconsin Studies in Vocational Rehabilitation Monograph, 3, 46.*

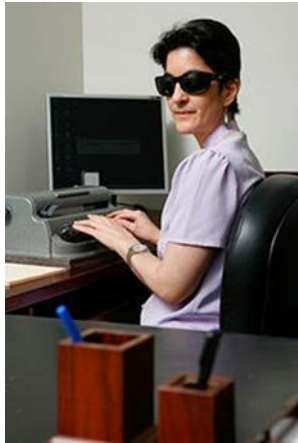




1970:

“When a counselor describes a client as ‘unmotivated,’ this can usually be taken to mean that the client’s goals and aspirations are not the goals the counselor has for him.”

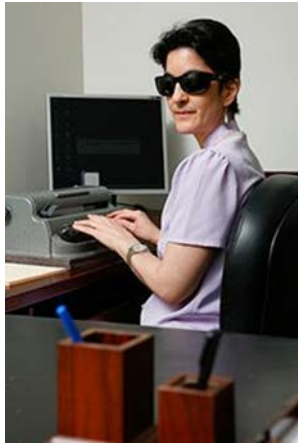
Lane, J. M., Jr., & Barry, J. R. (1970). Client motivation. Rehabilitation Research and Practice Review, 1(4), 5–26.





1975:

Rehabilitation counseling “is not designed to force or even seduce people into making decisions that would take away their free choice”.



*LaGaines, P. G. (1975). Interstice model:
A concept in human motivation for rehabilitation.
Stillwater, OK: National Clearinghouse of Rehabilitation Training Materials*





1980:

All people have a right to self-determination...people should make their own decisions, set their own goals, and also decide how they achieve those goals.

*Wright, G. N. (1980). Total Rehabilitation.
Boston: Little, Brown*



What is motivation?

Latin root – “movere”

Intention
to put effort
toward a goal



Elements of Motivation

Direction

Inconsistent choices.....Consistent aim

Effort

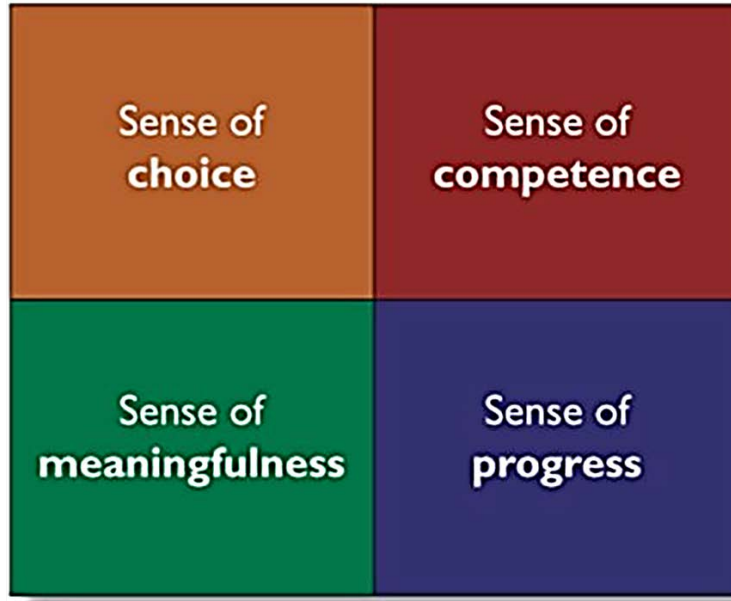
Inertia.....Momentum

Persistence

Instability..... Ongoing/steady

Arnold, J. & Randall, R. (2010). Work psychology (5th edition). Pearson Education.

Intrinsic Motivation



What are some motivational elements involved in VR work?

Managing medical issues

Adjusting to disability

Adjusting to cognitive changes

Returning to work

Recovering from addictive behaviors

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What gets in the way of change?

- Doesn't seem all that important
- Enjoy current ways
- It's hard
- Takes time to develop new habits
- Reactance
- Demoralized
- Fear of failure
- Ambivalence

What is success in VR?

Successful placement?

A career the client can grow in?

An outcome the client is satisfied with?

Obstacles to change in VR

Lack of understanding of VR processes
Potential loss of benefits
Information overload
Caught up in own head

“Will I be able to perform well with my disability?”

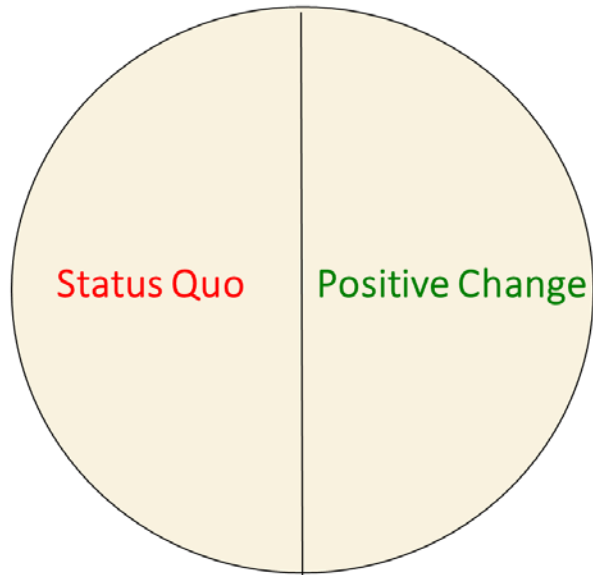
“How will I fit in with my disability?”

“Health may get worse, then what?”

“Employers don’t want people with disabilities.”

Ambivalence

Ambivalence

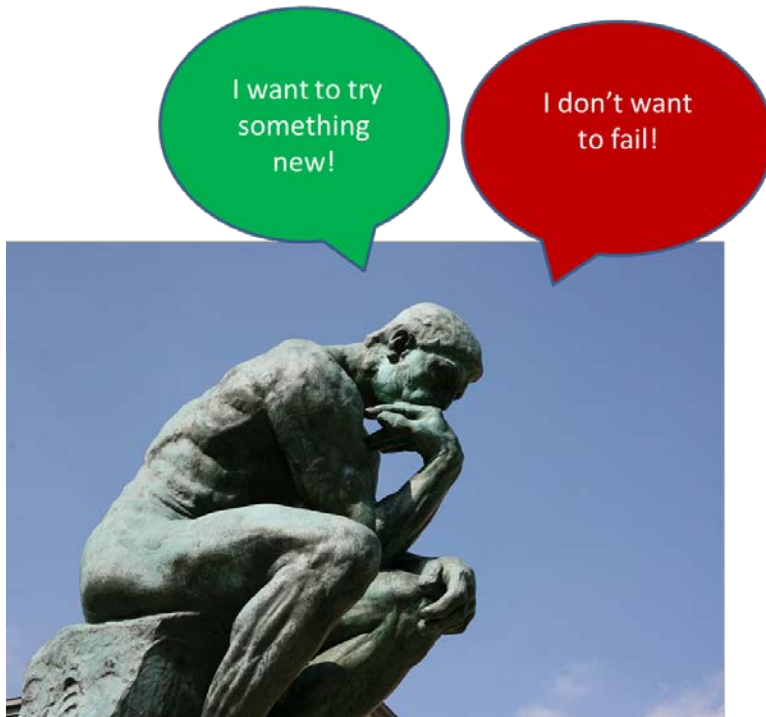




Ambivalence:
Approach-Approach conflict



Ambivalence:
Avoid-Avoid conflict



Ambivalence:
Approach-Avoid conflict



Ambivalence: Double Approach-Avoid conflict

Signs of ambivalence

- Missed appointments
- Poor hygiene/ inappropriate clothing
- Problems with medication adherence
- Dissatisfactions with (all) options
- Disengagement, opposition, delaying, defensiveness, passivity, hopelessness



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Motivational Interviewing...

Collaborative

goal-oriented

conversations about change

The Spirit of Motivational Interviewing

Partnership

Acceptance

Compassion

Evocation



MI Communications

OARS

O pen questions

A ffirmation

R eflections

S ummaries

*AVOID persuasion, confrontation, warning, criticism, advice
without permission, focusing on negatives*



Closed Questions vs. Open Questions

Did you apply for the job?

Are you motivated to do this?

When did you first...?

Do you really want to do this?

How might you like things to be different?

How could you go about accomplishing that?

What might cause you some setbacks?

How can you get past any obstacles?

Affirmations

I can tell you worked hard on your resume!

It seems really important to you to do work that makes a difference

You're determined to be just as happy in your new career as you were in your old one

I really appreciate how clear you are on what you want and don't want

Reflections

Simple reflections – check/verify our understanding

Complex reflections – make a guess at something beyond what the client says (feelings, values)

Double-sided reflections – reflect both sides of ambivalence

Metaphors – put dilemma into an image

Reflection “with a twist” – reframe resistance into strength

Summaries

Not complicated but easy to forget to do

Help clients remember the big picture

Include your best reflections of the conversation

Summarize ambivalence, ending on change side

Change Talk (DARN-CAT)



Preparatory

Desire (*I might like to...*)

Ability (*I could...*)

Reasons (*It would be smart to...*)

Need (*I have to....*)

Mobilizing

Commitment (*I will....*)

Activation (*I'm starting to...*)

Taking Steps (*I am....*)



Asking for Change Talk

Why might you want to start working again? (Desire)

What do you feel most confident doing? (Ability)

How would working again help you? (Reason)

What concerns do you have over the long term if you don't work again?
(Need)

What are you ready to do now? (Commitment)

Reflecting Change Talk

You really want this to happen. You can almost taste it! (Desire)

You seem confident that you could do this if you set your mind to it. (Ability)

You can see several ways life would be better if you were working again
(Reason)

You sound concerned things may start going downhill if you don't get back out there. (Need)

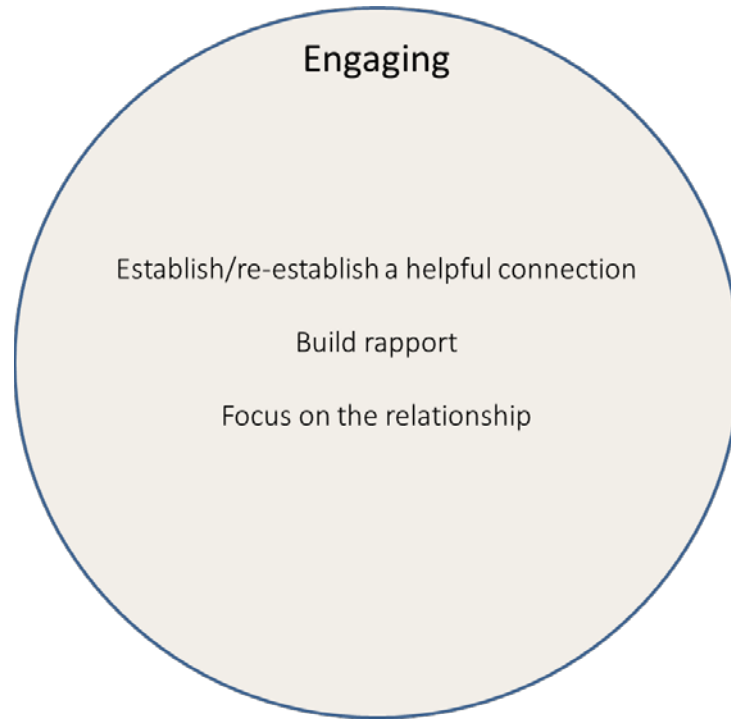
You're determined, nothing's going to get in your way of this. (Commitment)

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MI processes



MI processes

Engaging

How comfortable is the client?

How supportive and helpful am I being?

*Do I understand this person's perspective
and concerns?*

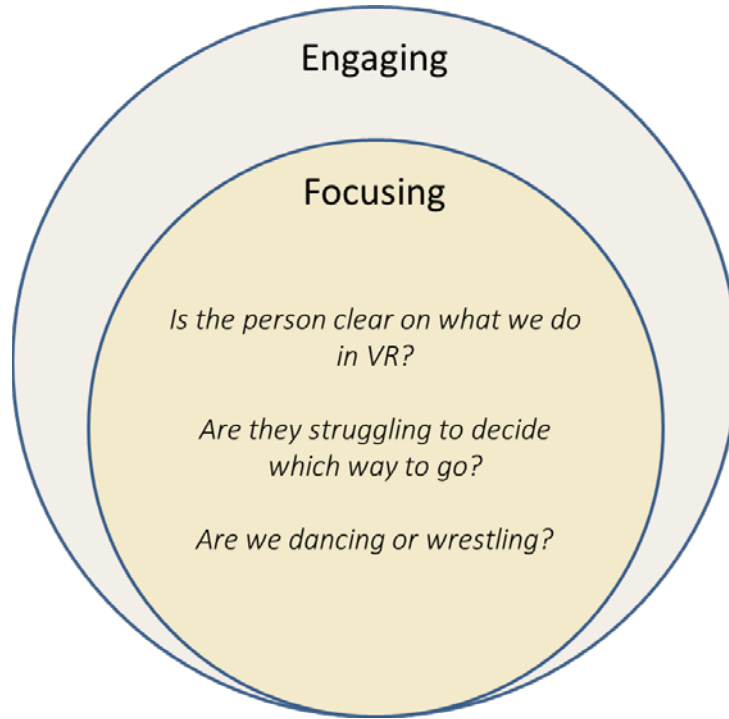
*Does this feel like a collaborative
partnership?*



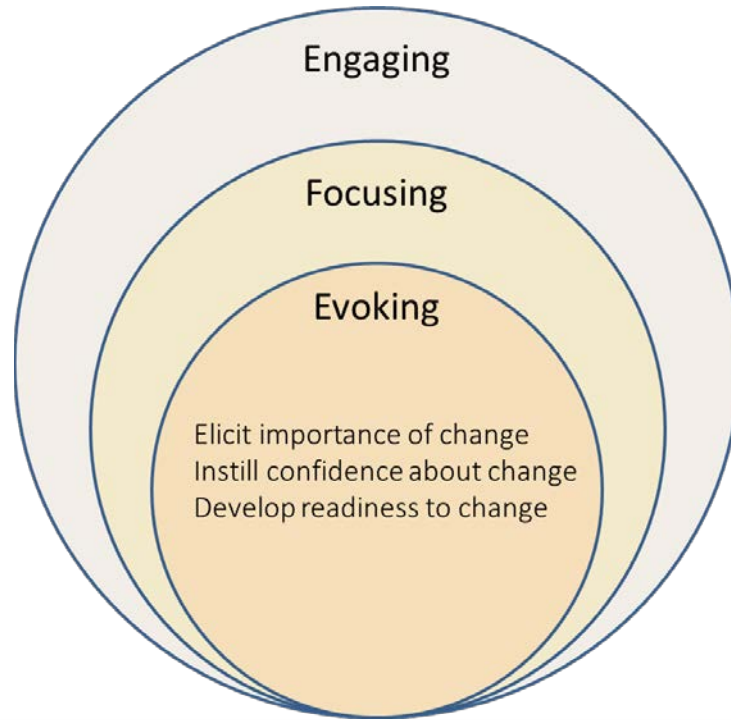
MI processes



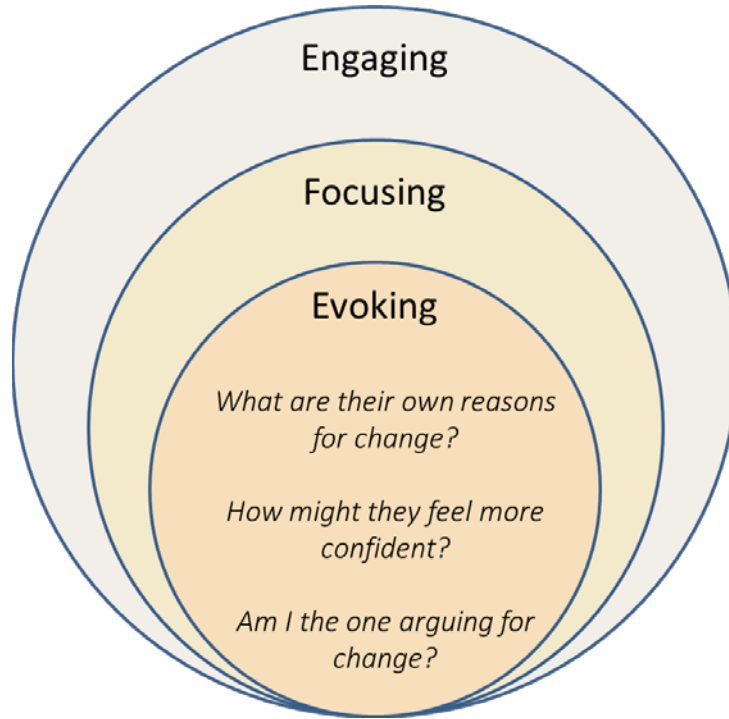
MI processes



MI processes



MI processes



Values

- What's most important to you as a person?
- What do you value most about working?
- What kind of work would be most fulfilling to you as a person?

Strengths

- What are some of your strengths?
- How have those helped you in hard times?
- How might you use these strengths to make things even better in your life?

Evocative Questions

What are some of your best memories in past jobs?
How do you see work contributing to happiness or fulfillment?

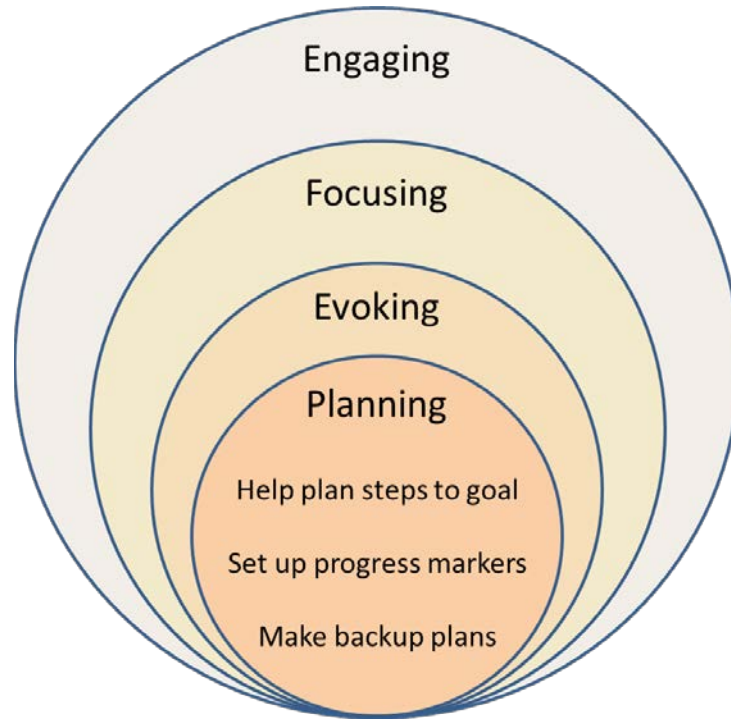
Scaling Rulers

On a 0-10 scale, how important is it for you to make this change now?
What makes is an x and not a 0?
(Repeat for confidence)

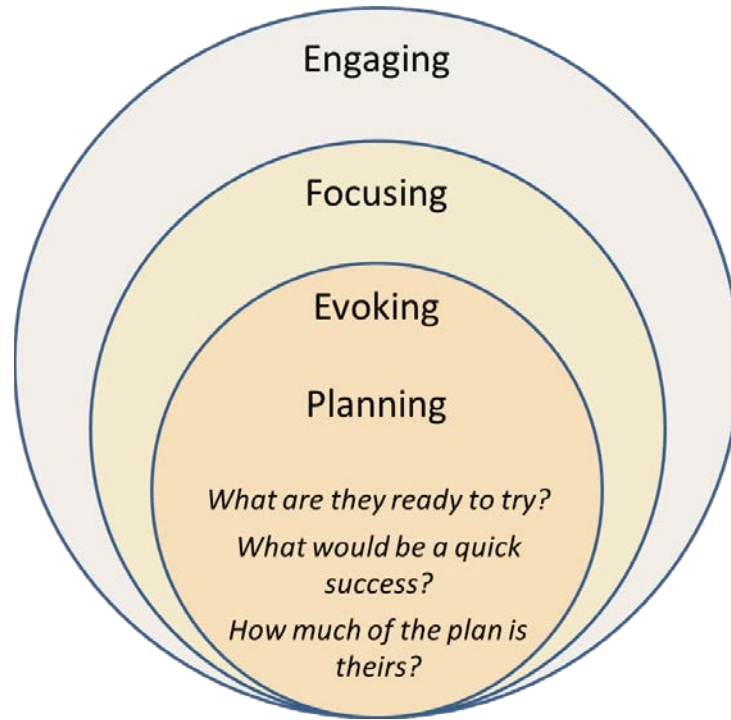
Envisioning

Share with me what your ideal job would be like. Put me in the moment.

MI processes



MI processes



Planning

1. What specifically is the change you want to make?
2. What are the important reasons to make this change now?
3. What might get in the way?
4. Who could help you?
5. What's the first step?
6. How will you know the plan is working?



Core MI strategy

Engage

Focus on possible change topic

Evoke and reflect change talk

- Explore importance / values

- Explore confidence / strengths

- Envision life after change

Plan next steps

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- VCU - Rehabilitation Research and Training Center
<https://vcurrtc.org/index.cfm>