

MOTIVATIONAL INTERVIEWING: THEORY TO PRACTICE
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>> Thank you and welcome to our session today. Our presenter this morning is April Lynch. Some of you may be aware, we prerecord these just to be on the safe part, and in this case, Ms. Lynch's illness is going to prevent her from Q&A. Mr. Wagner will be here so he will be managing -- when the recording is over, she and Dr. Wagner will answer your questions. As to questions, please ask questions during the presentation and you can answer those on the Q&A box. If you have technical questions, please put those in the chat box but thank you happen to put a technical question in chat and the other in Q&A, we're monitoring both. Heidi will facilitate the presentation. Dr. Wagner can say a few words about himself. A reminder that we record all of these sessions, both the presentation as well as the question and answer and we post those on the project E3 website in the community of practice. It takes us a couple weeks. We need to confirm that the closed captioning is synchronized, not just with the recording, but with the Q&A session.

At about five minutes before the end of the session, or when questions seem to be done, I will turn it over to Jennifer Klatt which will give you a brief explanation of how you can get CRC credits for this particular session. We will go ahead and get started with the session. Please, again, if you have questions if you're watching the presentation, please put them in the Q&A. Ms. Decker-Maurer as well as Dr. Wagner will be able to answer the questions. Thanks to those participating and we look forward to you joining us in the future as well.

>> APRIL LYNCH: Hello. My name is April Lynch and I work for rehabilitation research and training center at Virginia Commonwealth University. Today we are going to be looking at motivational interviewing as a tool for the rehabilitation process. And we're going to explore three different case studies where these strategies have been found effective to help clients resolve feelings of ambivalence and work towards their area of positive change.

So, starting out just thinking of the overall idea of using motivational interviewing as a tool to seek change and a lot of our clients accessing VR services are coming to seek change or meaning or sense of purpose.

It is our job as counselors to really figure out exactly what that meaning and purpose is and what those different chains

would look like based on the client's values, beliefs, and strengths.

Most of our clients also are looking to specifically achieve a goal, so, how they may be supported in achieving these goals is our job as well as VR counselors to implement those objectives and find out the most successful strategies that will guide them to achieve that ultimate goal that they implemented.

And we are going to be exploring motivational interviewing throughout this presentation on how these particular clients were able to achieve their goals through the counselor using these strategies.

So, taking a look at the overall idea of the spirit of motivational interviewing, really starts with the spirit of the counselor. And how they set the tones of their meetings with their clients. It's a time to really create a safe and supportive space for your client to feel comfortable with building a rapport with you as a counselor but then also starting to begin that momentum of working towards change.

The different types of motivational interviewing that you want to be including in this time as well with focusing on the overall spirit of the counselor and MI capacity is incorporating compassion, acceptance, partnership and respect throughout the meeting with your clients and really getting to know them throughout that process building rapport but one thing that's really important to focus on during this time is to be aware of what we call the writing reflex and this is often when a counselor feels the need to fix everything and really just solve problems for their clients. We say that in MI that counselors should not persuade, advise without permission or attempt to change your client by fixing their problems.

This may at times, you need to switch gears, though, because MI strategy may be effective at one point in time during the case but you may at times have to switch gears to more of a solution-focused problem solving and that would allow you to work through more systematic challenges that might be going on on a job site or whatever may be occurring with the client where a more systematic approach to breakdown different steps to a process to help them accomplish that goal.

So, sometimes it's important to switch gears to a more solution-focused approach, but just being aware of that when you are in that spirit of the MI, and you are really trying to be compassionate and accepting towards your client and evoking these strengths and values from them, just be sure to recognize when you're wearing different types of hats in the counseling field. So we know that motivational interviewing is encompassed through a client-centered communication approach. We use a strategy called OARS that stands for open-ended

questions, affirmations, reflections or reflective listening and summarizing or summaries of

Really the goal with this type of communication allows the counselor to express empathy through that reflective listening. Really listening to your client's story and hearing their experience and really trying to pick up on those different values and beliefs and strengths they have about themselves. Also, you're using this time to develop any discrepancies between clients' goals or values and current behavior that might potentially not be matching up with what they're saying and what their values are and we'll get into this a little bit later when we're exploring the case study examples of how this may have come up in certain cases.

Also, we want to avoid any arguing or having direct confrontation with clients when you're communicating with them. If you find that resistance is coming up, that can be natural because making life decisions is really tough and that's when our empathy comes in and really understanding that these clients are going through a lot of tough decision making and if resistance comes up, that can be normal but we just need to adjust our style and approach it at that point in time and roll with the resistance to ultimately apply support their self-efficacy and optimism, we really would like to focus on allowing the client to recognize that they can achieve goals and to instill hope that that is possible.

So, using this form of client-centered communication throughout sessions with your clients can really, again, express that empathy, establish that rapport, and just create that safe opportunity to continue learning more and more about your client.

So, another area that you might want to be focusing on when you're meeting with your clients, this may be initially, or you could be working with those clients for years, it really, you know, varies case to case.

But, when you're trying to identify the different areas of change that they want to work towards, you want to be listening for what we call change talk.

So, what is their desire to change? What is their ability to change? What are their reasons? What are their needs?

And you can really focus in on this type of talking by paying attention to key phrases that your clients might be saying.

So, if they're saying a phrase, you know, I really want to start working. Then, at that point, we're pulling out, I want to work as your current desire. And taking it a little bit further with recognizing statements such as, I could do this. That's when you're picking up on their abilities and what

exactly they feel like they might be good at in their job search or obtaining employment.

And what are their reasons for change? This could vary case to case as well. Some of our clients may have had previous VR experience which I'm going to explain a little bit about that later in another case study but they could have various reasons for coming and various reasons for why they want a new job or to even start employment. So, really picking up on that talk as well about what their reasons are and then, next, what their needs are. What they have to be doing to really be performing their best to their ability and reaching their goals day by day that they're hoping to.

So, again, just really listening for those key words to promote that idea of, the client is ready for change. So, when you're hearing these types of phrases, continue to try to help your client work towards activation. So, being ready to start making these changes. Commitment. They actually are making these changes.

And then, taking the steps so the process is really getting going as far as what they need to be doing to help them achieve those goals based on their strengths, values, and beliefs.

So, taking a look at the different types of stages of change. This could be helpful for understanding exactly where your client is because we really want to meet our client where they are and a person has to be ready for change so we meet them at that point and you can take a look at these different stages. Precontemplation stage is when they're really trying to start to decide whether this is something they want to do. So, in the employment idea, you know, this may be a client coming in that's still in high school, very early age transition age services, and this could be a time for them where they're really not quite sure if work is even something that they want to do.

So, their values may not be currently aligning with the goal to achieve work or to achieve obtaining employment. But, we can meet them as a counselor where they are and start to try to pull out those values and strengths and show them that working towards that change of obtaining employment can be based on what they want.

They do have that choice. They do have that autonomy. So, the precontemplation phase may be a little tricky but again, just depending on what type of case that particular client is in, meet them where they are.

So, then you can get them to work towards the contemplation phase of really considering what changes will benefit them and what will be very positive for their lifestyle. Moving into the preparation phase from there, preparing to make these actions. So, as far as the VR counselor side, at this time,

you might be starting to prepare what a potential goal could look like for them based on their own values and strengths. Preparing their employment objectives, and coming up with a game plan to achieve these goals.

And then moving into the action plan where you're actively implementing this plan. And then, once we get into the maintenance phase, the client is continuing to keep up these positive changes that they've made and utilizing any support or coping strategies that are necessary for them to continue maintaining that positive change.

But, also, to know that even if they're in maintenance phase, they may want to make other changes in the future. This cycle can continue on and on based on exactly where they are in their life and what changes they want to make for themselves.

So, looking at this quote to start off our first case study example. My reason for change was to prove it to myself. This was said by the client that we're about to explore her story and how motivational interviewing was effective for her during certain times where self-esteem and confidence were very difficult to increase.

Looking at this case study, it is about a stroke survivor, a young 32 year-old woman who survived multiple strokes and is now coping with post traumatic stress disorder and ongoing anxiety.

She has met many milestones since working with VR services and also being able to experience how motivational interviewing really can increase her self-esteem and confidence and help her understand what her goals truly were.

The way we started out with the meeting was going into the community because I wanted to give that autonomy and choice to the client and let them pick where was the most comfortable setting to them. Again, going back to that first idea of creating a safe and supportive environment. Sometimes that's based on allowing the client to have choice of where they feel most comfortable where you're meeting with them. So, we would meet in the community. It was usually weekly but again dependent on her schedule and whatnot but we would meet and really just talk about her story and I would really exhibit empathy and compassion to what she went through because she had experienced three different strokes and each stroke was separated by a five-year increment.

So, there was this fear coming up of is this going to be something that continues to happen for the rest of my life at every five year increment so of course coming in and searching for a job was something that was a little scary because her life had such a major setback.

She was finishing up her last semester of her bachelor's degree when the first stroke occurred and at this time, the doctors had told her she was just having stress headaches and this caused her to continue to work through what she needed to do at school but then later was told by another doctor she was having strokes and it looked like she had fireworks going off in her brain.

So all that she knew before in her areas of employment and strengths and values almost all just went away because this major setback that occurred in her life made her feel as if she did not have confidence or self-esteem to go forward with making any positive changes in her life.

So, her mom helped guide her to get into the VR services and from there, we continued to just work on what she was hoping to bit out of the experience. When we first started talking about her employment goal, she was hoping to just go back into a restaurant, work as a host he is, do a secretary in an office answering phones. These were all things she had done before she had the strokes.

So, what I was hearing when I was working with her was that she was going to work in a restaurant or office setting because that just felt like the easy route and that's something that she knew. And this fear kept coming up about how she was unsure if she could move forward and succeed in any other area because she assistant even able to finish her college degree.

So, a lot of our conversations were based around, you did not have control over what happened to you but you have control of what's happening to you now. And let's decide on what are some appropriate goals for you based on what you truly want for yourself.

So, we continued to meet and I would evoke as much change talk as I could as we were having our conversations. And I continued to hear her use change talk in the sense of a desire and that she desired to work with individuals with disabilities who had maybe gone through similar experiences as her or maybe even children with disabilities that are nonverbal hand may have difficulty expressing what's going on with them.

Because when she had her stroke she lost her vision and her ability to speak. So, going through that experience herself and how she survived her experience and this was kind of her breaking moment where she noticed this was something she truly desired and valued and based on her experience she could turn that into a positive to then work towards achieving her goals of obtaining meaningful employment.

So, when talking with this client, a lot of ambivalence. I want to do it but I'm scared because we know it can be very

difficult because that fear was still manifesting from the anxiety and PTSD.

So, some of the things I would hear often from our conversations were, I want to find a career but I'm afraid of starting over from what I already know or I'm afraid of what people might think of me and I'm not going to be accepted for an individual that has a disability. She is a survivor of three strokes and also with anxiety that comes up.

At times, it takes her a little bit longer to think through how she's feeling and to process exactly her reaction to certain things that are coming up in her environment and this was a common area where we had to continue to work through recognizing that although it may take her longer to process at times she would also be working with individuals that may have this same barrier and how can she use her own strengths to help them work through the barrier as well.

Another comment was just that she was really afraid of changes that could occur with looking for employment or obtaining employment that might lead to a stressful environment. She is, of course, fearful this could lead to another stroke so keeping all of these things in mind but still trying to just evoke all of that positive change talk coming from the client so we can continue to work towards what she truly desires and what her abilities are and how that all matches.

So, a main strategy I would use from OARS working with this client was an open-ended question, not be asking yes or no questions. You really want to ask open-ended questions because you can evoke more from the client and really understand exactly where they are in that moment so you can help them work through that moment of maybe uncertainty or being really certain and giving them that affirmation. So, asking different open questions that will really get that information that you need to understand where that client currently is. So, you can continue working towards change.

So, just using open-ended questions as a tool to gather more information and really just gain that overall client perspective. So, affirmations were a very important part of working with this particular client because self-esteem and confidence was something we were continuing to work on and receiving affirmations from her counselor was very helpful for her to then recognize exactly where she was feeling validated and where she could continue to work through that were beneficial to this process.

So, knowing she had a choice in this process. I'm not going to throw you into this job. I'm not going to continue to make choices without you. This is what you want.

Even if your family has a certain value or belief of what you should be doing in work, how can we come together as a team and really make sure this is still aligning with your own values and your own choices.

Really affirming that she was dedicated and consistent with communication and really just her overall willingness and commitment to this process. And her resilience of wanting to return to work. Another important thing to keep in mind with when you're using affirmations. Vocally, yes, you are affirming the client on what needs to be validated. However, it's also important to keep in mind, your body language, voice tone, eye contact are all forms of affirmations as well.

If you have your arms crossed Andrew not giving them much emotion on your face, that could feel as if you're not being affirming or validating in that moment. So, really, in a counselor, too, just being aware of yourself, maybe doing a quick body scan of where you're at physically and mentally, too, before going into these sessions so you can be affirming and very warm with you your clients.

Using reflective listening with this particular individual was really helpful because, you know, when we mentioned earlier that she at times has difficulty with expressing, and it takes her a little bit longer to really say what she means but when she does say it, it's so beautiful and so powerful.

But, through using reflective listening, I could really bounce these ideas back to her of what she was saying and making sure that I was understanding exactly what she was hoping to get across and really understanding exactly the areas of change she was working towards.

So, just a couple examples of reflective listening used with this client. It sounds like you want to help others but are afraid you may be seen as incompetent to help others. This is coming up from her past fear of, you know, the idea of a stroke maybe, her stroke and her lack of processing at times, how that can get in the way of conversations and her initial responses to individuals.

But, threaten, also, just the overall idea of, am I competent enough because I wasn't able to finish my college degree because this fortunate situation disrupted.

So, really just giving her that reflective listening and those moments so then I could still continue to understand where she was at and fully grasp those emotions and that perspective. Using the tool also of overstating or understating reflections so at times, if you really overstate reflections, at times if you are trying to not only really understand a client but have them understand the thought they're truly trying to get across

and then, you know, with the understating, just trying to get a little bit more information out of them.

So, if you're working with a client that may not be listening as much, understating can then cause them to say, no, that's not what I meant, I wanted to give you this thought. And the same could happen with overstating. If that's not what they meant then they'll give you more information.

This tends to happen a lot with my client. I really want to make sure that I'm getting everything that she's saying to me and at times, overstating or understating can really help getting all of that information about how she feels in the moment and just understanding her triggers and exactly how we can move past some of these negative thoughts that keep coming up and focus on the positive while implementing that in our change goals.

Using summarizing or summaries of what the client is saying is basically the stepping stones to change. When I was working with this client, I feel like this really became just the tool to extract information from one topic to the next and really allow the client to understand exactly how she was going to be preparing for change. You know, so, here's what I've heard so far. Tell me if I'm missing anything. You want to try something new but are afraid of changing from your comfort zone and failing.

So, once we were able to recognize, oh, yes, I am kind of still staying in this comfort zone of these types of jobs, because it's what I know, but I've survived a lot, so, let's keep going and see what positive changes I can keep working through.

And that is when we went on to obtaining employment and finding a position that was a little bit more fitting with her values and strengths. She was getting to use her amazing compassionate personality, her empathy by working with children in a school system in a special education department and her experience was allowing her to put herself in a position to then maybe even evoke the own feelings of the student she was working with and what experience they were going through at that time.

So, once obtaining employment, and then feeling secure and stable and independent and autonomous and the whole process, we then look at the maintenance stage like we had talked about earlier in the change. This client has been successfully employed in the job for about two years now, and she is in the maintenance stage of change, which means she continues to utilize what skills have really helped her find those positive changes.

She finds that her spiritual side is very important to her, so, making sure she's attending church once a week, going to

a prayer group with peers, allowing that to continue to be supportive, allow her to kind of stay away from those negative thoughts and something negative could happen and this could lead me into another stroke.

So, having those coping strategies in place but then also continuing to have monthly motivational interviewing based meetings with me as the counselor and really just checking in and trying to decide whether there are any other areas of change that the client would like to be working through and she also is attending individual therapy weekly, utilizing grounding and mindfulness techniques to help with her anxiety and emotional regulation and again, just continuing to adjust to those life changes.

Since using MI strategies with that client, she has gun successful employment and kept it. Began the process of thinking of going back to school to finish that last semester and then start her masters degree. She has become married and she now owns a house so lots of milestones have been met by this individual because she is resilient and she was able to create those positive changes. It was all within her.

It just took the counselor bringing out and evoking those values and strengths to increase that confidence.

So, next step, I am going to invite out Dr. Christopher Wagner and she's going to be joining me to do a little bit of dialogue on this case.

Thanks for joining me today, Chris, to talk about different cases and MI strategies I'm using.

>> CHRISTOPHER WAGNER: Sure. For those what don't know, I'm Chris Wagner. I am a clinical psychologist and certified rehabilitation counselor. Had done an earlier webinar on MI and VR that's kind of set up for April to do the follow-up focusing on particular cases. I'm curious as you were working with her what did you identify as any potential risks of the work. It sounds like one is you were concerned she would potentially undersell herself, get into a job that would maybe be easier early on but wouldn't really satisfy her.

>> APRIL LYNCH: Early on, I knew it was a satisfying thing. Potentially those jobs could have been great because of skill set but it would it be fulfilling. We wanted to find something that was fulfilling because her college experience was disrupted where she was going to go on and make all these changes to find fulfillment. Once we were in employment, the biggest risk was triggers that might come up with working with individuals that may have seizures themselves because their adolescence, and when she was triggered in those moments it would kind of bring her whack to that point of when she did have the stroke herself so those were risks we really wanted to work

with her employer on as far as recognizing if a situation like this occurs, what is a safety plan to have in place and that, I think, brought a lot more comfort to her, too.

>> CHRISTOPHER WAGNER: Okay. So I'm curious along the way, we didn't really specifically talk about the righting reflex but this notion of the righting reflex in MI which is just a concern that we have a very compassionate sense as counselors to want to help people. To want to take things that are broken and fix them or if somebody is hurting to support them.

And the challenge is, as you know, sometimes that can override strategies for what's the best long term outcome so I guess I'm just wondering from your perspective, were there righting reflexes you had to suppress with her?

>> APRIL LYNCH: Yes. Oh, yeah. I think righting reflex is something that comes up for me quite a bit because being in vocation, you really have to kind of wear different hats at times and at times, you do have to be solving problems and working through a systematic approach with the client but when it comes to the righting reflex and aiming to fix all these problems I have to recognize in that moment, what can I get from the client that I don't have to be giving them this. I can see it's within them. I just have to evoke it from them and then that's really what's going to guide us to success.

>> CHRISTOPHER WAGNER: So those times when maybe her confidence was low, you might be told to reassure her or even if you don't necessarily buy into the lower expectations and you were, it sounds like, well aware of that at the beginning to help her through that experience and it might be awkward and uncomfortable for a little bit but then kind of get to the other side so she could really flourish.

>> APRIL LYNCH: Yeah. Exactly. I think I was a little bit of a moral encouragement weekly for her whether it was text, phone call, email, whatever was working best with her that week with scheduling and her work schedule but yeah, I definitely think that I continued to be that instrument to just provide encouragement and help be her sounding board, really, when she needs it, to figure out what is the next step of change.

>> CHRISTOPHER WAGNER: Yeah, it was a really fantastic story to listen to getting already back on the pathway and how well she's doing so I look forward to hearing the next couple.

>> APRIL LYNCH: Great. Thank you so much. So, now we're going to take a look at this next case study. We'll start out with a quote from the client. I love my job. I love working with all of my co-workers because we all are creative. They just get me.

This is what I hear very often from this individual when visiting him at his job. This case study is about a young man

with autism who ultimately receives his dream job. When I first met him, he was really describing a will the about himself but you could tell he was a little bit more reserved, introverted, it was a little bit more difficult to try to bring out these different responses about what his strengths were, what his values were, why he really wanted to go back to work.

But, with the help of his support team, I was able to gather a lot of great information about the fact that he's an artist, he's a painter, a photographer. He's in a local performing arts group.

So, ultimately, he really thrives in that creative and accepting environment so something I found out, the reason why it was a little with difficult as to why I could pull out these values and strengths from this individual from him personally was because he had a previous VR experience that wasn't a positive job match. We could still look at it as he received this job to get experience, it was a first job and he learned potential barriers that might get into the way of his success.

So, again, I don't want to call it a bad experience because it was a growth opportunity and it allowed us to continue on with figuring out exactly what that positive change was that he was seeking to gain that meaningful employment.

So, once learning a little bit more about him and his artistic abilities, I hit the ground running as far as trying to find a position in that area and continuing to work with him to build that rapport and help him feel a little bit more comfortable. Definitely what I saw coming up a lot with his ambivalence was the avoid/avoid conflict approach.

So, what was happening is after he had that positive job match and then he -- or the job match that was not positive, and he left that position, he was left feeling a bit discouraged because it unfortunately ended in termination. It didn't match his strengths. It just wasn't a very fulfilling experience so it left him feeling a little resistant to the VR process and what that could potentially look like for him but what he was continuing to do was volunteer at SPCA, a local organization that works with animals and he was working there since 2014 in a volunteer position that he knew very well, he knew everyone in the environment very well, and, you know, he gets to be around animals every day so it was awesome.

So, why leave this comfortable volunteer position if money really wasn't the object, that really wasn't the goal. His goal was to find a comfortable environment that didn't bring him stress so why leave this great volunteer experience to get a job that might ultimately lead him back into that experience about the whole process. What if going into the VR process isn't going to be different this time so working with him to

see we could really foster his strengths, we can use that as a growth opportunity and keep moving forward so again, just thoughts coming up from him were, does he really even want to make this change and start all over Ben when he feels comfortable in the volunteer position he had. Not only at SPCA but also a local art store where he got to be around arts all day which was super motivating and there were only like two employees so he didn't have to deal with a lot of having to use his personality which made him uncomfortable because of past experiences.

So, again, him just being worried, too, about creating new routines for himself and really just the overall idea of change is scary and it can be really hard to do. So the types of strategies I use with this particular client was really engaging him on values and strengths. So, taking a look first at his values and how I really evoked these different responses from him.

Our first initial meeting, initial process, he was a little more reserved but as I continued to build rapport with him and connect him to an individual, I could start to ask him questions that would get a little bit more of our response of where we could start to understand what his change goals would be so what was most important to him was his artistic skill set. Walgreen's a, I didn't feel anxious doing these so another value was the type of environment, being something that was comfortable but he described it as chaotic.

What would be fulfilling for him was using his creativity, his artistic skill set and environment informant p so, then pairing that in with his different strengths and getting him to start to express what he really is good at. He has great time management skills, organization and dedication to any project he does because does do some artwork and stuff like that. Also, getting him to recognize once he was able to say these strengths of his how he was going to be able to use these types of strengths.

And the goal with this would be to find employment that then would promote him having more happiness and positive energy. Really, I think he just didn't want to be put in a stressful situation. Engaging, focusing to recognize what his strengths and values so he we could continue to move through that process to plan. Again, evoking. We can get as much information as possible. If you ask this client yes or no questions, it's going to be yes or no and that's it. He's not going to really elaborate on that. Your job as the counselor is to try to get more and more information about him by using those open-ended questions but also in the evoking approach that you know it's going to evoke exactly on the topic you're working in at that time.

What do you want for yourself? That would evoke exactly what he wants for himself and that job. Different characteristics. The type of people he wants to be around. What makes him happy. He would tell me what makes him happy is getting to be unique and weird and dress in all different types of colors so that was another thing that was a little bit different than looking for a cookie cutter position. What brings you joy and what makes you feel good?

So, some other strategies that I would use during the evoking stage with this client was having him do a body scan, recognize where he was noticing any physical reactions when he was feeling anxious. If we were going out in the community to, go on motivational interviewing, whatever the situation might be. Using this to help. Using it to really just tell me what he wants that job to look like. Since he's artistic and enjoys painting and doing photography, my thought with using envisioning for him is, paint me a picture of what your perfect job is, but, in your mind, and then say it out loud to me. And honestly, I would have even let him paint the picture for me. How you can use that moment to evoke what values and strengths are going to be effective in the process.

So, really envisioning what that environment looked like helped me as the counselor identify different settings that could be really fostering to what he was hoping to get in an employment setting. Asking him how I can support this process. That's me being with him through the interviews. Another area of support that he requested this time was instead of doing a verbal interview, which is where, you know, you do a classic interview where you're sitting on a panel and answering questions about yourself, we did what is called a working interview so that's where the client allows the employer to see them, use their skill set, and then the employer can then assess whether they're going to be a positive match for that position or if they could potentially create something in their employment setting that would match this client's strengths.

So, the way he wanted to be supported through this was getting to physically do the work and show that as his interview experiences.

So, our first working interview we did ended up being a successful placement for him. And this was in a creative, quiet environment. And the individual now gets to do some production style work that's really focusing on his strengths with attention to detail. But then also bringing in some of the creative components and letting him do creative projects here and be a part of any videography or photography occurring.

So, again, pulling and planning out exactly how we can bring in that creative skill set that is so valuable to him and

really just how it overall aligns with his strengths and me as the counselor continuing to encourage him through this process while he is going on his interviews and working towards gaining that position.

Has been working their long term in a position. They, in turn, value them for his strengths.

So, just taking a look at the maintenance stage phase for this client. Recognizing how using art as an outlet has been really beneficial for him to continue working toward any positive change in his life, also anything else that's part of his support team so then if we do need to have another monthly meeting for motivational interview strategies to get him back on track with that positive change, if anything were to be disrupted. But, at this time, we're just seeing each other at a monthly basis, and if anything needs to increase, we can definitely do that.

And then, involving this client in as many creative projects as possible. So, he has got to be in a lot of different video opportunities and just different activities through this entire process of gaining meaningful employment that has really highlighted his strengths.

>> CHRISTOPHER WAGNER: So, particularly, your cue to use MI strategy is when you noticed your client is stuck a little bit. The consumer is stuck a little bit and something is not quite clicking.

>> APRIL LYNCH: Yeah, in this situation, he felt like he had been burned before. He had had kind of a negative experience. Recognizing that, at that point, we need to start working towards the change. He was stuck in this for 15 years.

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>> CHRISTOPHER WAGNER: So, I guess you're still getting to know him at that point. So, how do you know if he just doesn't feel good about working, et cetera, versus, if it's he's having a bad experience versus he has something to work through.

>> APRIL LYNCH: I think his physical things, I can notice when he starts to get nervous, speech changes. Being aware of physical changes and having empathy when it's occurring, recognizing that he might be uncomfortable and how can we readjust the topic to have him still, have this be a positive experience if that makes sense.

>> CHRISTOPHER WAGNER: So, that's your cue and then how do you go about eliciting issues about importance and confidence for him? How do you fit that into the conversation? Is it natural? Do you draw attention? Oh, it seems like you're stuck here. I notice if we could take a few minutes to talk about that. How do you make that transition?

>> APRIL LYNCH: Yeah, I usually describe what I'm seeing. I will make a description of, I can see right now that you're feeling uncomfortable about what's going on with this particular situation and how can we get you back to a place of feeling comfortable so we can keep moving towards progress.

So, I think it's just being aware. It goes back to that initial state of building rapport, being compassionate and empathetic to what your client is going through and how you can accept them even in their tough times and know that the decisions they're making are really hard to make and how can you make it the most comfortable, safe expanse for them.

>> CHRISTOPHER WAGNER: So that probably just kind of comes through to them. That you don't, when things get stuck, you don't push into, let's solve this mode but you actually step back and will slow down the pace a little bit, it sounds like. Say, let's sit in this for a minute and discuss this.

>> APRIL LYNCH: He actually got to be on a video project, recently, and I got to hear his experience of how he feels about had he me and he said that he really feels like I sit and listen to him and just take in what he's saying and get to know him for whoa is and he didn't have that in his past experience.

So, that feels good to hear.

>> CHRISTOPHER WAGNER: Yeah. Definitely.

>> APRIL LYNCH: All right, so we're going to take a look at our final case study for the day and we're going to start is it off, again, with a quote from the client. This was a quote that she would often say to me when we first met and it was, I'll do anything. So, that's pretty much music to a VR counselor ears because you think, wow, they're receptive to doing any type of job and let's just get them placed but that's not our goal. Right? Our goal is to really work with a client on aligning with their values and their strengths and now we're going to take a closer look at how we did that with this client so this particular individual is a woman, 60 years old with multiple sclerosis and the difficulty with adjusting to change here was her physical changes that were occurring.

With her condition, there was a lot changing as far as you just with her stamina, endurance, her ability to lift, walk for certain times. Sometimes wanting to sit but then all of a sudden her body feels like it needs to stretch so very tricky with recognizing all of these changes that were continuing to occur over time and how we could continue to foster the strength of her mind while helping her recognize these physical changes that were occurring and that we could still work through those barriers and help her find a goal that would be achievable based on her strengths so really throughout this case working with

this client has been discrepancies between what's happening to her physically and what she's saying out loud.

A particular example would be when we first started working together, she had a history in restaurants. She thought, I can still do restaurants but it had been years since she had worked in that type of setting and with the idea of working in a restaurant, that brings safety concerns. Floors can be wet. You have to wear slip resistant shoes in a restaurant. It's a chaotic environment. There's a lot going on. It might still be a perfect job for her with her personality but was it matching up with physical limitations. She would say, I can do anything. Whatever you can get. I'll work in any restaurant. She would line up visits to go to dish pits and restaurants and try out dish washing, folding silverware, whatever the restaurant needs were for that day but again, it continued to not match up to what was happening physically to her and at the end of the day, she was feeling just exhausted and mentally overwhelmed because of how physically exhausted she was so that value that she had of her personality and how she's you such a lively individual and so fun to be around.

That was being taken over by the physical exhaustion that was occurring because of her condition she's adjusting to so using envisioning with this client was really helpful because although she hadn't experienced working in certain jobs she could envision what it would look like for her if she was in a different job outside a restaurant setting and again, although that was her experience, we can continue to make new experiences based on your strengths so using different questions, again, the open-ended question style through OARS but then also, making sure that you are using some statements in there, too, like, tell me about your perfect job so just really trying to get the client to recognize some areas that could be motivating to them, environment wise, task wise, the type of work culture, the people they're around.

For this particular individual, because she has such a fun personality and she's awesome at naming with people, we felt like really fostering her personality and those strengths interpersonally would be our focus.

Then looking at a skill she had learned through her restaurant experience of going through receipts and doing a little bit of clerical experience, we were able to take those skills paired with her personality and how she's you have such a fun person to be around and pair that with work cultures that had types of task that's may be clerical and repetitive like the receipts had he she was using in the restaurant setting but also allowing her to be in certain office settings that encompass a setting of support, fun. Her first volunteer

position that we started to get some job experience on her resume everyone in that office was so much fun. They were always joking around with each other. Just really family oriented. There's also, her favorite experience was getting to engage with people in the work culture and how they had similar personalities and interests and when we're around those with similar interests and values, that ultimately makes it a more motivating experience.

So, using the envisioning technique. Another tool is using the question of where do you see yourself in three months or whatever your timeline might be of following up with them so even though I'm talking with my clients consistently throughout the month, we do our quarterly reviews every three months where you're evaluating goals and you're going through their plan and you're recognizing what needs to change, what is going well. And in this time, that allows them to continue working through the change process.

And this question, I think, really evokes a lot of where they might be able to see themselves in that time period.

And that gives you some ideas of how to shape their goals around that.

Another technique to elicit change talk with this particular client was using scaling rollers so this is just using a scale of one to ten paired with questions and it could be one to five, whatever the scale you want to use. But, with this client, I would say, you know, on a scale of one to ten, you know, how physically exhausted are you today? And, you know, on a scale of one to ten, when we would come into a setting or be going into a setting, I would be scaling, you know, exactly where she was emotionally, physically, and then, this really helped us to then use that data that we were recording based on how she felt before and after situations, how she was able to then assess, okay. Maybe the physical limitation of that part was a little bit too much for me. But, I did really enjoy this aspect of working around these people with similar interests.

So, then, that's when we continued to work through and get her those volunteer experience like the office setting I explained and she worked in a couple of different office settings to continue to get that clerical exposure and make her skill set more well rounded and you know and through using these scaling rollers, it helped get that skill set so we could implement goals and work through barriers that were with her adjustment to her physical condition.

And then, of course, as I said earlier with using evoking as a technique. Using evocative questions. Some examples of this would be, why is now a time to try something new? How could

you make this happen? What would be the best way to get started? When you're using evocative questions, really be mindful of the way you're wording these. Again, they need to be open-ended questions but maybe also focusing more on the where and how. You can throw some why questions in there but maybe try not to make all of them why.

Because sometimes, the word why can sometimes send a p client into thinking they have to overexplain something so focusing on the what and how can be a little bit more useful but maybe throw some whys in there, too. That's just something to keep in mind when you're using evocative questions to really evoke that change in value and keep eliciting change talk to see what that client values.

So, with this particular client, looking at the double approach-avoid conflict that was coming up with her sense of ambivalence, often, things I would hear is I don't want to try something new because I know I was good at this before and it will be a quick placement.

Again, this could be an effective process for getting a patient to work but really the client was hoping to find meaningful employment so trying o help her recognize that discrepancy there of you want to approach doing something that is going to benefit your goals and values and strengths but you're also avoiding that by saying, let's just do the quick, easy route.

Also, saying things like, I'm comfortable with this skill. Well, we found out that she was comfortable with certain skills in restaurants but one of those skills was transferable that we could then transform into office settings. I've learned new skills one, I can do it again.

So, again, just working through wanting to approach that goal of change but then when those feelings of ambivalence and avoidance come up, how can you work with a client to recenter them and help them focus on their values and strengths.

So, looking at maintenance stage for this client, she is continuing to regularly visit her doctor so she cannot only be communicating with them about her physical changes but then relaying that information to me as needed so we can make sure that we're consistent with what plans her doctor has in place.

Continuing to work with the local VR stage agency and also recently being part of a training program that is for people ages 55 and up.

This is a huge success for this client because we have been searching for the right employment stage for a very long time and to be able to come to acceptance how a program like this may be very beneficial because the type of acceptance they are citing is based on clerical and the idea that there may be

physical limitations in place and how can they foster those strengths during those moments so finally getting her to a place of recognizing that it's okay to try different experiences that might actually end up being super fulfilling even if it wasn't that restaurant experience you had long ago when you efficiency started working.

And then continuing to meet monthly to review goals. This is where. How can we continue to work together to highlight her values and strengths and continue working towards additional positive changes and then, you know, just continuing to encourage her to be involved in her community when she's volunteering and being a part of family oriented events and those types of things are extremely valuable for her and ultimately, improve her mental health and you know, decrease any of that stress that's occurring that's also kind of manifesting into the physical limitations that are happening.

So, just continuing to regularly monitor this client so she can continue to work towards positive change because as you can see, she has not effectively been placed in employment that is something that she is super motivated to do yet. But, she has become motivated to continue through the process of trying something new. So.

>> CHRISTOPHER WAGNER: Thanks. I was wondering if we could take just a minute or two to kind of pull back from these specific cases and just talk about what it's like for you incorporating MI skills and strategies into VR work and I guess one thing that particularly stands out for me is the need for case closures, how do you bring those together?

>> APRIL LYNCH: It's definitely interesting at times because you feel like you have that pressure of trying to get that client working and have them on to their independent follow-on support. However, me as a counselor, I really want to work with the client to identify as best as we can so as I identify different values they use, I think it's best what we have with that client. Really affirmations and all that good stuff. The other two cases, things were a little bit different. It's just recognizing what's effective. But I'm not going to lie. If there are times if I feel like it might be taking a little bit too long too long on a certain topic, we might need to switch gears a little bit. I think that's the beauty of being a VR counselor, you can wear different hats and try different strategies but when you get into this situation where there's a situation a situation, you feel like you can do something with your client, keep doing it. But I think starting out with MI is a great way to get it into your process with that case.

Okay. So just to have some final notes, why motivational interviewing for VR practice, the number one focus is motivation

is important to seek employment, so, if you're not able to, to promote positive behavior change. Utilizing that client-centered approach so you can really have that connection with your client and build that rapport them and make it very focused on your personal goals. Having that collaborative relationship with them to, again, continue that rapport. Like I said, this is an ongoing cycle so there's going to be other areas of change that continue to come up and if you continue to have that collaboration with your client then ultimately, you can continue to work to positive changes. In creating that positive communication, we know that VR is important so we can make things attainable. Just creating that conversation around that. Like I said here a moment ago, making this less stressful to explore reasons of change and what goals they want to make, strengths and values of your complaints.

All right. Well, thank you so much for listening today and that concludes our presentation.

>> Thank you, April. I will now turn it over to Heidi Decker-Maurer and I understand April has been able to join us so we will move to our question and answer sort of discussion phase. So, you are up, Heidi.

>> HEIDI DECKER-MAURER: All right. Thanks so much, Terry. And thank you, April, for such a grit presentation. There was a lot of super good information in there. I think for folks having examples to learn from, especially if there are successes, it's encouraging to kind of help them go out of maybe their comfort zone and to be able to try things that they maybe would be have heard about in certain circumstances. Thank you for working through that. It was really great to have the question and answer session between you and Chris. It kind of dug a little bit deeper and got a little bit of extra meaning for folks when it comes to those strategies.

We have a few questions here and I don't know if both of you want to answer or if one or the other wants to answer. When you're ready to answer, I think just having the mic button pushed so there's not a line through it, then we'll be able to hear you.

The first question has to do with time for helping folks out. Everybody is pressed for time today with their work and we all usually have much bigger workload than we have time for.

In this particular question, Katie asks, if the client's case is closed because they're in long term employment, how do you schedule them and continue to serve your new clients. Is there enough time in the working day to do that?

So, I think that's in regards to what April was saying in regards to checking in with folks periodically. Any thoughts about that?

>> CHRISTOPHER WAGNER: Yeah, April, why don't you take that?

>> APRIL LYNCH: That's a great question. Basically, our clients that are in long term employment supports at that time, we call that follow along category and that allows us to still continue to check in on our clients at least twice a month as needed and honestly sometimes the clients may not need that much support. They may shoot me a text message and say, I'm feeling really great about it can be hard but that's when our clients' needs come in and adjusting to which clients need support the most at the time.

>> HEIDI DECKER-MAURER: Excellent. Chris, did you have anything you wanted to add to that?

>> CHRISTOPHER WAGNER: No.

>> HEIDI DECKER-MAURER: Teresa asks how much connection do you have with the employer?

>> APRIL LYNCH: That's an interesting question. I was looking at some -- (inaudible). I really want to check this out. My initial meeting was with the human resources time. This was a very small company. Their staff is probably under ten people so I went and met with the HR team and they just loved what our mission was with helping individuals with disabilities obtain meaningful employment and then from there, I met with the owner and the rest of the of the management team and I don't think I had to use motivational interviewing with them because their mission was helping those in need and they actually focused on helping find employment for refugees and we started to recognize our missions were similar.

This individual with autism had difficulty expressing himself like some of their employees had language barriers. We just really saw eye to eye and honestly it ended up being a perfect match and we brought my client in to do a working interview and do those and show them what they could do and from there, they knew he was going to be an asset to their team.

>> HEIDI DECKER-MAURER: Excellent. Chris, did you have anything to add to that one?

>> CHRISTOPHER WAGNER: No, actually, I was noticing the other comments bubbling up here.

>> HEIDI DECKER-MAURER: Yeah. Definitely. So, in our Q&A panel, we have a question about the duration of time April spent with client from start to finish.

>> APRIL LYNCH: Which particular client? The one I was just suggesting?

>> HEIDI DECKER-MAURER: I believe so.

>> APRIL LYNCH: Let's see, we met, it was a pretty quick process. He's been working for two years now he we took that spring to be working through, going out in the employment

community and he withs placed by October e again, it was building that rapport with him. Understanding what he wanted for himself and helping him seek that change. We made it happen.

>> HEIDI DECKER-MAURER: Fantastic. That sounds excellent.

>> CHRISTOPHER WAGNER: April, what about the timeline with the other two cases you mentioned?

>> APRIL LYNCH: So, the other two cases were a bit more long term. I think that's because we were really trying to pull out what their values were although this client with autism was more resistant, I had more to work with as far as his strengths because he was still doing all this painting and artist work. But with the other two clients it was just helping them see what they wanted for themselves and really recognizing what their goals were going to be so those iterations were a bit longer. Again, the first client I discussed, again, that first process was over a year. I wanted to make sure we were spending plenty of time.

>> HEIDI DECKER-MAURER: That makes sense. In the first place, that can go more quickly but having to get that information about what people want in their values and belief, it sounds like it can add a little bit of time to the process.

>> APRIL LYNCH: Yeah, and the third case study I would say probably was the most lengthy because she was trying to adjust to her physical change and that's stim an on going process but we have some good things in the work.

>> HEIDI DECKER-MAURER: Excellent. We have a question from Sean. Ideas on how to balance ongoing resistance with DVRs needed for progress. Any suggestions on how to address this in a safe, nonconfrontational way. We did some training which seems to be a good method. I'm sure that a question that folks come up with on a regular basis, having to figure out how to help the person find their own motivation. So, what are your thoughts on that with the client resistance against DVRs wish for things to go quickly.

>> CHRISTOPHER WAGNER: April, I'll share a little bit about this and then maybe you could add in about the specific people that you worked with. Okay. So, I guess to start, I'd like to think about, what is resistant answer and what's going on. Usually, I think it comes from a lack of safety about the person. Something about the environment, themselves, that makes them a little bit nervous, ally bit unsure. As you know, we're all wired to have flight or freeze reactions when we feel overwhelmed by things and I think a lot of what I think of resistance is just that natural reaction to feeling unsafe, insecure, so then either fighting, actively getting resistance, freezing, not showing up, not necessarily following through

with things or fleeing, we certainly have issues with dropout. I want to do is really see from the inside out, get in their bubble, make sure they feel me as a partner with them that item not standing across trying to push something on but it's not the consumer or client's responsibility to meet the demands in our work face environment. It's one we have to manage ourselves and not press on to our clients because if they're feeling unsafe, most likely, that's going to elicit our fight or flight reaction.

So, to keep that to ourselves, one of the quotes I really like is there's some horse trainers we actually tune into because they work with horses in ways that the language is not distracting and one of these guys, Monty Roberts has this quote of, act like you've got 15 minutes, it will take all day. Act like you've got all day, and you might be in there 15 minutes.

And I think for me, it's like keeping that in mind knowing that if I can relax and I can settle in, oftentimes, what seems like big resistance, once the client perceives me as a partner with them, it boils down to something small. Some little thing in the back of their heads they're nervous about. It's not necessarily fear of the whole situation but one particular thing they're going to feel embarrassed about or are really insecure about. And if I can do that one thing. April, I noticed you mentioned resistance. I guess I'm wondering more generally how that worked for you.

>> APRIL LYNCH: Yeah, I'm going to give a particular example about the gentleman who had autism. One example is, when he was feeling nervous, he would want to dance. It's a nervous habit but unfortunately that employer at the time didn't want him dancing while he was working but when he was placed in this dream job of his, the first day of work, we were letting his natural supports know that he likes to do that, he likes to dance, he may be exhibiting nervous behavior, anxiety, and kind of just check in with him.

And they said, let me show you something. And they took us into the big opening room, like their open room in their warehouse and there's lots of space and we put on music and we danced and I think that that really helped the client see that having natural supports that are there for him can help shape that.

That, you know, sense of shame that had come up before. And then, also, for me as the counselor, I think that a little bit of self-disclosure, as someone who copes with anxiety detail Yes. this is something that I disclose with my client at times that to relate with them and help them understand they're not alone.

>> HEIDI DECKER-MAURER: That makes a lot of sense.

>> CHRISTOPHER WAGNER: It highlights for me the change is not linear. It doesn't happen step by step in an orderly fashion but a lot of times, working with them, they can seem stuck and nothing happens and then there's a moment like the one you just mentioned, April, that dancing and having others join in and where I imagine the environment changed dramatically, the perceived environment. It wasn't like he got a little more comfortable day by day. It was like, after that moment, this is a place I belong. A place I can relax and feel comfortable and not worry too much.

>> APRIL LYNCH: Truly. I love going to visit him because he's always decked out in colorful, unique outfit and sometimes if I come in during his lunch break, he's in that front room dancing.

>> CHRISTOPHER WAGNER: M-hmm so., one of the pressures, I'll just add one more thing on that, one of the pressures when somebody is acting in a way that we label as resistant is that righting reflex coming up. Like, this client needs to start do that. Instead, if I return my mind to, this moment is the moment that matters. Not where we're trying to get to, and this moment is not in the way of moving forward. This is a moment where the person is stuck and if I'll just get in there and help them relax a little bit often we don't have to solve a little bit because again, they feel safe, protected, empowered to try things, potentially make makes, potentially not have things work out, maybe even some embarrassing moments those are things we all go through.

>> HEIDI DECKER-MAURER: Definitely. Definitely. We have a few questions left. It's 17 after the hour. So, we have a few minutes left. I'll try to get us through some more of these. The question that we have up right now is how did you track the progress outcome after which the client completed the therapy with you. I'm not sure from the question, which of the clients. If you could briefly let us know about how much with each of the clients, that would answer the question, I think.

>> APRIL LYNCH: Sure. I keep monthly case notes daily and we track these based on their progress. It's daily activity summaries but case notes, generally, or process notes so that's really, you know, how I'm documenting everything and also, you know, looking back at that month to month seeing, okay, well at this month, the client was at this place and then the next month, you can kind of. Where has the change progressed or potentially regressed. That is really my form of tracking but I also use approach that's systematic about if it's more tailored to the job task like a task analysis but that's going down a different route. I would say as far as progress, it's

really just checking in with the client and seeing where they're at but then documenting that.

>> HEIDI DECKER-MAURER: Sure. That makes sense. I think we'll move on to the next question. What things do you think are good to review and practice as a counselor who is new and still obtaining their masters degree? How do you step back and realize the righting reflex?

>> CHRISTOPHER WAGNER: April, I'll let you think on that on your end. For me, it's a matter of noticing an adrenaline spike in myself. That's different for different people. For me, I tend to get tight in the chest and I'll start holding my breath and I'll notice a physical reaction and in my head, I'll notice, it gets very busy and the gears start turning and I feel a pressure to make something happen and in those moments it's a matter of cueing myself that I can't make anyone change, I can't make an outcome happen. All I can do is increase the probability that things will move forward by partnering with the person, again, and you. Looking to these individuals that April was telling me about, some core motivational issues for each one. The first young lady had this challenge with confidence and a sense of low hope and that seemed like that was a core thing that was getting her stuck.

The young man had issues about acceptance. Am I going to fit in? Am I going to get in? Use my interview, as we know, that's when we can be creative is when we're relaxed and really feeling uncomfortable with ourselves.

And the third one is really struggling with unpredictability. With multiple sclerosis, what I can do today, tomorrow, the weather could be different. Something could be different inside me. I may not be able to do quite the same things tomorrow or do them in quite the same way and April, it really sounded like you were able to kind of tune in with each of those clients on each of those issues, help kind of take that away. Help that, or at least share that with them so they weren't alone in that.

>> APRIL LYNCH: Yeah, I think for me, too, doing body scan kind of like those physical symptoms that you're talking about, Chris, that manifest when you feel like the activation mode of wanting to, you know, deliver that just follow through with helping the client work through whatever issue is occurring and fixing that. My advice to students that are in the masters program preparing to work with clients, me go into therapy. Get your own counselor and really learn about yourself and that will help you really know yourself better so then you can kind of, I don't want to say check it, but, like, check that when you're working with your clients because they're who you are focusing

on in that moment but you still need to be aware of yourself. If that makes sense.

>> CHRISTOPHER WAGNER: M-hmm. M-hmm. The righting reflex is something that it's when we're not able to be in the moment. We get up in our heads or we get up in our bodies, we start worrying, we start thinking.

And really, everything that's important with a client is happening in this moment. And I like what you're saying, April, because if we can kind of work on ourselves and the triggers we have, then those don't come into the workplace as much as well as we get greater compassion and empathy for the often larger struggles that those people are working with, are managing.

>> HEIDI DECKER-MAURER: That definitely makes a lot of sense. And just from a person who, I'm a communication person. So, I'm not in the field. But, it sounds like it relates a lot back to mindfulness and to being where you are in the moment, not thinking about the future. Or predicting things. Or maybe misremembering things.

You really only have this moment to do anything. But, as you were speaking, Chris, I realized that I needed to do a self-scan and relax myself a little bit because being on a webinar and being on camera is a little, you know, nerve wracking. So. Makes people a little nervous, usually.

But, that really makes sense for everybody, but especially for folks who are really kind of putting themselves out there and making themselves feel vulnerable when they're going to try and find work and maybe leave a circumstance that they've gotten used to, change is really difficult for most people.

So, that anxiety can really spike for folks. We did have one question left. Abdul had asked about, if you had followed retention, employment retention for the client, he didn't specify which client so maybe you could quickly or briefly address what each of the clients had in terms of retention or if that's something that you follow.

>> APRIL LYNCH: Of course. We definitely follow retention. That is our main goal at RTC, Rehabilitation Research and Training Center for those of you who don't know the acronym.

So, again, just tracking in your process notes, case notes each month but then also checking in with that client for us, it's at least twice a month. It could be more if they need more support. It could be less if they are feeling stable and comfortable.

But, again, yes, it's definitely something we track and both of those clients that are currently employed have, I have been tracking them for, you know, since they've been

successfully placed and if anything were to change then we can adjust and, you know, change our approach and change categories. If they want to look for a new job because they're at a new stage in their life, that's okay.

I think that's another important thing to point out. Sometimes VR counselors, you know, we get a client returning and they want to seek another job and that can seem like oh, man, well, did we fail on the first one? No, it's, they, that's a positive for me. They now are able to see where they want to go next with their employment goals.

And so, seeing that as a positive experience, and that if we have to go find a new job, it's just, you know, meeting them where they are again, and that's okay.

>> HEIDI DECKER-MAURER: That sounds great. It sounds like a few of our folks listening in were kind of concerned about reopening a case that maybe would seem to have been closed but it makes sense that having some of those experiences that maybe didn't work out be a good teaching moment for the consumer and for the counselor to help them figure out what's going to work and succeed for them.

So, that makes a lot of sense. I think we're at 26 past the hour, according to my clock. Chris and April, thank you so much. This has been a fantastic conversation. I'm going to go ahead and turn it back over to Terry Donovan and have him wrap up our session today.

>> Great. Thanks, Heidi, and again, thank you, Chris and April for both a wonderful presentation and really nice presentation as well. I am going to turn it over to Jennifer who will tell you about CRC credits for this. I will remind you next week, same time, Thursday, 11:00 AM central we're going to have a customized session on employment as well. So, please combo to our website if you're interested. Jen, tell them about CRCs and maybe how to register far next week if they're interested.

>> Sure. Yes, if you're interested in a CRC for today's Webcast, the link I just added to the chat box is where you can find information about how to get a CRC for this course. It also contains all the steps on how to, you can view our archived Webcast as well. You also will receive an email tomorrow with these instructions, and due to the volume of requests that we do receive, please be patient with us. It can take a couple weeks to receive the CRC form.

And if you have any questions about CRCs, please direct those to our projectE3tC@gmail.com p.

>> Grit and I'll follow up, as Jennifer mentioned, we have archived all of our previous webinars, Chris' webinar in December going back to last January of 2019, all of which you

can qualify for a CRC credit so if you are in need of a credit or have an interest in the topic those are archived on our site. You can watch the webinar. Answer the evaluation form and both gain the content from the webinar as well as obtain a CRC credit for that.

So, thanks again, everybody. We hope to see you again at future webinars. Again, thank you, Chris. Thank you, April for both the session in December and today's session on motivational interviewing. Always a hot topic in the VR community. With that, we will end the meeting and thanks, everybody.

(Session was concluded at 12:29 PM CT)
