

**COUNSELLING SKILLS
AND APPROACHES**
ECP55019
 Week 3 Skills Session
 Ruth Groff

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SCHEDULE FOR THE DAY
 Q & A – Read about Motivational Interviewing
 Check In – 9:30
 Final Agreement of Contract
 Case Scenarios/personal Information
 Overview of Motivational Interviewing Skills
 Triad Work
 Reflective Practice/Observation
 Closing Round

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**RECAP OF ACTIVE
LISTENING SKILLS**

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Active Listening Skills

- * The skill of demonstrating that we are hearing what the person in front of us is saying **and** that what they say is important
- * Verbal and non-verbal feedback

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SOLER – Attending Skills

S	O	L	E	R
Sitting at a comfortable angle and distance.	Open posture. Arms and legs uncrossed.	Leaning forward from time to time. Looking genuinely interested. Listening attentively.	Effective eye contact without staring.	Remaining relatively relaxed.

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Person-centred core conditions

Conditions for the therapist:

- Empathy
- Congruence
- Unconditional positive regard

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Person-centred core conditions

Conditions for the therapist:

◦Empathy

- Demonstrating an understanding of client's issues
- Tuning in to their perspective
- Accepting the person on their terms/worldview.
- Healing state for client when this is present

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Person-centred core conditions

Conditions for the therapist:

◦Congruence

- Demonstrating authenticity – external matching internal
- Allows client to see own positive qualities – in a way may not have been seen before
- Allows trust building

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Person-centred core conditions

Conditions for the therapist:

◦Unconditional positive regard

- Warmth, caring, interest – which is healing
- Non-judgemental – acceptance for who they are
- Your acceptance leads to client self-acceptance

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Basic Counselling Skills

ACTIVE LISTENING SKILLS –

- paraphrasing
- summarising
- silence
- questions

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Motivational Interviewing
as an Embedded Counselling Practice

Things do not change: We change.
HENRY DAVID THOREAU

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Definition: 1 Layperson

What is it?

- *Motivational interviewing is a collaborative conversation style for strengthening a person's own motivation and commitment to change.*

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Definition 2: Practitioner Mindset/Spirit

- *Motivational interviewing is a person-centred counselling style for addressing the common problem of ambivalence about change.*

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Definition 3: Technical - Method

HOW DOES IT WORK?

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

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- The overall style of MI is one of guiding style that is in the middle of the continuum of styles: □
- A skilful guide is a good listener and also offers expertise where needed.

Directing----- Guiding-----Following

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BOX 1.2. Some Verbs Associated with Each Communication Style

Directing style	Guiding style	Following style
Administer	Accompany	Allow
Authorize	Arouse	Attend
Command	Assist	Be responsive
Conduct	Awaken	Be with
Decide	Collaborate	Comprehend
Determine	Elicit	Go along with
Govern	Encourage	Grasp
Lead	Enlighten	Have faith in
Manage	Inspire	Listen
Order	Kindle	Observe
Prescribe	Lay before	Permit
Preside	Look after	Shadow
Rule	Motivate	Stay with
Steer	Offer	Stick to
Run	Point	Take in
Take charge	Show	Take interest in
Take command	Support	Understand
Tell	Take along	Value

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KEY POINTS

- The overall style of MI is one of *guiding*, which lies between and incorporates elements of *directing* and *following* styles.
- Ambivalence is a normal part of preparing for change and a place where a person can remain stuck for some time.
- When a helper uses a directing style and argues for change with a person who is ambivalent, it naturally brings out the person's opposite arguments.
- People are more likely to be persuaded by what they hear themselves say.

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The Spirit of Motivational Interviewing

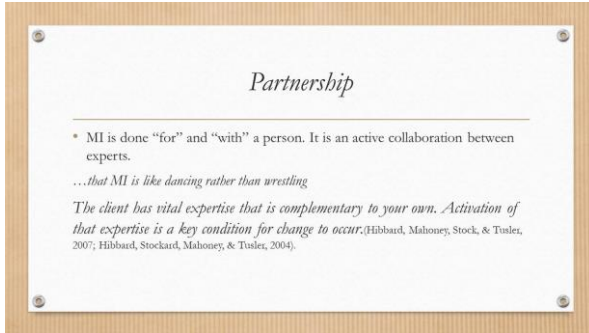
If you treat an individual as he is, he will stay as he is, but if you treat him as if he were what he ought to be and could be, he will become what he ought to be and could be.

—JOHANN WOLFGANG VON GOETHE

Compassion is the wish to see others free from suffering.

—THE DALAI LAMA

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Partnership

- * MI is done “for” and “with” a person. It is an active collaboration between experts.

...that MI is like dancing rather than wrestling

The client has vital expertise that is complementary to your own. Activation of that expertise is a key condition for change to occur. (Hibbard, Mahoney, Stock, & Tusler, 2007; Hibbard, Stockard, Mahoney, & Tusler, 2004).

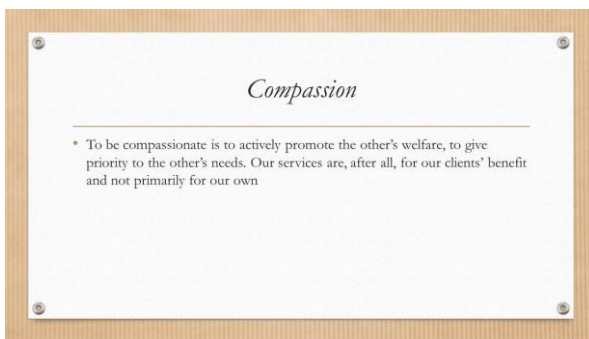
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Acceptance

- * Absolute Worth
- * Accurate Empathy
- * Autonomy Support
- * Affirmation

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Compassion

- * To be compassionate is to actively promote the other's welfare, to give priority to the other's needs. Our services are, after all, for our clients' benefit and not primarily for our own

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Compassion

- To work with a spirit of compassion is to have your heart in the right place so that the trust you engender will be deserved.

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Evocation

- From an MI perspective, the assumption is that there is a deep well of wisdom and experience within the person from which the counsellor can draw. Much of what is needed is already there, and it's a matter of drawing it out, calling it forth. The MI practitioner is therefore keenly interested in understanding the client's perspective and wisdom.

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BOX 2.2. The Underlying Spirit of MI



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Overlapping with practice

4 Processes

1. Engaging
2. Focusing
3. Evoking
4. Planning

Four Processes in MI

Adapted from Miller and Rollnick 2012, p. 20

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OARS – Core Communication Skills

Core Skills

* *Informing and Advising*

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Key Points

- * MI is a person-centered counseling style for addressing the common problem of ambivalence about change.
- * MI is done *for or with* someone, not *on or to* them.
- * Four key aspects of the underlying spirit of MI are partnership, acceptance, compassion, and evocation.
- * Acceptance includes four aspects of *absolute worth, accurate empathy, autonomy support, and affirmation*.
- * MI is about evoking that which is already present, not installing what is missing.

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Advice-giving....should we?

- How easy do you find it to NOT give advice?
- E.G., in MI, one offers information or advice *with permission*.
- A key issue is not to just unload information on someone, but to understand their perspective and needs carefully and help them reach their own conclusions about the relevance of any information you provide.

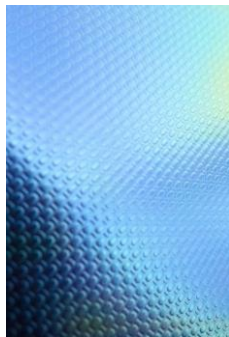
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■ Skills Groups



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■ Reflective Practice & Closing Rounds



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