

Let's Talk

Season 1 - Episode 1

1. **Intro message** – Recorded in Season 2
2. **Introduction - Both**
 - a. **Michelle** – Hello good people and welcome to the first episode of Let's Talk! I'm Michelle Moreno
 - b. **La Tanya** - and I'm LaTanya Riggs
 - c. **Michelle** – On this season of Let's Talk we will focus on Motivational Interviewing. We're going to get into all things Motivational Interviewing in just a moment, but before we get started we want to tell you what you can expect this season. We will have guests, motivational quotes and affirmations, and of course meaningful and useful conversations. We are so excited to take this MI journey with you!
 - d. **Michelle** – So let's get to know each other. LaTanya why don't you tell our listeners a little bit about yourself.
 - e. **La Tanya** – Sure! For the past 19 years I have served in the human services field in Michigan, Georgia, and Illinois. I have worked in child protection, intact and permanency as a case manager, supervisor, and administrator. To all of my friends on the front line, know that I think about you daily, and I'm here to support you and our families. Michelle tell our wonderful listening family about yourself.
 - f. **Michelle** – Thanks La Tanya. For over 20 years I've been supporting child welfare best practice in Indiana, Florida and Illinois including intact, foster care, residential treatment and community-based programs including High Fidelity Wraparound. I'll tell you more about Wraparound in future episodes. Enough about us... let's get started. Motivational Interviewing is all about encouraging change. Affirmation moments have been included in Let's Talk to empower and encourage you through your own change journey. Relax and enjoy your affirmation moment...
- a. **Affirmation** – **Add music in Production Guest** – Hello...I'm Lania West from the Office of Research and Child Well-being... **Today's affirmation is... an affirmation shared by Emily Torres says, "I have come farther than I would have ever thought possible, and I'm learning along the way.**
3. **Explanation of what's in store – Michelle**

- a. Thank you Lania. That's a great affirmation and it is a great way to jump into learning more about Motivational Interviewing.
 - b. **Reflection** - As we get started, take a minute to think about what you know about Motivational Interviewing ... On a scale of 1 to 10, if 1 is – What's Motivational Interviewing and 10 is it's a part of every conversation, how confident are you in using MI in your work? No matter where you are right now, we hope that after our talk today you can implement some ideas that will support moving up a number or two. You may want to listen to the podcast a time or two ... that's ok!
4. **Topic 1 - Definition of MI – Michelle**
- a. Let's define Motivational Interviewing or MI. MI was originally developed in part by Clinical Psychologists Miller and Rollnick in the 1980s to support patients with substance use disorders. Since then, MI has moved into public health, medical care, criminal justice, education, sports, and even child welfare.
 - b. **Supporting point**
 - i. The textbook definition of MI from Miller and Rollnick is *a collaborative, goal-oriented style of communication with particular attention to the language of change.*
 - ii. For me, the word change really jumps out of that definition. MI is all about change; individuals changing their own behaviors, changing the way we interact with people and changing outcomes together.
 - iii. What do you think La Tanya?
 - c. **Supporting data – La Tanya**
 - i. Michelle your words really resonated with me. In addition to MI igniting change, MI is also evidence based. Which means there is research from clinical trials and other studies that points to MI's effectiveness. So, we know that it really works!
 - ii. We don't want to bore you with a bunch of research, but we would love to share 5 benefits to using MI in child welfare and even our daily lives.
 - iii. The first benefit is increasing participation – MI's practical and user-friendly techniques make it straightforward to engage with families who will then participate more in the process of change.

Think about something you were told must change within your life. Would you prefer being told what to do or for someone to listen, guide, and support you in reaching your goal? That's what I thought no one likes to be forced to change. MI is all about partnering, acceptance, compassion and pulling out change in others.
 - iv. The second benefit to using MI is changing behaviors

One example of changing behaviors can be found in how, MI is used to help people with alcohol and substance use challenges.

As you know, giving up alcohol entirely may seem unrealistic and deep down, families know that using these substances is ruining their lives and they find it hard to admit they need to change.

Using MI can help families as they build their own motivation for change which will lead to more effective changes in their behaviors

v. A third benefit to MI is Building self-confidence

MI allows people to build their confidence when they start to see their desired result because of their own behavior change.

Let's think about a few areas where we desire to build our self-confidence. One that some of us can relate to is public speaking.

To build self-confidence in public speaking you may practice in the mirror, record yourself, ask a group of friends to be your audience or meditation before the big day. We even practiced our Podcast with people we trust.

In use of these techniques a desired change you may see is a reduction of nervousness, feelings of anxiety or more joy prior to your speaking event.

vi. **Michelle** - The fourth benefit to MI is that people become more self-reliant and responsible for change

MI allows people to take on the responsibility and rely on themselves to make changes – a healthier approach in the long term.

Think about someone you know with diabetes or another illness. Rather than relying on medication alone to control diabetes, people learn that lifestyle changes, such as following a specific diet and exercising, can help regulate their blood sugar levels. Using MI to support these behavior changes gives the individual more control and a stronger voice in the process of reaching their goal to be healthy.

vii. The final benefit in our list of 5 is that MI Increases confidence for professionals too!

MI is beneficial for all of us too as the professional providing MI. When professionals communicate using MI skills, studies have shown an increased level of confidence which also leads to

improved job satisfaction. And I don't know about you, but I like to feel confident in the work that I'm doing.

d. Summary Topic 1 - Michelle

- i. So, there you have it. 5 Benefits of using MI.
 - Increase Participation
 - Change Behaviors
 - Build Self-Confidence
 - Increase self-reliance
 - And Increase Confidence for Professionals

Sounds like all good things in my world.

e. Supporting quote - Michelle

- i. Steve Jobs said, The only way to do great work is to love what you do.

f. Transition - Michelle

- i. MI can help us feel more confident, love what we do and do great work!

5. Topic 2 – La Tanya

- a. So, now that we've got you ready to do great work and curious about MI, let's talk more about how MI works:
 - i. MI is a **guiding** style of communication that promotes good listening.
 - ii. It's designed to **empower** people by supporting them as they identify their desire to change.
 - iii. And is based on a **respectful** and **curious** approach to facilitate the change process and honor family voice and choice
 - iv. Think about those points for a moment...A style of communication that identifies desire to change, facilitates the process and honors the family's voice. OOOh that's good stuff.
- b. **Supporting point - Michelle**
 - i. When we use the tools of motivational interviewing correctly, we really are able to engage with the client as an equal partner.
 - ii. Using MI helps us to avoid the TRAPS that will be barriers to change like:
 1. offering unsolicited advice,
 2. confronting,
 3. instructing,
 4. directing, or
 5. warning.
 - iii. We all fall into the TRAPS sometimes. Let's think about those TRAPS and what they look like so that we can avoid them in the future.
 1. Have you ever just told someone what they need to do? That's Instructing

2. Did you ever say something like, You must go to therapy or you won't get your kids back? That's a Warning
 3. With MI we recognize there is a more effective way to support families and their change process.
 - c. **Supporting data – La Tanya**
 - i. It's just as important for you to be aware of these traps as it is to know what Motivational Interviewing is. We'll talk more about the traps in future episodes, but for now remember when you use MI skills to avoid the TRAPS and improve engagement with families.
 - d. **Supporting quote – La Tanya**
 - i. Love to Know says, *Communication is easy when the topic is happy, but it takes work to talk about something difficult. It's this effort that develops stronger relationships.*
 - e. **Transition – La Tanya**
 - i. My point is that MI works when we are intentional in our communication and avoid the traps.
6. **Topic 3 – Closing – Michelle**
 - a. **Main point**
 - i. MI is not a way to “get people to change” or something more you have to do. It really is HOW we can effectively support people to change their behaviors to reach the goals they identify.
 - ii. MI takes time, practice and requires self-awareness and discipline.
 - b. **Supporting point**
 - i. Did you hear that? MI takes TIME, PRACTICE, SELF-AWARENESS AND DISCIPLINE to really implement it.
 - c. **Supporting data**
 - i. So, come back to this podcast anytime and we'll keep coming back with more episodes of Let's Talk to support you in your journey.
 - d. **Supporting closing quote**
 - i. The great Ernest Hemingway wrote, “When people talk, listen completely. Most people never listen.”
 - e. **Segue**
 - i. We hope that you have enjoyed listening to Let's Talk and learning more about Motivational Interviewing.
7. **Outro – La Tanya**
 - a. What did we talk about today? we talked about the definition of Motivational Interviewing, the 5 benefits to MI and a few ideas about how to use MI and the TRAPS to avoid.
 - b. In our next episode, we will talk about Avoiding the Righting Reflex trap and Building Relationships with families using MI!

8. **Call to action – La Tanya**

In the meantime, we would love to hear from you! So, Let's talk! Submit your questions at (Suggest setting up a DCFS.LetsTalk@illinois.gov). We'll choose a few questions from our listeners and answer them in future episodes. We can't wait to hear from you!

AND if you can't wait for the next episode and want to learn more about Motivational Interviewing, please visit motivationalinterviewing.org.

9. **Closing Song & Message - Both**

- a. I am La Tanya Riggs
- b. and I'm Michelle Moreno, we hope you enjoyed your time with us and we can't to keep the conversation going on Let's Talk!

10. **Sponsor & Disclaimer message**

- a. LaNia - The Illinois Department of Children and Family Services is providing the content of this podcast for public service training purposes only it is neither a legal interpretation nor a statement of DCFS policy. It does not replace professional advice. Reference to any specific product, service, or entity does not constitute an endorsement or recommendation by DCFS. The views or opinions expressed by employees, guests, trainers/facilitators, are their own and do not necessarily reflect the view of DCFS or any of its officials; their appearance on the podcast does not imply an endorsement of the views or opinions expressed or any entity they represent.