

Building a Plan to Advance Your Counseling Skills

Outline

- What is Motivational Interviewing?
- MI skills in a WIC setting
- Developing an individual change plan
- The role of session observation
- How to most effectively supervise WIC staff to advance counseling competency

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What is motivational interviewing?

Motivational interviewing is a collaborative conversation to strengthen a person's own motivation for and commitment to change

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What is our overall goal?

Help WIC families reach their health goals

This means behavior change

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Think about change

- How does it feel?
- Your thoughts?

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We all change when...

- we want to, when it matters
- we know how
- we believe we can

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The Change Process

- Engaging
- Focusing
- Evoking
- Planning

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Fundamental Counseling Skills

- Open questions
- **A**ffirm Efforts and Strengths
- **R**eflect
- **S**ummarize

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Closed

Open

- | | |
|--|--|
| <ul style="list-style-type: none">• Yes or no• Few word answer• Little thought• Encourage passivity | <ul style="list-style-type: none">• Story• Think to put answer together• Delay in answering• Encourage active participation |
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Open questions

- What has your experience been with exercise?
- Tell me about how breastfeeding fits in your day.
- How could you see adding some calcium-rich foods?
- What about anemia concerns you most?

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Affirming

- Thanks for coming in today.
- That's a great suggestion.
- You clearly want to do as much as you can for your health.
- You can be very persistent when you set your mind to something.
- I would find that difficult to deal with too.

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What Reflecting Sounds Like

- What I hear you saying is...
- So you feel...
- Let me see if I heard you. You...
- It sounds like...
- You really care about/want...
- You have decided to..

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What to reflect

- Change talk
- Ambivalence
- Meaning/values/beliefs
- Knowledge/experience
- Summaries

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Change talk

- **Desire**
- **Ability**
- **Reasons**
- **Need**
- **Commitment**
- **Activation**
- **Taking Steps**

SUMARIZING

You reflect a collection of important things you have heard from the client.

It's not about you.

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One format for a summary

- Reflect a bit of the situation
- Reflect things that are important/matter
- Affirm some efforts/strengths
- Reflect ability
- Reflect commitment/plan
- Ask for feedback and/or what's next

Imperatives

- "You should..."
- "You have to..."
- "You need to..."

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When it's time to provide advice

- **Elicit** What client already knows and wants to know
- **Provide** information in neutral manner
- **Elicit** client's response to, interpretation of the information

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Tell the truth without judgment

- "This is the list of WIC allowable foods."
- "A bottle at bedtime leads to rotten teeth."
- "Breast milk is the healthiest food for newborns."
- "Soda is high in calories and does not contain any nutrients."
- "These snacks are full of good nutrition."

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Elicit a response to the information

- Open-ended questions
- Just listen
- Encourages active learning and change
- May show you misunderstanding

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What does resistance look like?

- “yes, but...”
- “Well, I guess I could try.”
- Client has not done what they had agreed to.
- Body language that looks like reluctance.

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What is resistance?

Resistance is what happens when we expect or push for a change when our clients are not ready for that change. It's not something that exists in clients in a static sense. It arises as a normal, expected product of the interaction.

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Humans resist when

- We feel we are not in control
- We believe we do not have choice
- We don't know what is going on

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Rolling with resistance: First response

- Express empathy
- Affirm something
- Reflect ambivalence
- Acknowledge resistance
- Support choice

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Simple formats for little time

- Evoke change talk/reflect it/ summarize it
- Affirm effort or strength and ask
- Offer options for topic
- Elicit/Provide/Elicit

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Growing your counseling skills

1. Pick one to practice
2. Focus on practicing that one
3. Review how it went with someone
4. Go back to the drawing board
5. Rinse and repeat

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Your plan for change

1. Pick one skill or concept
2. Tell your partner:
 - what you chose
 - why
 - how you will practice

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Effective supervision

- Repeated observation and feedback is the gold standard
- Use MI skills during observations
- Follow up and offer support

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Effective Feedback (part 1)

- Ask permission and ask for focus
- Observe
- Elicit positives
- Agree and offer more

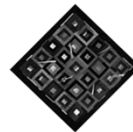
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Effective Feedback (part 2)

- Elicit what didn't go so well
- Agree and offer a suggestion
- Ask for response
- Work toward clear plan for practice
- Summarize

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