Great Plains Tribal Leaders Health Board

Motivational Interviewing Technical Assistance

Introduction

Location

- GPTLHB –Rapid City, South Dakota

Service Area

- Urban, rural areas and reservations across South Dakota and Nebraska

Goals

- GED, CNA, Medication Aide, RN, LPN, EMT, Paramedic, Medical Assistant, and American Association of Professional Coders and Billers (AACPC/CPB)

Staff

- Project Director, Program Manager, Program Coordinator, Program Assistant and two Student Coaches

Why Motivational Interviewing

The goal was to:

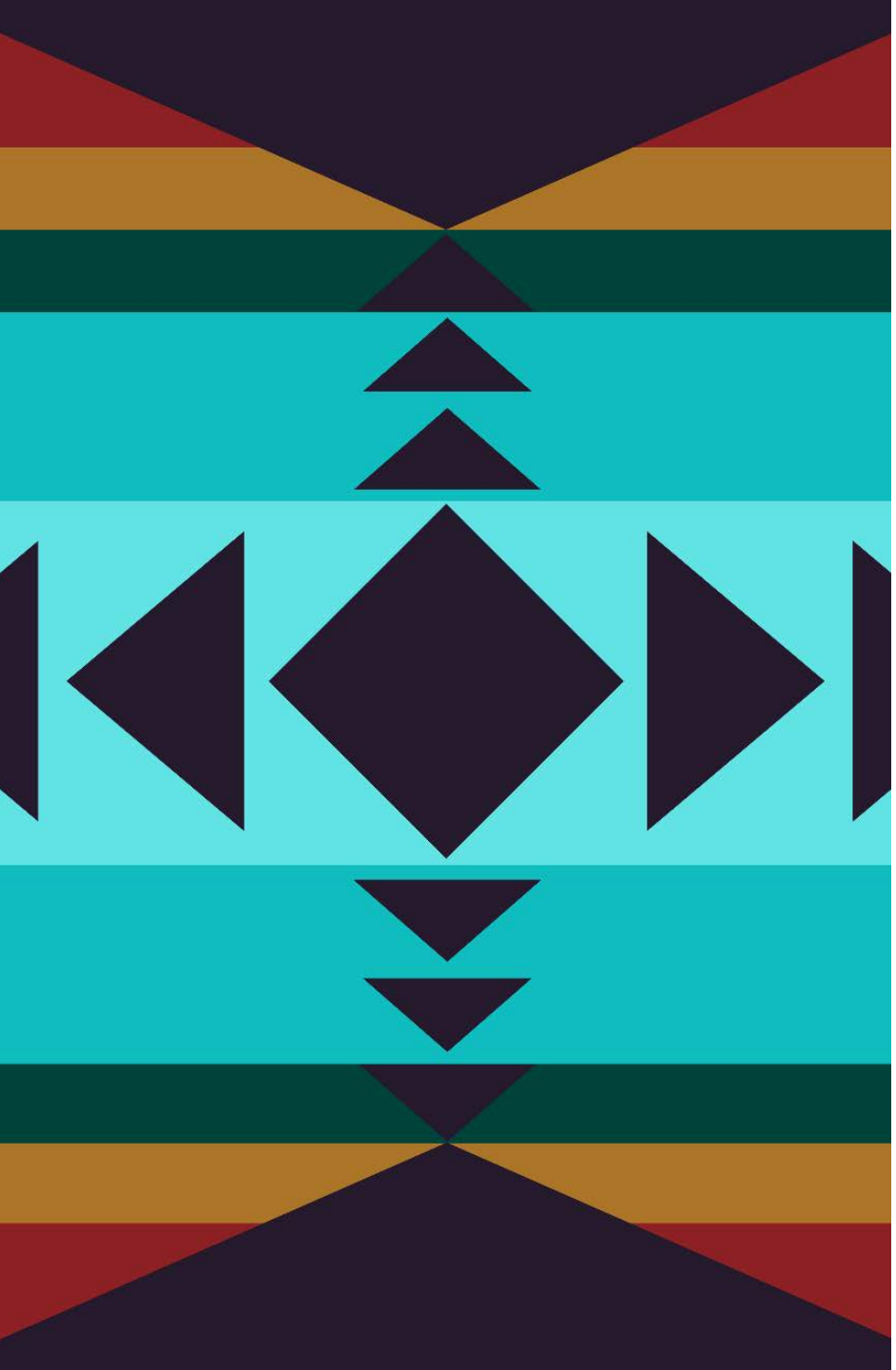
Utilize Motivational Interviewing as a way of increasing our student engagement and retention in school and increase effective student behaviors

Communicate with our students efficiently and effectively to help build a stronger alliance between staff and student

Motivational Interviewing-Technical Assistance

Introduction

Coding/Coaching



Introduction to MI

Conducted in January and the Coding/Coaching in Feb and March.

Six-2-hour sessions conducted twice a week in January.

Topics covered during the 12 hours of Intro included:

- **Introduction and Overview, MI Spirit**
- **MI Processes and Beginning of Reflective Listening**
- **Giving Information and Advice**
- **Evoking and Reinforcing Change Talk**
- **Softening Sustain Talk and Reducing Discord**
- **Engaging in Collaborative Planning**

Recording and Coaching

7 hours required

Jan. 26, Feb. 16 and March 2nd — Each of the staff met individually with the actor for a 20 minutes recorded session.

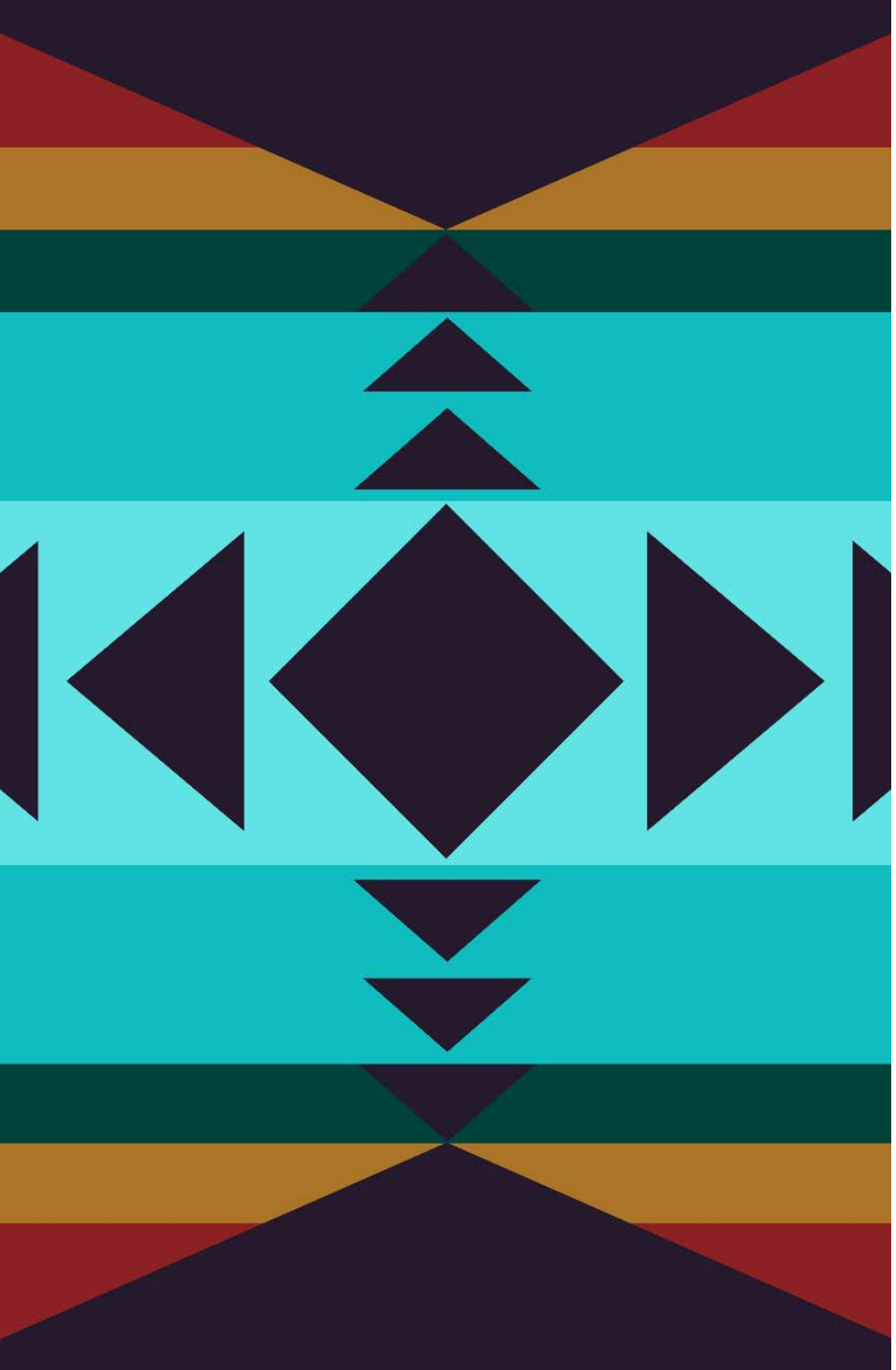
Feb 2, Feb. 23 and March 5—There was a 2-hour long group coaching session for the whole staff.

Main Takeaways

1) Our job is not to get other people to change. Our job is to invite a person to think and talk about a topic they have agreed on.
2) MI helps people make well thought out, committed decisions about change.
3) People don't change their behavior based on an authoritarian tone of voice.
4) Open questions increase the odds of the person sharing more with you.
5) People learn when they have significant time to reflect.

Program Changes

- *Effective* communication with the students.
- *Positive* Student engagement
  - Asking open-ended questions of the student,
  - Affirmation of the student's successes,
  - Reflection on what the staff heard from the student,
  - Summarizing to make sure the staff was hearing correctly.



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