

REAL ECONOMIC IMPACT NETWORK:

**MOTIVATIONAL INTERVIEWING: AN
APPROACH THAT MAKES A
REAL ECONOMIC IMPACT**

**September 14, 2016
Washington, DC**

Moderator/Presenter



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**Manager, Financial
Empowerment and
Inclusion**

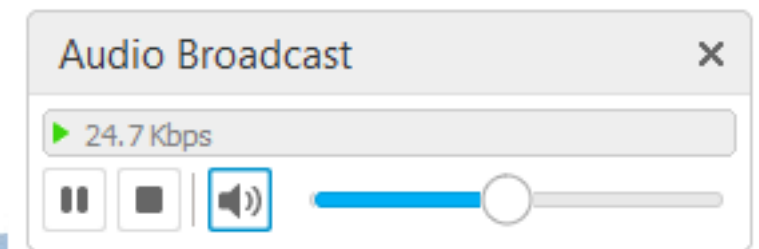
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National Disability Institute

The mission of National Disability Institute is to drive social impact to build a better economic future for people with disabilities and their families.



NDI's Real Economic Impact Network

- An alliance of organizations & individuals dedicated to advancing the economic empowerment of people with disabilities.
- Consists of more than 4,500 members located throughout the United States.
- Includes non-profits, community tax coalitions, asset development organizations, financial education initiatives, corporations & private-sector businesses, federal/state/local governments & agencies, and individuals & families with disabilities.
- All partners join forces to embrace, promote & pursue access to & inclusion of people with disabilities in the economic mainstream.

Learn more about the REI Network at
www.realeconomicimpact.org/REI-Network.aspx

Presenter



Sue Rogan

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***Director of Financial
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***MD CASH (Creating Assets,
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Maryland CASH Campaign

Maryland CASH (Creating Assets, Savings and Hope) Campaign:

Promotes programs, products, and policies that increase the financial security of low- to moderate- income individuals across the state.



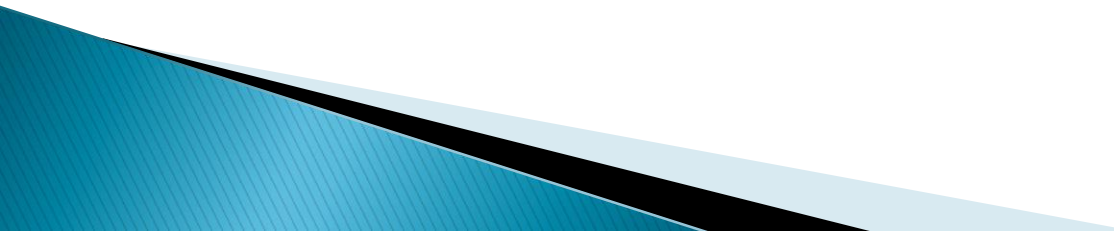
MD CASH Campaign

- ▶ Advocacy
- ▶ Partners with 40 organizations in MD to provide VITA, Financial Education/Coaching, & capacity building and training
- ▶ Pilot programs

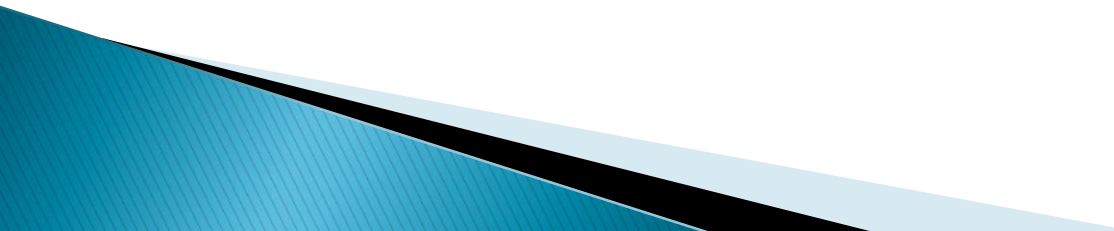


Motivational Interviewing

Learning Objectives:

- ▶ Define motivational interviewing
 - ▶ Understand the impact of motivational interviewing
 - ▶ Learn the process and skills for using motivational interviewing
 - ▶ Identify examples of questions that engage and motivate clients
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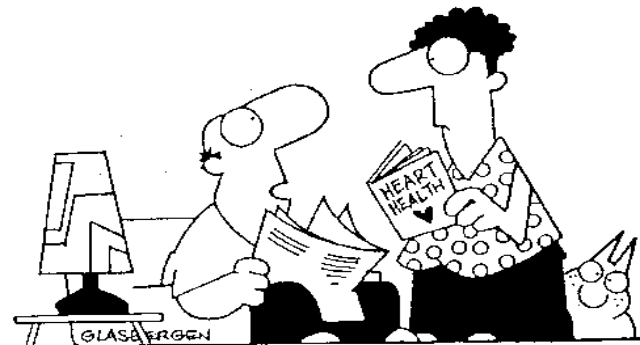
Managing vs. Motivating

- ▶ Traditional case management model = assessing, crisis assistance, counseling, advising, directing action
 - ▶ Coaching or motivating model = partnering, supporting, building person's confidence to find, develop and implement their goals
- 

Motivational Interviewing– What?

Motivational interviewing is a way of being with a client, not just a set of techniques for doing counseling. Miller and Rollnick, 1991

Motivational Interviewing–What?



"I'm willing to make some changes in my life-style, as long as I don't have to do anything different."

Non-confrontational, empathic style

Research based method

Successful with different high risk populations

Successful in even brief sessions

Non-specialist can learn and use

Why Does MI Work?

“People are usually better persuaded by the reasons which they have themselves discovered than by those which have come into the minds of others.”

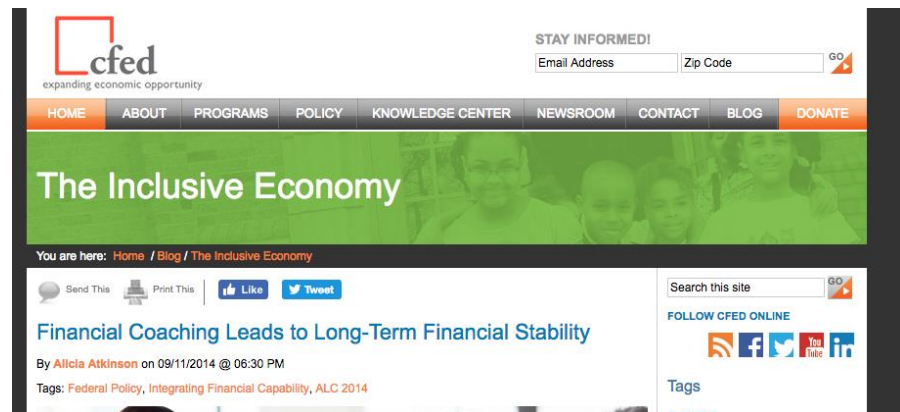
- Blaise Pascal



Motivational Interviewing–Impact

Research shows positive results when MI used :

- ▶ treating substance abuse, chronic illness, childhood obesity
- ▶ Research shows positive impact of coaching/MI style for financial wellbeing



Motivational Interviewing–How

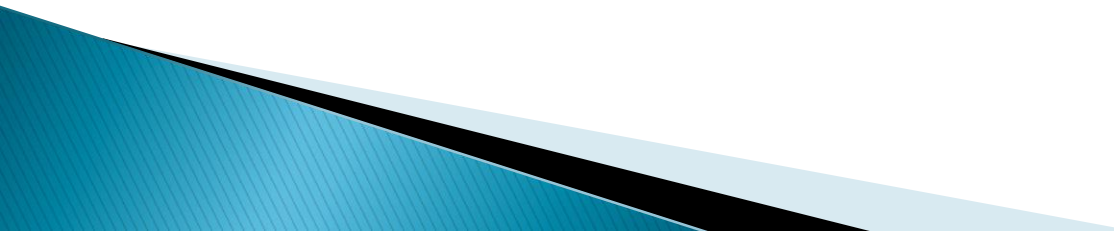
Skills/Tools:

- ▶ Open ended questions
- ▶ Ability to provide affirmation/support
- ▶ Capacity for reflective listening
- ▶ Ability to periodically provide summary statements to the client



Motivational Interviewing–How

Process:

- ▶ **Engaging** talking about issue & relationship building
 - ▶ **Focusing** habit/behavior to change
 - ▶ **Evoking** importance, confidence and readiness for change
 - ▶ **Planning** practical steps to implement
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Engaging

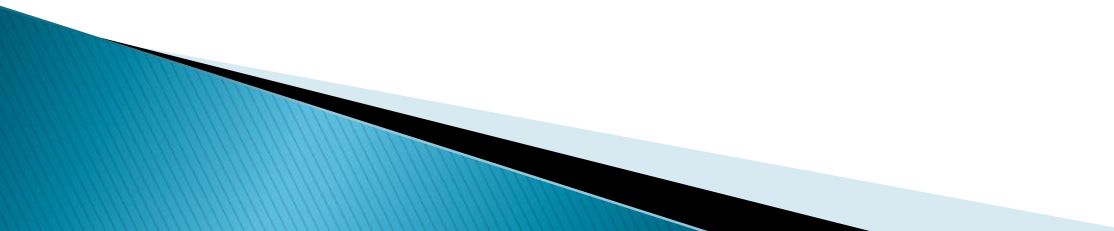
- Counselor/Coach is a partner
- Participant should feel heard
- Create a safe atmosphere to explore alternatives
- Skillful reflective listening is fundamental

Questions:

What's been happening since we last met?

What's one thing you are proud of that happened since we last spoke?

Tell me what you've tried before?



Focusing

- **Defining the Goal/Behavior Change**
 - Encourage short term, achievable goal setting
 - Start small
 - Is it emotional for participant?

Questions:

What would you like to work on? Why is this important to you?

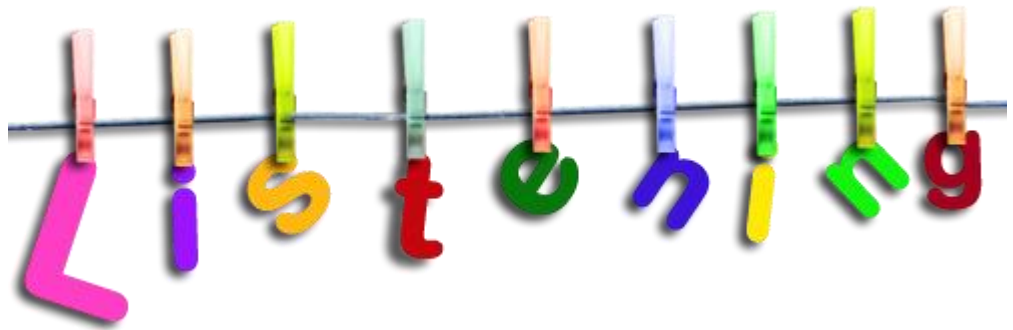
Who within your family or friends thinks you can do this?

What are your other options?



Evoking

- Discuss client's feelings and experiences
- Don't assume client is ready to change
- Talk about benefits and barriers to change
- Identify participant's personal reasons for wanting to make change
- Have client identify his/her own motivation



Evoking

Work with ambivalence

- Ambivalence is normal, acceptable, understandable
- Attachment to the behavior is part of ambivalence
- Ambivalence is the *unresolved conflict* between the pros and cons, and leads to continues engagement of the behavior
- Persistent ambivalence is the principal impediment to change

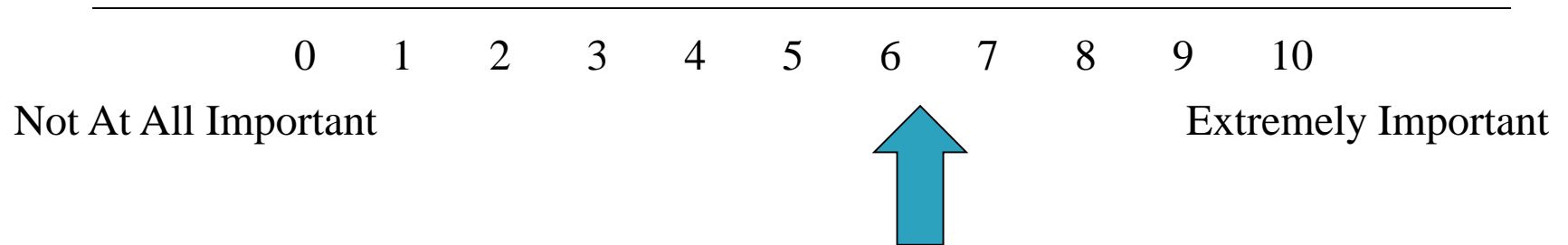
Questions

“On the one hand...On the other hand...”

“So part of you wants...But another part of you feels...”

Ways to Explore Ambivalence

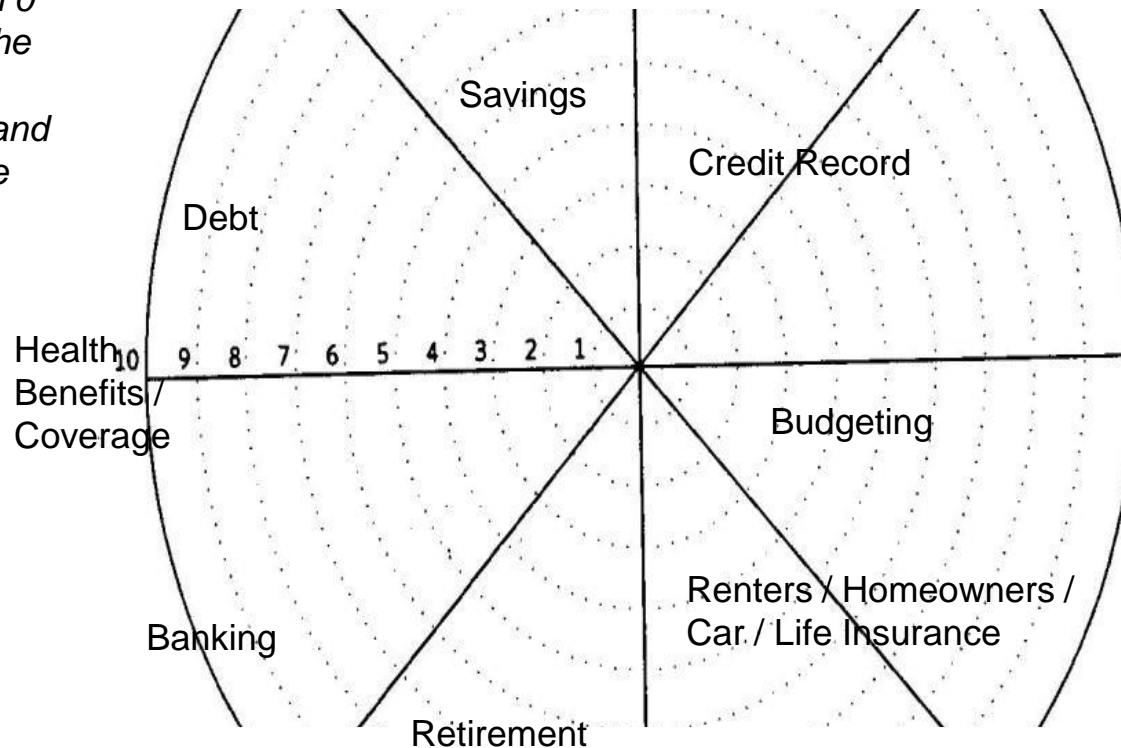
How Important Ruler



Ask participant: "How important is this change?"
"Why Not Lower?"

Wheel of Money/Life

Rate your current financial status with 0 being poor and in the middle of the circle and 10 being high and at the outside of the circle.



Evoking

- ▶ Building confidence exercises
- ▶ Explore with participant a time when they were successful
- ▶ Expressing faith in the participant helps participant have faith in self

Questions:

You say you can't solve this problem,
but you've solved others in the past
–what's different?

What have you tried so far?

ability to do
something greatly
affects whether or
not it is tried, how
much effort goes
into it, and how
long you will persist

Planning

- ▶ Defining goal and 1st steps
- ▶ Written and visual

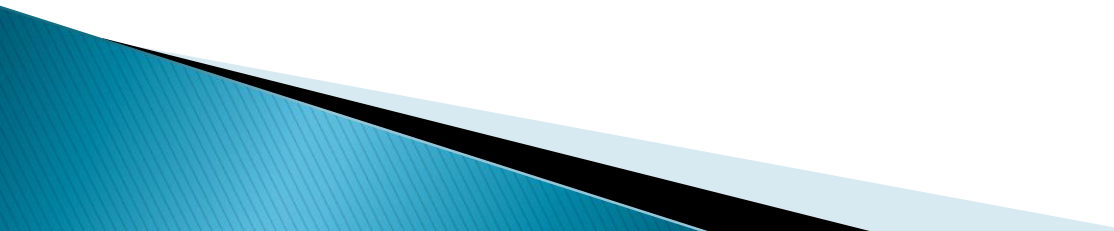


Questions:

What are the first three steps to achieve this goal?

What might be obstacles? What can you do when you hit these obstacle?

Planning

- ▶ I will go to the gym 3 times this week
 - ▶ On a scale of 1–10, how confident am I that I can do it? 7
 - ▶ What could make it difficult to do? I'm so busy and tired after work
 - ▶ What can I do to overcome the difficulties? Go on my lunch break two days and one time on the weekend
- 

Planning and Beyond

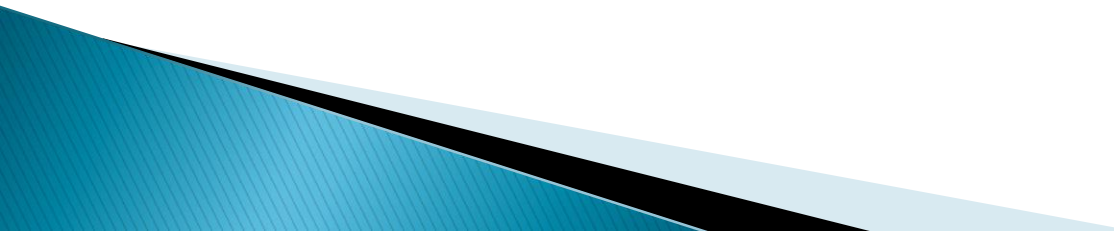
- Be Supportive
- Reinforce all positive progress
- Help client build self confidence
- Help client monitor gains and decrease barriers
- Offer community resources in case the participant wants new challenges
- Remind them that stumbles are temporary and can be viewed as a learning situation rather than a fail



Congratulations!!

Motivational Interviewing

Review Learning Objectives:

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- 

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QUESTIONS?

DISABLE POVERTY is a grassroots campaign which aims to increase awareness about the nearly one in three Americans with disabilities that live in poverty and remain outside the economic mainstream.

THE TWO OVERARCHING GOALS OF THE CAMPAIGN,
TO BE ACHIEVED IN THE NEXT 10 YEARS, ARE TO:



50 ▼

DECREASE the number of working-age adults with disabilities living in poverty **by 50%**



50 ▲

INCREASE the use of mainstream banking products and services among Americans with disabilities **by 50%**

**TAKE THE PLEDGE AT
DISABLEPOVERTY.ORG**

DISABLE POVERTY

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Join the Movement!

NDI's Real Economic Impact Network

Sign-up at bit.ly/NDI-sign-me-up

If you have questions on strategies to build the financial wellness of persons with disabilities, you can send your question to ask@ndi-inc.org.

Wrap-Up & Thank You

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