

Motivational Interviewing – Fishbowl Series

Building Trust and Establishing Relationships

Series 1 of 3

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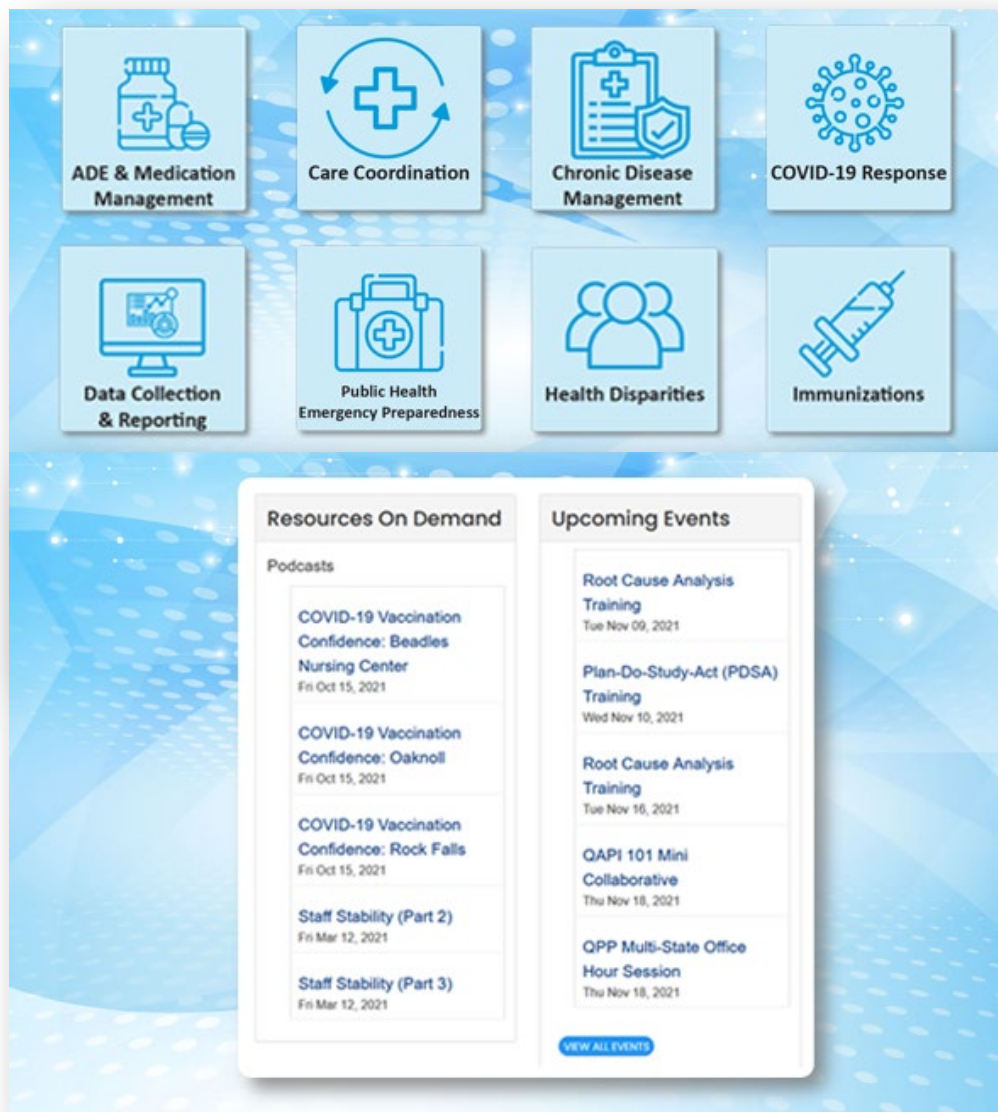
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Telligen QI Connect™
Partnering to improve health outcomes through relationships and data

> More Motivational Interviewing Skills

A Three-Part Webinar Series

“Please know that my goal in saying all this is not to persuade you to make a different choice. It is simply to help you make an informed one.” Joseph Grenny (Crucial Conversations)

Objectives for This Series

- Describe some (not all) Motivational Interviewing (MI) skills that can be used to have a conversation about vaccines and boosters
- Identify Motivational Interviewing skills used in various conversations
- Practice using Motivational Interviewing skills

COVID-19 Vaccinations and Boosters

Most are feeling overwhelmed and worn out from talking about this – staff, leaders, everyone...

➤ So, why are we *still* talking about this?

1. Vaccines/boosters are still one of the best ways to prevent death and hospitalization from COVID-19 – especially with more variants appearing
2. Booster rates are still low (less than 50% for residents and/or staff)
3. Opportunity (to learn more about MI, how to use this skill and make it transferrable to other topics)



Where Do We Start?

- We start with *you!*
 - You're the only person you have any control over
- What's the purpose of having a conversation about boosters?
 - If it's to convince, coerce, correct, or get someone to do something...stop
- Confirm your purpose is to:
 - Hear about the other person, their reasons, motivations, concerns, etc.
 - Listening to learn, learning to listen

How Do I Prepare Myself for a Conversation?



- ⊘ Stop telling yourself the story
- ▶ Start with a blank slate
- ☁ Be curious, not judgmental
- 💡 Seek to understand first

Understand your own purpose/motivation for having this conversation

- To help make sure people are making decisions based on accurate information
- To understand their concerns, perspectives, biases
- To do our due diligence to keep our staff, residents safe

Effective Conversation Practices

- Focus on other person's needs and interest
- Explore other person's motivations to broaden range of possible solutions
- Separate the person from the conflict or difficulty
- Seek to create options for mutual gain
- Be open to hearing someone else's perspective



How Do We Do That?

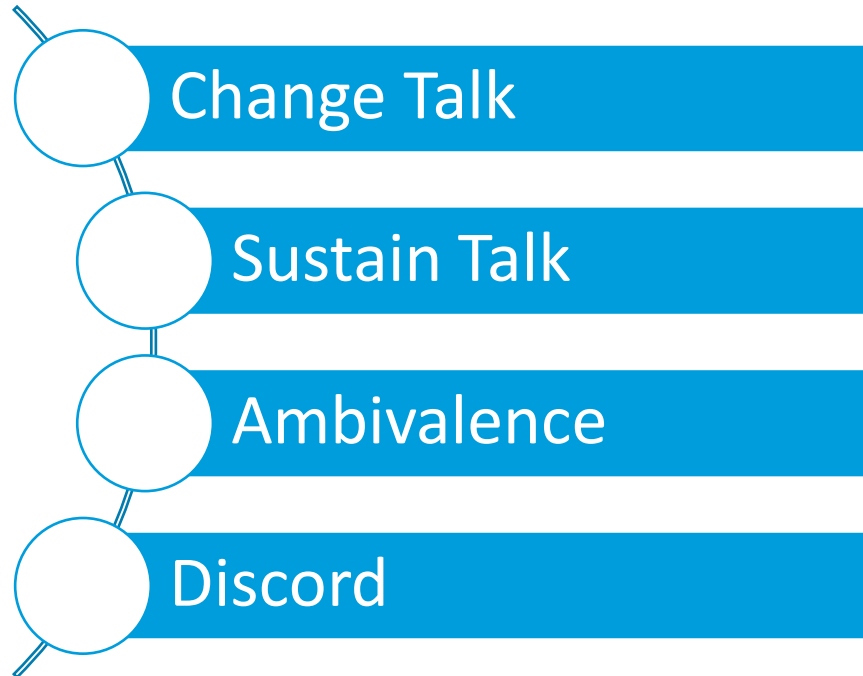
- Activate people's sense of agency
 - Appeal to the other person's expertise and pride of work
 - Recognize that each person will make his or her own choice
 - Personalize the conversation, if appropriate
 - Talk about what is important to the person and facility
 - Talk about why this is important to the person and the facility

Motivational Interviewing



- If you're new to Motivational Interviewing as an idea, please go back and review slides from our five-part series on Motivational Interviewing this summer:
 - [Session 1](#)
 - [Session 2](#)
 - [Session 3](#)
 - [Session 4](#)
 - [Session 5](#)
- See resources slide at the end for more

Different Kinds of 'Talk' When It Comes to Changing



Why it Matters:

- Helps us know how to respond more effectively
- Tells us where a person is in their readiness to make a change

> Let's Practice

- Introduce a scenario
- Observe two ways of responding – one right, one wrong
- How would YOU respond?

Scenario with Sustain Talk

A staff person has agreed to meet with you 1:1 regarding the Covid-19 booster. They come to your office and say, “I don’t need a booster shot. I’ve had the primary series AND I’ve had COVID-19.”

- Fine. It’s your funeral when you die from COVID-19 or worse, have long-term complications.
- Don’t be dumb and just take the stupid shot. They can fire you over this.
- We have a criteria to meet for the number of staff who have been boosted. I’ll sign you up for Thursday.

Examples of Open-Ended Questions



- How can I help you with ____?
- Help me understand ____?
- How would you like things to be different?
- What are the good things about ____ and what are the less good things about it?
- When would you be most likely to ____?
- What do you think you will lose if you give up ____?
- What changes have you tried before?
- What do you want to do next?

Scenario with Sustain Talk

A staff person has agreed to meet with you 1:1 regarding the COVID-19 booster. They come to your office and say, “I don’t need a booster shot. I’ve had the primary series AND I’ve had COVID-19.”

- What I hear you saying is that you believe you don’t need the booster because you’ve had the primary series and COVID-19. Is that correct?
- I want to make sure you’re aware of the purpose of boosters. Can I share some information with you?
- What else could YOU say?

Examples of Affirmations

- I appreciate that you are willing to meet with me today.
- You are clearly a very resourceful person.
- You handled yourself really well in that situation.
- That's a good suggestion.
- If I were in your shoes, I don't know if I could have managed nearly so well.
- I've enjoyed talking with you today.



> Let's Talk! 

How Can I Learn More About Motivational Interviewing?

- A skill that requires training then practice
 - TRAIN is a national learning network that provides quality training opportunities for professionals who protect and improve the public's health
 - <https://www.train.org/main/welcome>
 - CDC website: Talking with Patients about COVID-19 Vaccination
 - <https://www.cdc.gov/vaccines/covid-19/hcp/engaging-patients.html>
- Iowa Chronic Care Consortium
 - <http://iowaccc.com/health-coach-programs/>



Upcoming Events



For all other events, visit our website:
<https://www.telligenqiconnect.com/calendar>

Don't miss out on these upcoming events:



Ask an Expert: Antibiotic Stewardship

11:00a.m. – 11:30a.m. CST

[Registration link](#)



Root Cause Analysis Training

10:30a.m. – 11:15a.m. CST

[Registration link](#)



Plan-Do-Study-Act (PDSA) Training

11:00a.m. – 12:00 p.m. CST

[Registration link](#)



Contact Us



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