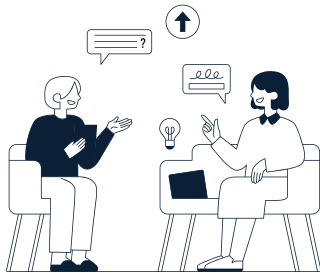


Motivational Interviewing

What is it?

Motivational Interviewing (MI) is a collaborative, goal-oriented style of communication. It aims to strengthen personal motivation and commitment to a specific goal by exploring personal motivations for change within a space of acceptance and compassion.



When to use it

High Ambivalence – Feeling stuck in unemployment, unsure about change, lack of belief in their ability to find work.

Low Confidence – Doubt in their ability to complete job search tasks (resumes, interviews, applications).

Low Desire – Uncertainty about seeking employment or its impact on their support systems.

Low Importance – Lacking awareness of employment benefits and consequences, but not comfortable in current circumstances.

OARS Technique for Motivational Interviewing

A structured method to facilitate effective MI conversations:

O - Open-Ended Questions: Encourage dialogue and insight by prompting the candidate to reflect on their own thoughts and experiences.

A - Affirmations: Recognize and reinforce strengths to boost confidence and motivation.

R - Reflections: Repeating, rephrasing, and offering deepened insights into what the person is saying can both show empathy and ensure mutual understanding.

S - Summarizing: Summarizing what has been covered can be a powerful tool to clearly identify goals, feelings, and understanding.

Stages of Change Model

Motivational interviewing can help staff identify what stage of change a candidate is in. These stages include:

- 1 **Precontemplation:** Unaware of what employment will mean for them or if they wish to find employment, not ready for service.
- 2 **Contemplation:** Weighing pros and cons, confidence increasing, near service-ready.
- 3 **Preparation/Action:** Actively engaging in steps toward employment, ready for service.
- 4 **Maintenance:** Following an employment plan successfully, supported through engagement tools (webinars, eLearning, VR, etc.).
- 5 **Withdrawal:** Candidate disengages from service. Reflection needed to determine next steps, which may include reassessment or referral to external supports.

Key Takeaway

Motivational Interviewing helps assess candidates' readiness for employment, using the OARS technique to build confidence and ownership of goals. The Stages of Change guide support, enhancing staff effectiveness in intakes.



References

<https://motivationalinterviewing.org/understanding-motivational-interviewing>
https://www.mcgill.ca/familymed/files/familymed/motivational_counseling.pdf

