**COE Learning Network:** Assertive Outreach

**Presenters:** Erin Seger MPH, MCHES; Julie Brewer, MSW, MPH

**Date and Time:** 9/6/23 12 pm to 1:15 pm

**Location:** Virtual Training (on Zoom)

**Host:** University of Pittsburgh, School of Pharmacy, Program and Evaluation Unit (PERU)

**Target Audience:** Centers of Excellence Leadership and Staff

**Training Objectives:**

* Define motivational interviewing (MI) and describe the MI spirit.
* Describe the change process.
* List the steps in the POLAR\*S model and describe the connection of the POLAR\*S model to MI.
* Apply the POLAR\*S model to common client scenarios.

**Agenda:**

1. MI Basics
	1. Definition of MI
	2. Views on motivation
		1. Traditional views
		2. Modern views
	3. The spirit of MI
		1. Partnership
		2. Acceptance
		3. Compassion
		4. Evocation
	4. Practice using the spirit of MI
2. The Change Process
	1. Philosophy of change
	2. Ambivalence as a part of the change process
		1. The role of ambivalence in conflict
		2. Addressing ambivalence
	3. Developing discrepancy
	4. The righting reflex
		1. Addressing the righting reflex
	5. Practice navigating ambivalence
3. Change Talk and Sustain Talk
	1. Change talk
		1. Definition
		2. Preparatory change talk
		3. Mobilizing change talk
	2. Sustain talk
		1. Defined
	3. Change talk v/s sustain talk
	4. Practice listening for and using change talk
4. POLAR\*S
	1. Overview and background
	2. Asking for permission
		1. Examples
	3. Open ended questions
		1. The goal of open ended questions
		2. Examples
		3. Practice
	4. Listening Reflectively
		1. Description
		2. Formatting reflections
		3. Simple reflections
		4. Complex reflections
		5. Examples
		6. Practice
	5. Affirmations
		1. Description
		2. How to craft affirmations
		3. Evoking affirmations
		4. Examples
		5. Practice
	6. Roll with Ambivalence
		1. Reminder of rolling with ambivalence
	7. Summary
		1. Description
		2. Crafting a summary
		3. Options and goal setting
		4. Examples
		5. Practice
	8. Key Takeaways
5. Discussion
6. Questions

**References:**

* Miller, W. R., & Rollnick, S. (2013). Applications of motivational interviewing. Motivational interviewing: Helping people change (3rd edition). New York, NY, US: Guilford Press.
* Center for Substance Abuse Treatment. Enhancing Motivation for Change in Substance Abuse Treatment. Treatment Improvement Protocol (TIP) Series, No. 35. HHS Publication No. (SMA) 13-4212. Rockville, MD: Substance Abuse and Mental Health Services Administration, 1999 (revised 2013).
* Rollnick, S., Miller, W.R., & Butler, C.C. (2008). Motivational Interviewing in Health Care: Helping Patients Change Behavior. New York, NY, US: Guilford Press.
* Rosengren, D.B. (2018). “Building Motivational Interviewing Skills: A Practitioner Workbook, 2nd Ed.” New York, NY, US: Guilford Press.