

FROM PUSH BACK TO PROGRESS

Navigating Resistance with Empathy



Radhika Cruz, MA



WHAT IF YOU COULD EXPERIENCE MORE ...

- Joy, rewards, and meaning in your work?
- Guiding and less pushing?
- Engagement and less resistance?
- Confidence to navigate the chaos?
- Connection and trust-building and less box-checking?
- Conversations that inspire others toward change?

IN YOUR JOB, WHAT IF YOU DIDN'T HAVE TO ...

- Force change but could evoke change?
- Speak for people but instead helped them speak for themselves?
- Guess how to handle resistance to change?
- Feel ill-equipped to handle challenges in the chaos?
- Feel trapped in paperwork and compliance protocols but instead built trust and human connection that supported real change?

IN THIS TRAINING, YOU WILL DISCOVER:

- The mindset, behavioral principles, and process of Motivational Interviewing
- Factors that promote and prevent change
- The stages of the change process



IN THIS TRAINING, YOU WILL LEARN:

- Two types of “resistance” in M.I. and understand why they occur
- The behavioral signs and language of resistance
- Effective strategies for responding to resistance and practice a technique for evoking change talk





WHAT IS MOTIVATIONAL INTERVIEWING?





Strategic change conversations that help people explore and resolve the mixed feelings they have about making a change, with the goal of them strengthening their own motivation for changing.

MOTIVATIONAL INTERVIEWING IS ...

- Person centered
- Collaborative
- A guiding style of communication
- Change or goal oriented
- Curiosity driven

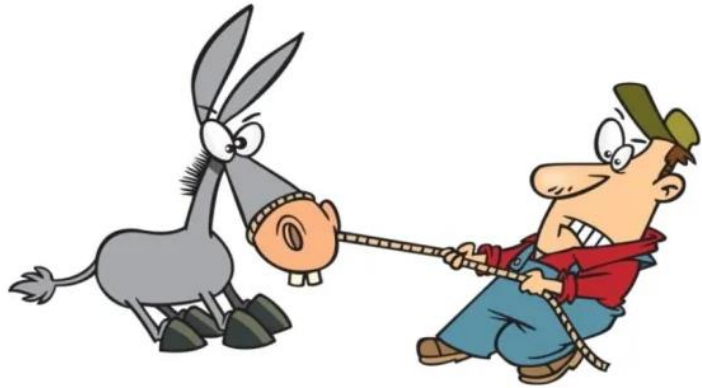


Can you *make*
anyone change?

Why is it so hard for
us to change?



THREE KEY REASONS



Reactance



Discounting



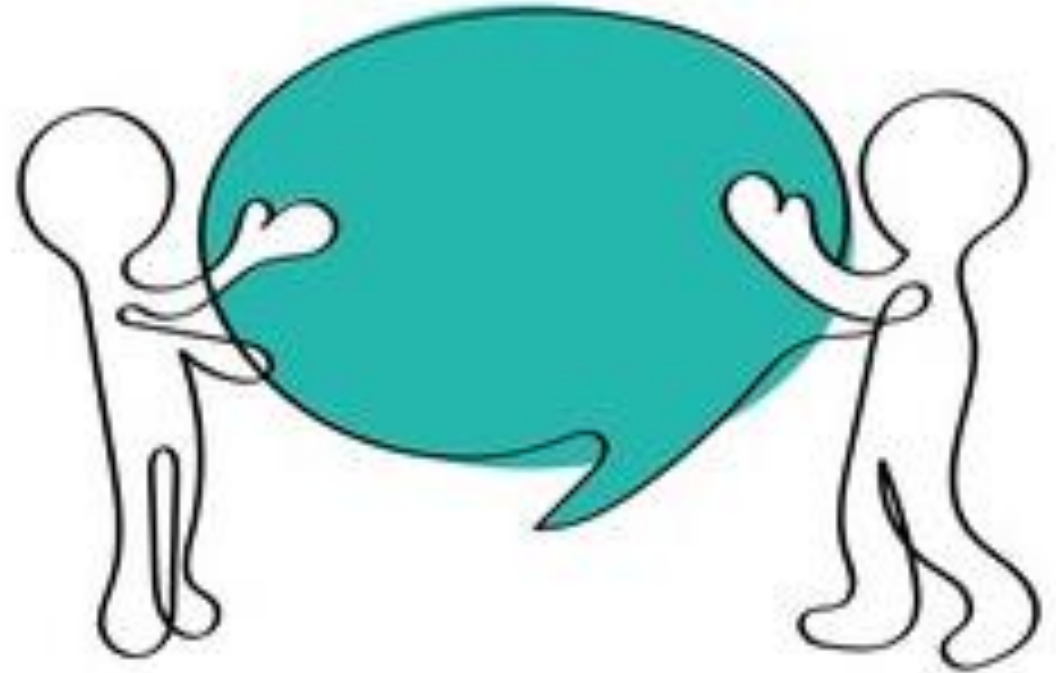
Defensive Bias

PAIR AND SHARE

Tell your partner about a behavior change you've struggled to make in your life.

Share why you've been struggling or resistant to take action.

Share a pro and con of making the change.





**SO, HOW DO
PEOPLE CHANGE?**

PEOPLE CHANGE WHEN THEY ARE ...

- Ready
- Willing
- Able
- Committed
- Supported



"Change happens when the pain of
staying the same is greater than the
pain of change."

– *Tony Robbins*

HOW CAN WE ELICIT POSITIVE BEHAVIOR CHANGE IN THOSE WE WORK WITH AND/OR SERVE?



**A PERSON'S INNER
MOTIVATIONS ARE
OFTEN HIDDEN,
MUCH LIKE DEEP
WATERS, BUT A
SKILLED HELPER CAN
DRAW THEM OUT.**

Ancient Proverb

- By understanding the change process and meeting them where they are
- Having the right mindset or spirit
- Having the right skills and strategies to evoke change

Stages of Change

What stage am I in?

PRECONTEMPLATION

Build awareness for my need to change

CONTEMPLATION

Increase my pros for change
and decrease my cons

PREPARATION

Commit and plan

ACTION

Implement and revise my plan

MAINTENANCE

Integrate change into my lifestyle



The Stages of Change

Precontemplation

Contemplation

Preparation

Relapse

Action

Maintenance

verywell



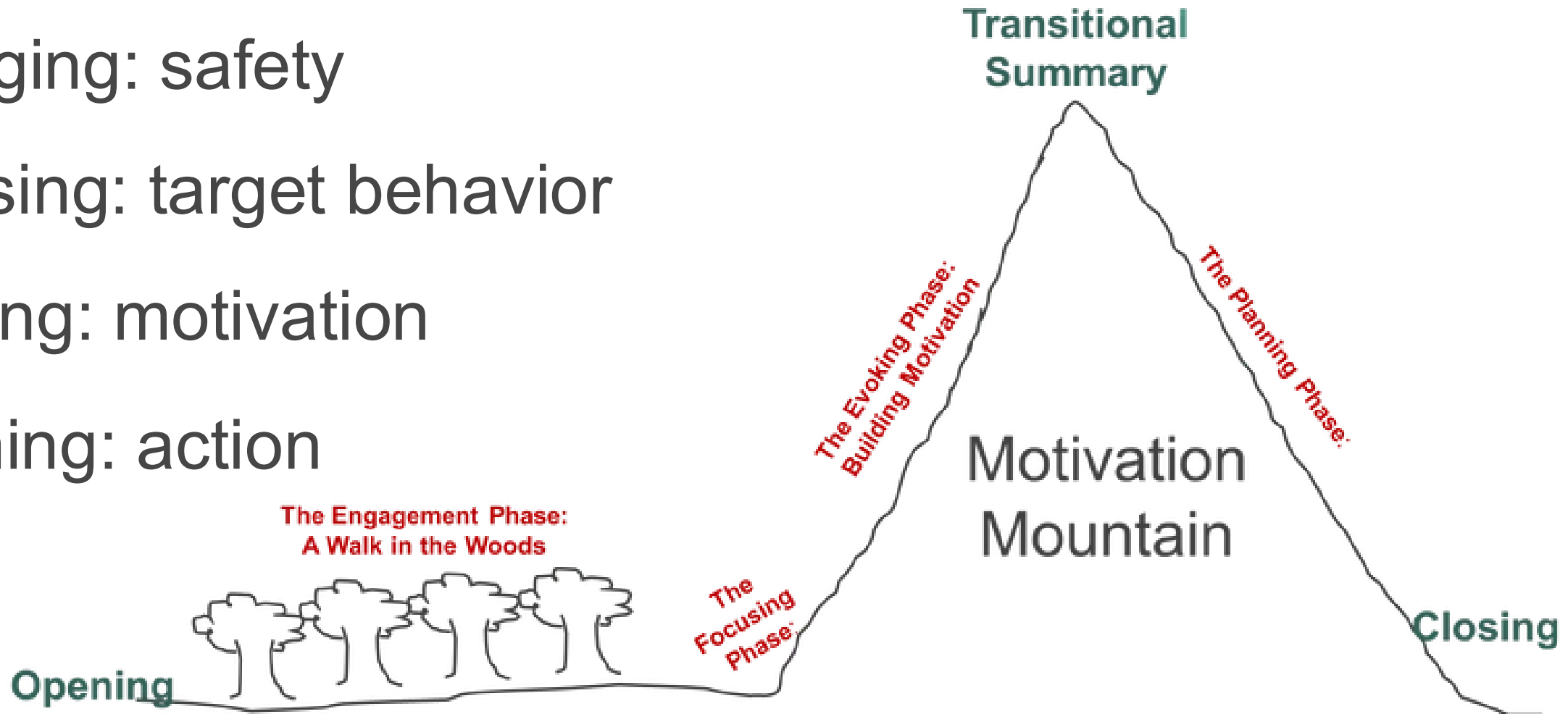
FOUR PROCESSES OF M.I.

Engaging: safety

Focusing: target behavior

Evoking: motivation

Planning: action



THE M.I. HILL: EVOKING MOTIVATION AND MOBILIZING CHANGE



THE M.I. SPIRIT OR MINDSET

Partnership: working **together**; collaborating

Acceptance: respecting client **choice**

Compassion: **concern** for client's needs

Evocation: helping the client to **find their best solution**



M.I. BEHAVIORAL PRINCIPLES: R.U.L.E.

Righting Reflex: Avoid it!

Understand: Express empathy; communicate discrepancies.

Listen: Don't judge; acknowledge resistance; explore ambivalence.

Empower: Support choice, autonomy, and self-efficacy.

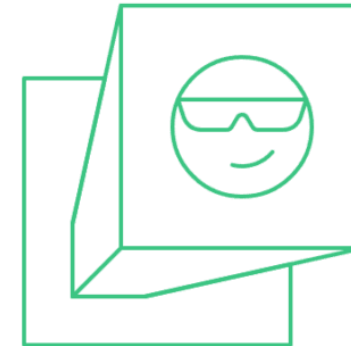
Expressing Empathy

Fosters trust by understanding client perspectives deeply.



Supporting Self-Efficacy

Enhances client confidence by highlighting strengths and successes.



Rolling with Resistance

Acknowledges client resistance, allowing exploration of ambivalence.

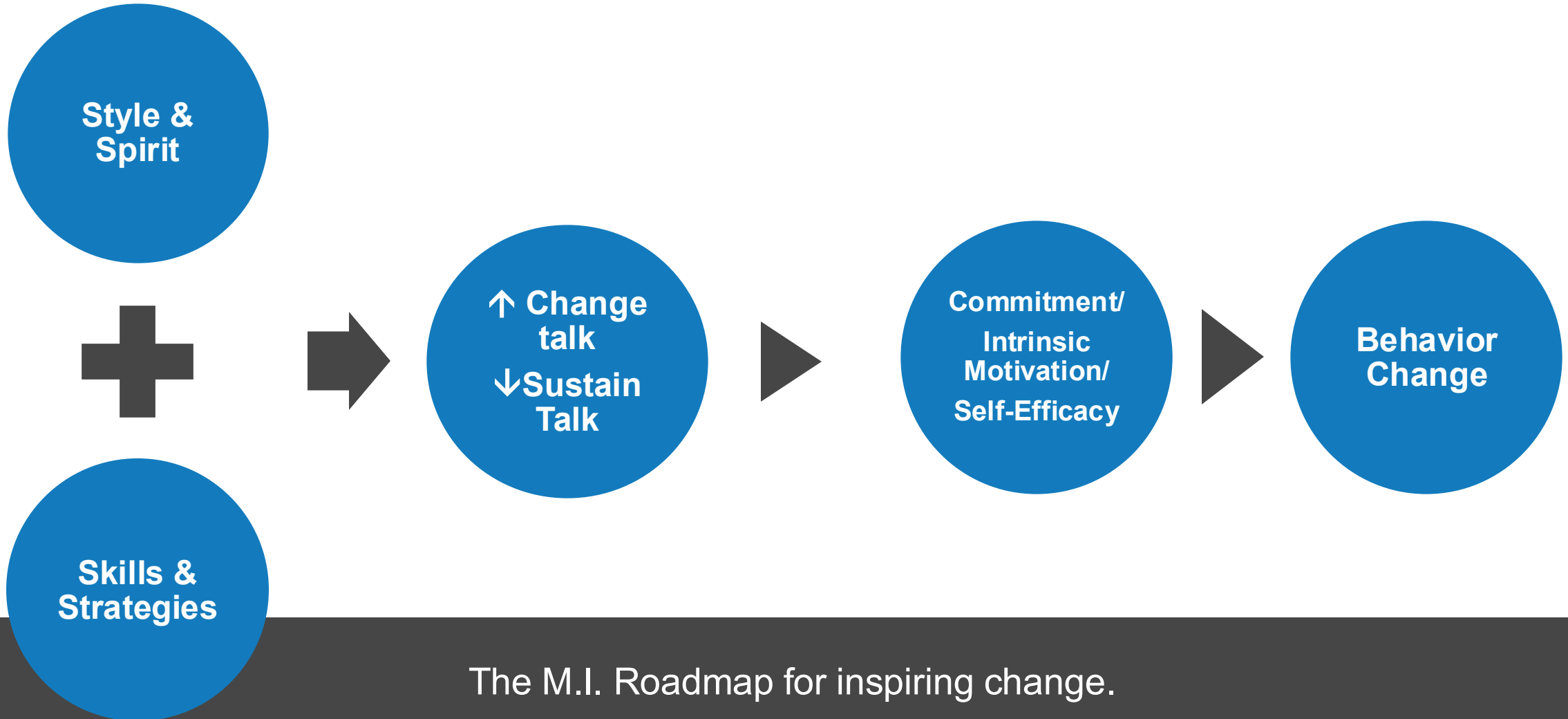


Developing Discrepancy

Highlights the gap between behaviors and goals to motivate.



INSPIRING CHANGE REQUIRES HAVING THE RIGHT MINDSET, SKILL SET, AND STRATEGIES



The M.I. Roadmap for inspiring change.

**THERE IS NO WAY
TO MAKE PEOPLE
LIKE CHANGE.
YOU CAN ONLY
MAKE THEM FEEL
LESS THREATENED
BY IT.**

— *Frederick Hayes*

Two types of “resistance” we encounter:

- **Issue Resistance:** is about the target behavior or change
- **Relational Resistance:** is about relationship or the discord in your working alliance

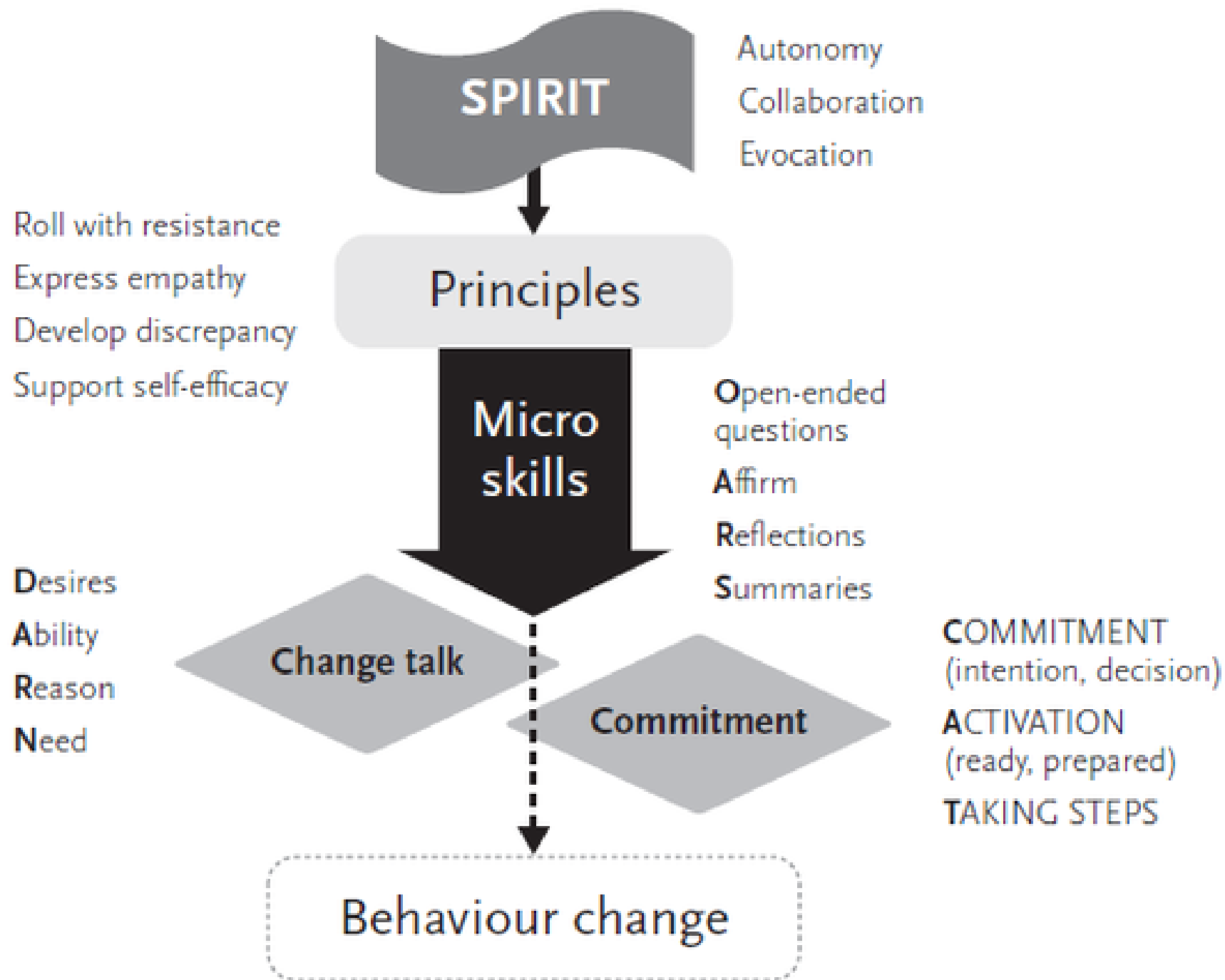
Sustain Talk

- Motivations and verbalizations favoring the status quo
- It's one side of the client's ambivalence
- Argues *against* change
- *Natural* part of the change process



“Resistance”/DISCORD

- Disturbance in your client-helper relationship
- Resembles disagreement
- Discord in the interactions
- Client feels threatened
- Is a byproduct of how YOU are engaging with the client



WHAT ARE CHANGE TALK AND SUSTAIN TALK?

Change versus Sustain Talk

Sustain Talk

Sustain talk is the person's arguments against change.



Its evocation strengthens the "status quo"

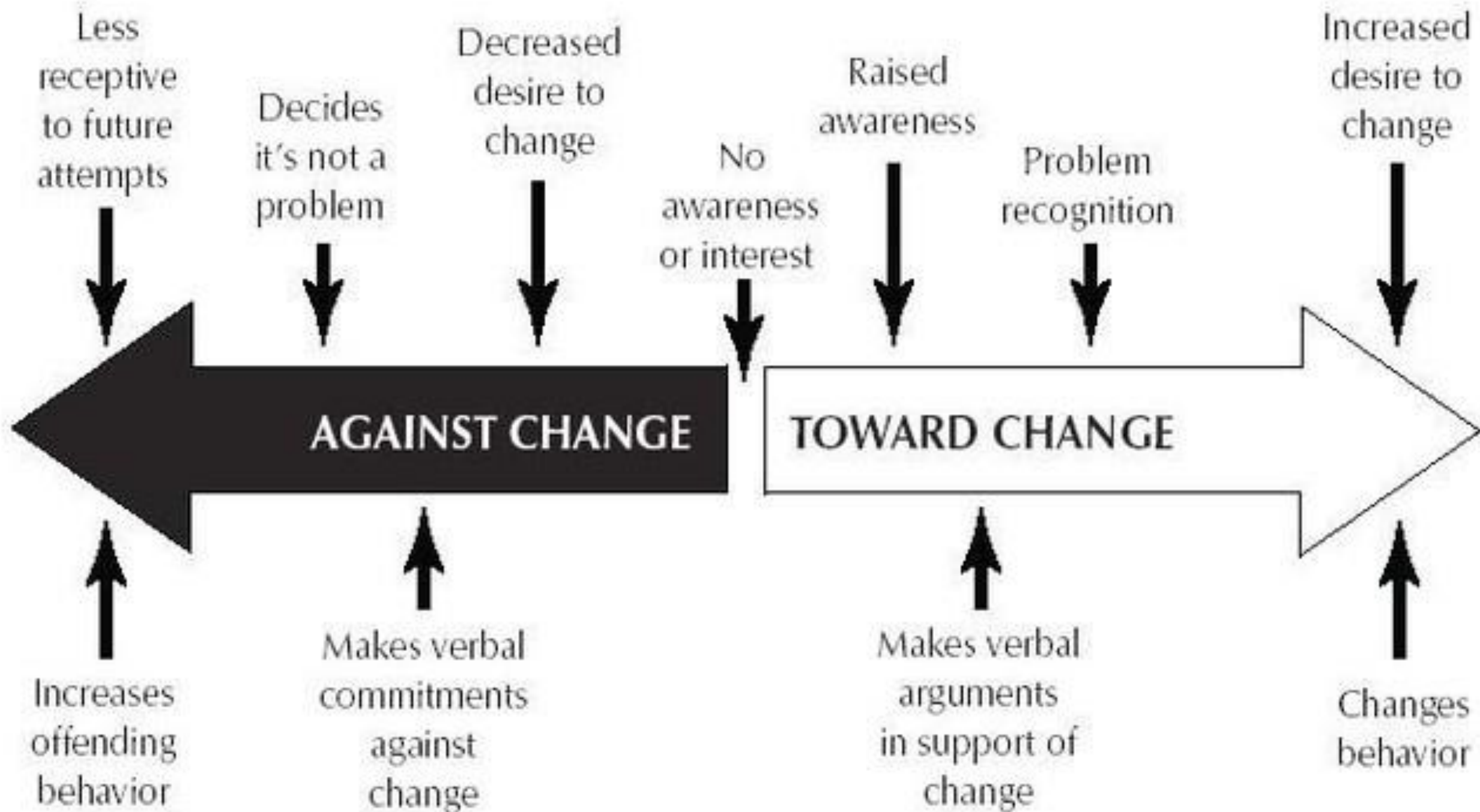


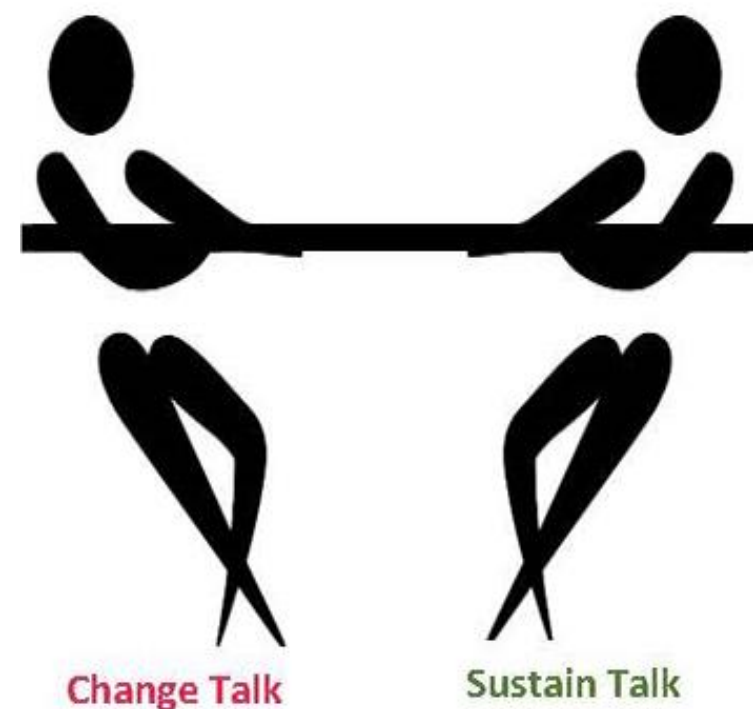
Change Talk

Change talk is the person's arguments for change



Its evocation increases motivation and likelihood to change





CHANGE TALK (in blue)

I have been thinking about going on a diet, but the last time I tried it, it was torture. I gained back all the weight and then some. I wish I could lose weight, but I just cannot follow the rules. It is just so hard for me. Especially at night. I am a big night eater and I also eat during stress. My mother was also heavy, and I saw how it affected her as she got older. I would hate to end up like my Mom. She could not even climb stairs by the time she was 70! However, I just don't feel ready to give this a whirl currently. But I do want to lose the weight. I feel so stuck! Geez, I really need to find a way I can do this.

SUSTAIN TALK (in red)

I have been thinking about going on a diet, but the last time I tried it, it was torture. I gained back all the weight and then some. I wish I could lose weight, but I just cannot follow the rules. It is just so hard for me. Especially at night. I am a big night eater and I also eat during stress. My mother was also heavy, and I saw how it affected her as she got older. I would hate to end up like my Mom. She could not even climb stairs by the time she was 70! However, I just don't feel ready to give this a whirl currently. But I do want to lose the weight. I feel so stuck! Geez, I really need to find a way I can do this.

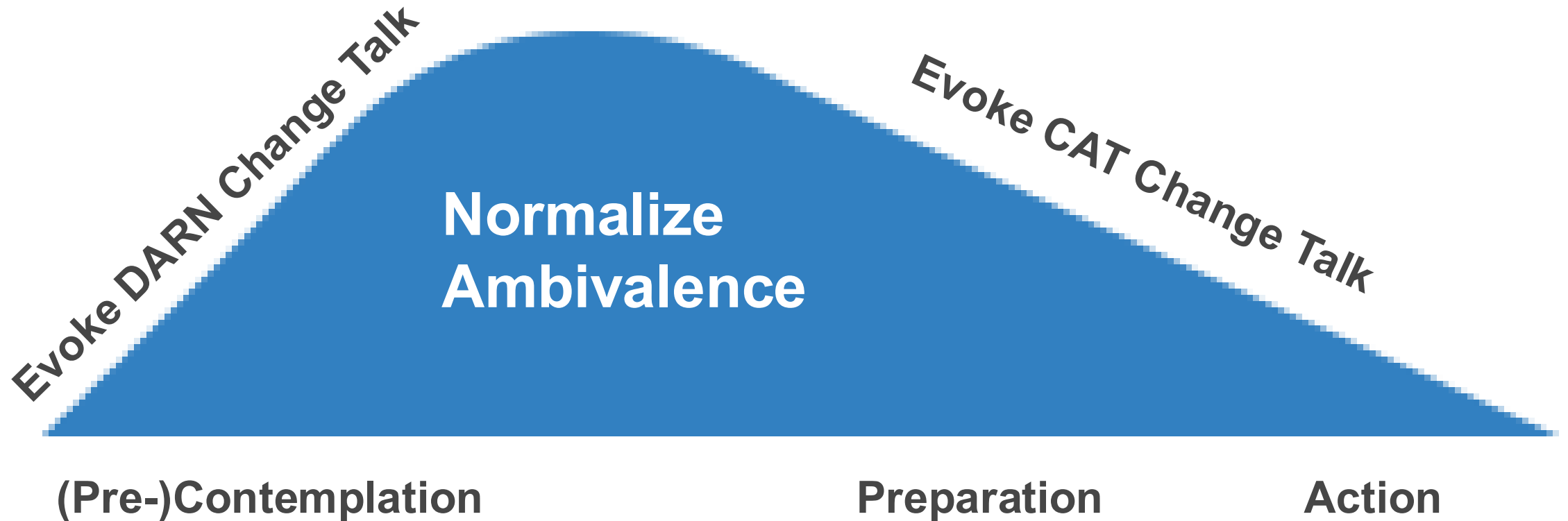
CAN YOU SPOT THE DIFFERENCE?

1. Read each statement.
2. Decide if the statement is an example of change talk OR sustain talk.
3. Then place a check mark in the appropriate column.



GROWING PREPARATORY CHANGE TALK BY ASKING DARN QUESTIONS

Desire | Ability | Reasons | Need





I want to change

Desire

Questions that explore wants, hopes and wishes.



I can change

Ability

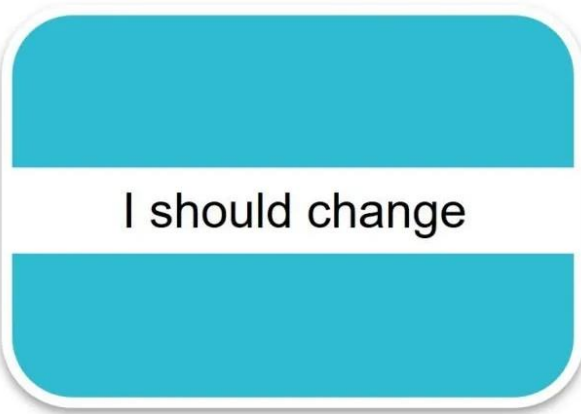
Questions that explore thoughts about what someone **can** do, is **able** to do or **could** do.



It's important to change

Reason


Questions that explore reasons for considering or making a change.



I should change

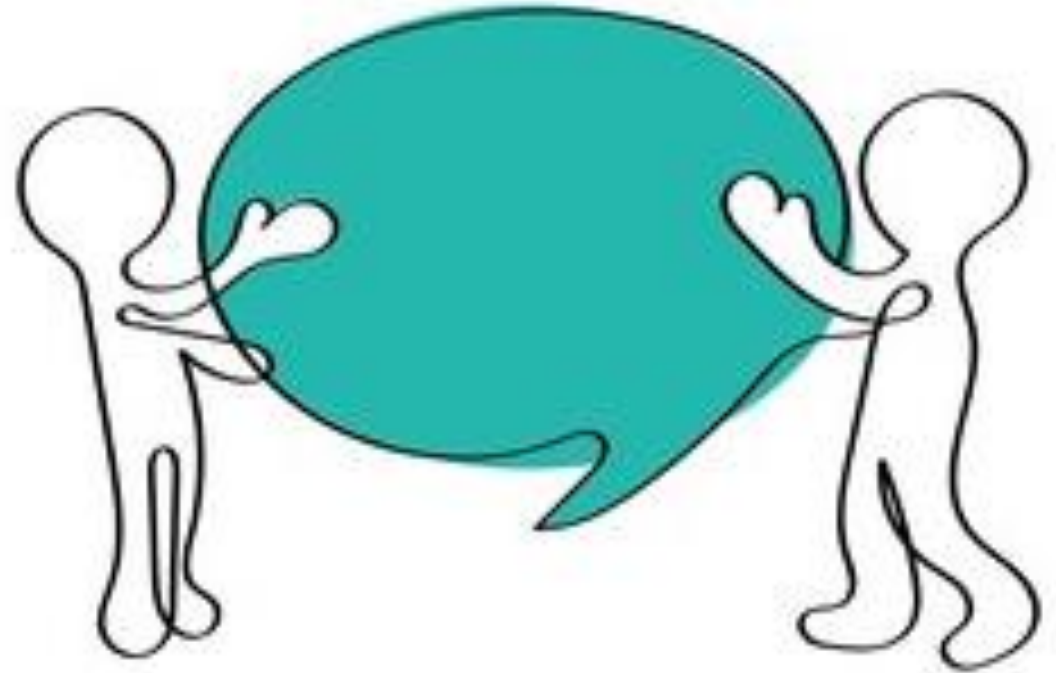
Need

Questions that explore the urgency for change.



LET'S PRACTICE

- Use your **DARN** question guide to practice “growing” change talk in your partner.
- Choose at least **ONE** question from each type.



INSIGHTS, APPLICATION, AND ACTION



In which relationships *and* situations can you see yourself using **DARN** questions to grow change talk?

How has this training influenced your mindset, practices, and approach to inspiring behavior change in others?

What's **one** step you will take over the next week to apply this new knowledge and skill in your work?



QUESTIONS?

Want more skills?

Attend the Familyhood Two-day Motivational
Interviewing Training on July 15-16.

For more information, visit **familyhood.org**



THANK YOU!



Radhika Cruz, Public Strategies



Headshot Station



RESERVE YOUR SPOT

No spots left? Stop by!
We'll fit you in for a walk-up.