Ethics in a System Funded by Outcomes—Respecting "not yet" in a World of Annual Reports

Program Description:

Research on Motivational Interviewing (MI) has demonstrated that people are more likely to resolve ambivalence and move toward change when we give them opportunities to talk themselves into change instead of attempting to persuade them. But MI is not fairy dust. Even when we resonate with the spirit of motivational interviewing and we are true partners with our clients and draw out their motivations to make change so they can live in alignment with their goals and values, we may find that ambivalence doesn't resolve in the direction we want. Sometimes, people aren't ready yet—their own comfort with the status quo, disorganization, hopelessness, and lack of energy outweigh their vision, readiness, and optimism that they could affect change. If we are true partners who let our clients lead the process, sometimes there is no positive outcome to report. Many grant funded projects ask us to predict not just how many clients we will see (outputs) but how many clients will experience positive outcomes from our interventions. How do we remain true to supporting our client's autonomy and respect their pace of change while being careful stewards of the funds we have to achieve our mission?

Program Objectives:

Upon completion of this workshop, participant should be able to:
- Discuss ambivalence that may come about by following a client's lead and pace.
- Explain the spirit of Motivational Interviewing
- List one or more ethical strategies to mitigate the push to focus on client change when clients are not yet ready for change.

Target Audience:

Professionals who work in health, public health, parent education, mental health, or substance abuse.

Contact Hours:

3.0 contact hours

Program Agenda

1. Check in about our experiences: scaling questions with opportunities for sharing why at that number, why that number and not zero, what would it take to get you to the next number 15 minutes.
   Sample prompts:
   - Wanting to help make change with ten always follow the clients lead, and zero being you try to lead the client.

- Wanting to move toward change faster than your client, with ten always letting the client set the pace and zero being you try to set the pace.
- Worrying about your client outcomes for your review, with ten always focusing on the client's process, and zero being focused on demonstrating my value.
- Worrying about outcomes of yourself or your team/agency for funder report, with ten always focusing on clients' autonomy and zero being focus on agency reputation.

2. Review of Core Motivational Interviewing Concepts, moving at the client's PACE (a driving analogy)   15 minutes
   - Partnership
   - Acceptance
   - Compassion
   - Empowerment
3. Experiencing the spirit of MI, Persuasion Vs Taste of Motivational Interviewing 45 minutes
4. Evoking Change Talk 15 minutes
5. Core MI skills OARS 15 minutes
6. Research on Motivational Interviewing 10 minutes
7. Funding for outcomes instead of outputs, ethics of stewarding finite resources 10 minutes
8. Small group work—one thing you think doesn't work, one thing you think might work, one question you still have 15 minutes.
9. Report out 20 minutes
10. Autonomy support and outcomes 20 minutes
    - Wisdom from the groups recap
    - Addressing questions
    - Thinking ahead: selecting outcomes based on real life not research.
    - Transparency with clients and funders
    - Communication
      - Building relationships
      - Ethical story telling

Faculty:
Rachel Galanter, MPH, is a Professional Speaker, Trainer, and Coach. She has over 25 years of experience working at non-profits with children, youth, and families. She uses Motivational Interviewing, the Community Resiliency Model, and Biofeedback to help families and colleagues address the ambivalence, stress and emotional issues that can be barriers to making change. A certified trainer by the Motivational Interviewing Network of Trainers and the Trauma Resource Institute, she provides training and coaching to professionals on parent engagement, coaching, self-care, and cultural awareness to help

agencies engage clients who need support but are ambivalent about making change or getting professional support. In addition to her professional work on behalf of families, Rachel was a foster parent for a decade and added two daughters (and now four grandchildren) to her family from that time.