

[Retooling WA Work Group 1: Coordinated Outreach to UI Exhaustees](#) is an ongoing effort to partner with other agencies and local organizations to share information on how better to assist the growing exhaustee population.

One upcoming opportunity is the partnership between Employment Security (ESD) and the DSHS Division of Vocational Rehabilitation (DVR) to provide Motivational Interview training (see attached) to frontline staff. By using some of their unspent ARRA funds, DVR is funding this one-time training in seven different workforce development areas statewide:

Field Site Location	Room Name	1st Session	2nd Session	3rd Session
Spokane WorkSource	Redwood Room	May 31-June 1	6/27/2011	7/26/2011
Lakewood WorkSource	Mt. Rainier Room	June 28-29	7/27/2011	8/23/2011
Moses Lake (Central Basin WorkSource)	Room 108	July 20-21	8/18/2011	9/13/2011
Vancouver WorkSource	Room 3 or 5	July 28-29	8/24/2011	9/20/2011
Lynnwood DSHS for Everett WorkSource	Multipurpose Room	August 4-5	8/30/2011	10/4/2011
Auburn WorkSource	Cougar Room	August 25-26	9/21/2011	10/12/2011
North Seattle, WS Affiliate	Room 142 A&B	October 6-7	11/3/2011	12/1/2011

These locations were chosen due to the higher population of both exhaustees and DVR clients. Capacity for training is 40 staff on a first-come, first-served basis. Registration will be monitored to ensure both ESD and partner staff is included, with the desire that up to five local mental health partners will have an opportunity to participate.

Motivational Interviewing is a non-judgmental style of interaction that allows acceptance of an individual's ambivalence or frustrations about change. This hands-on training has been shown to help staff engage more effectively with customers and increase successful outcomes and decrease frustration. Those who have gone through this training report it resulted in a high success rate and improved interaction with customers.

For registration, contact the ESD Training Academy at [ESDGPECDDTA@esd.wa.gov](mailto:ESDGPECDDTA@esd.wa.gov) and include the following information:

- full name
- organization
- employee number
- contact information (phone and e-mail)

- office location w/address
- supervisor name (phone and e-mail)
- date/location of requested training

Please feel free to forward this announcement to appropriate staff. If you have questions regarding local mental health partners, please contact Peg Evans-Brown, DSHS-DVR, at (360) 725-3625 or [peg.evans-brown@dshs.wa.gov](mailto:peg.evans-brown@dshs.wa.gov).

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## **Motivational Interviewing Training: Introductory ABC Series**

### **Session A (2 days)**

This is the first two-day session in a series of classes introducing Motivational Interviewing. It will cover Self-Determination Theory and Stages of Change. It is done in an adult learning format with frequent breaks and remote (clickers) feedback on questions to the audience. It will convey the conceptual framework of the theory and practice of Motivational Interviewing. There will be a facilitated discussion on the common roadblock to effective communications. It introduces R.E.D.A.S. which is one of several acronyms used in the training. (D=Develop Discrepancy, E=Express Empathy, A=Amplify Ambivalence, R=Roll with Resistance, S=Support Self-efficacy). There is a video presented of a client being interviewed by William Miller as well as some exercises in group discussion using one of the tools. On day 2 there is additional information about eliciting “change talk” and tools to accomplish that. There is another video example. Video tapes are captioned.

### **Session B (one day)**

This session is offered 30-45 days after first session to give participants a chance to practice and integrate the learning. Those attending will have an opportunity to share what they recall about session A and what they have been able to apply in their work settings. R.E.D.A.S. and O.A.R.S. (O=Open-ended questions, A=Affirmations, R=Reflections, S=Summarizations) will be reviewed. The group will be introduced to coding and have an opportunity to review a video and code the video. How to identify and focus on a target behavior will be discussed as well as stage of change matching. There will be work in dyads and small groups applying these concepts.

### **Session C (one day)**

This is the final day in the introductory series and will review the tools presented earlier as well as the WSU—MI website. Large group and small group activities will provide more practice for participants to classify the messages that they hear in observing MI conversations. Another video presentation will be coded by the group. The “spirit of Motivational Interviewing” will be explained. D.A.R.N.-C. will be used in the coding exercise. A description of MI Proficiency will be given with an invitation to VR staff to attend the next Orientation to Proficiency.