

Trauma-Informed Care and Motivational Interviewing

National Health Care for the Homeless Council
Spring Virtual Training 2017



ken kraybill

The background is a soft-focus, blue-toned scene. It features the dark silhouettes of two people walking from left to right. The person in the foreground is on the left, and the person behind is on the right. Several bright, out-of-focus light sources are scattered across the scene, creating a bokeh effect. The overall mood is calm and abstract.

centering

How would survivor's you know
complete these stems?

The world is...

They always think that I...

I will never be...

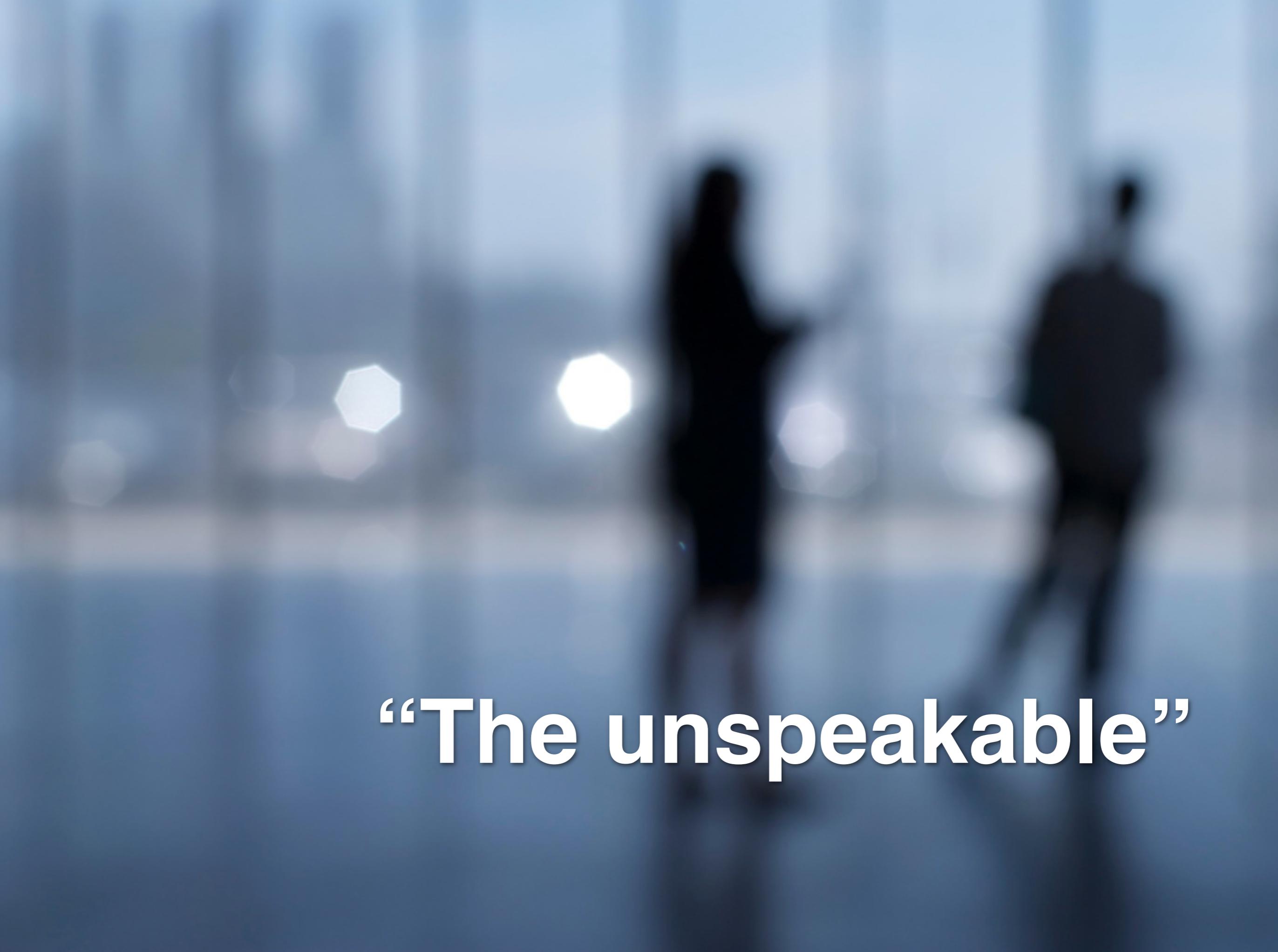
Because of me...

I am...

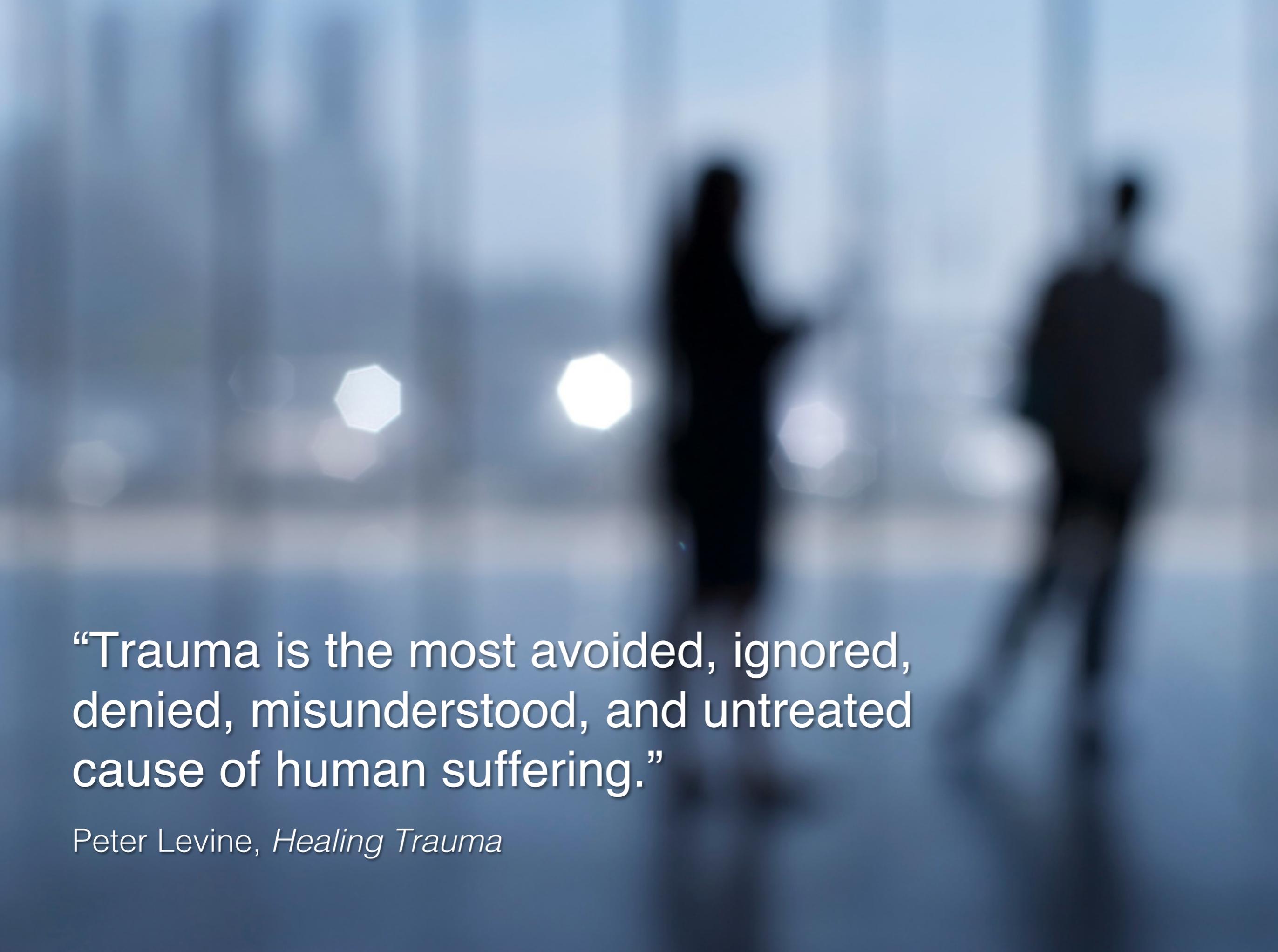
If they really cared...

The background is a soft-focus, blue-toned scene. It features the dark silhouettes of two people walking away from the camera. The scene is punctuated by several bright, out-of-focus light sources that create a bokeh effect, with some lights appearing as distinct octagonal shapes. The overall mood is mysterious and atmospheric.

Entering into the shadows

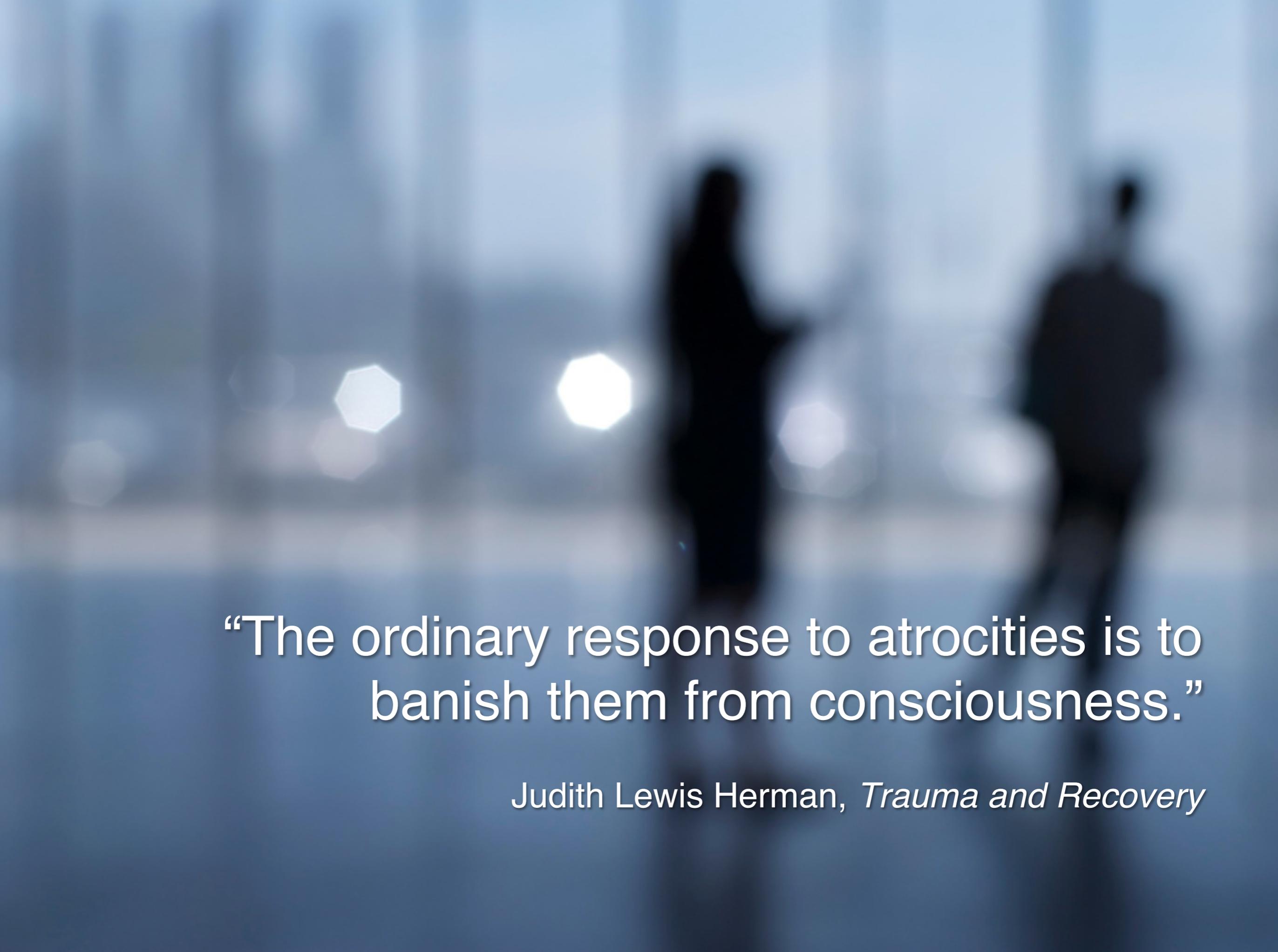
A blurred, low-angle photograph of two people walking at night. The scene is dominated by a cool blue color palette. In the foreground, the dark silhouettes of two figures are visible, walking away from the camera. The background is filled with out-of-focus lights, creating a bokeh effect with several bright, circular spots. The overall mood is mysterious and evocative.

“The unspeakable”

The background is a soft-focus, blue-toned image. It features several bright, out-of-focus light sources (bokeh) in the upper left and center. In the lower right, there are dark, blurry silhouettes of what appear to be people walking or standing, adding a sense of movement and atmosphere to the scene.

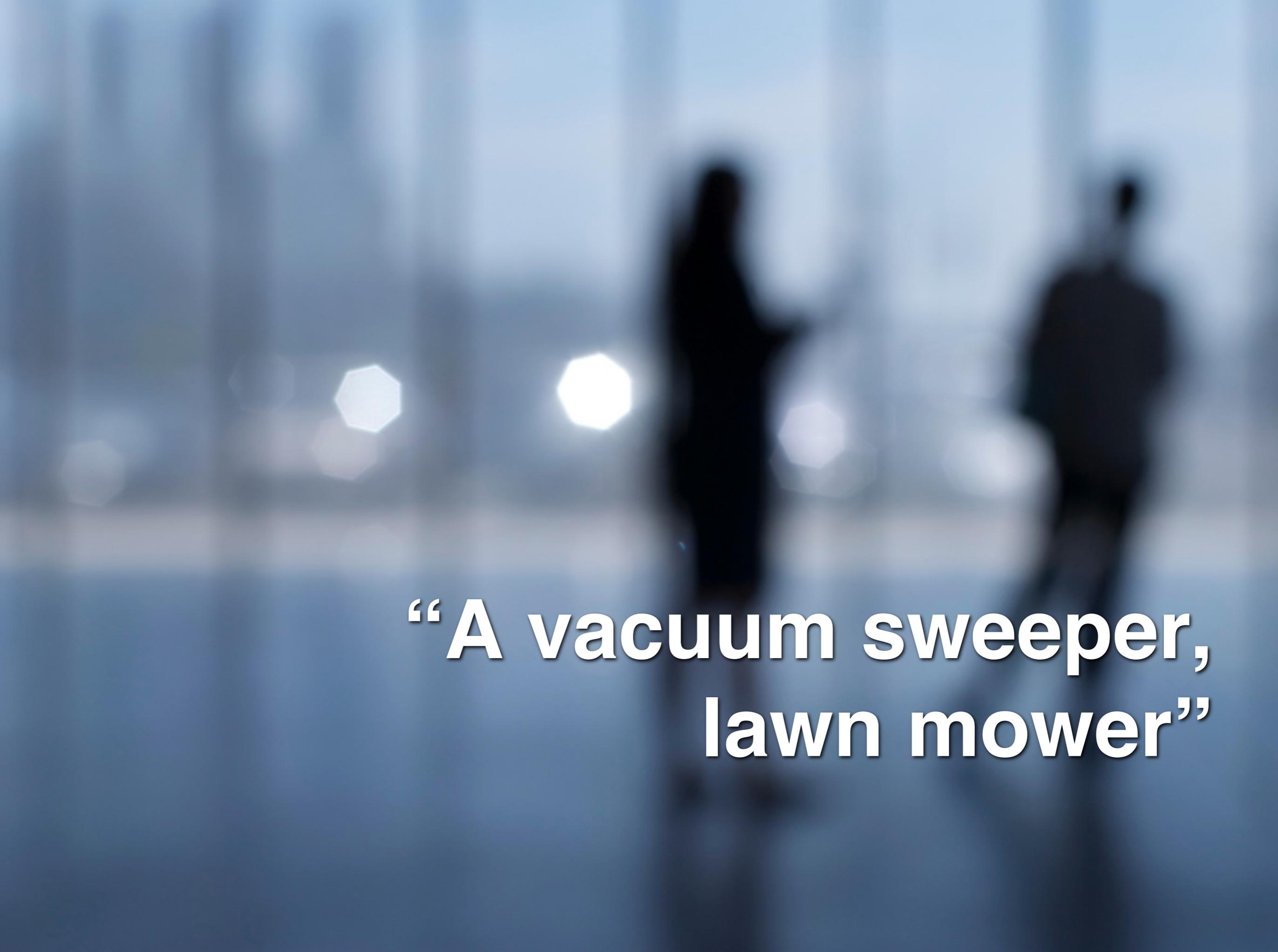
“Trauma is the most avoided, ignored, denied, misunderstood, and untreated cause of human suffering.”

Peter Levine, *Healing Trauma*

The background is a soft-focus, blue-toned image. It features several bright, out-of-focus light sources (bokeh) scattered across the frame. In the center and right, there are dark, indistinct silhouettes of what appear to be people or figures, possibly in a crowd or a public space. The overall mood is somber and contemplative.

“The ordinary response to atrocities is to
banish them from consciousness.”

Judith Lewis Herman, *Trauma and Recovery*

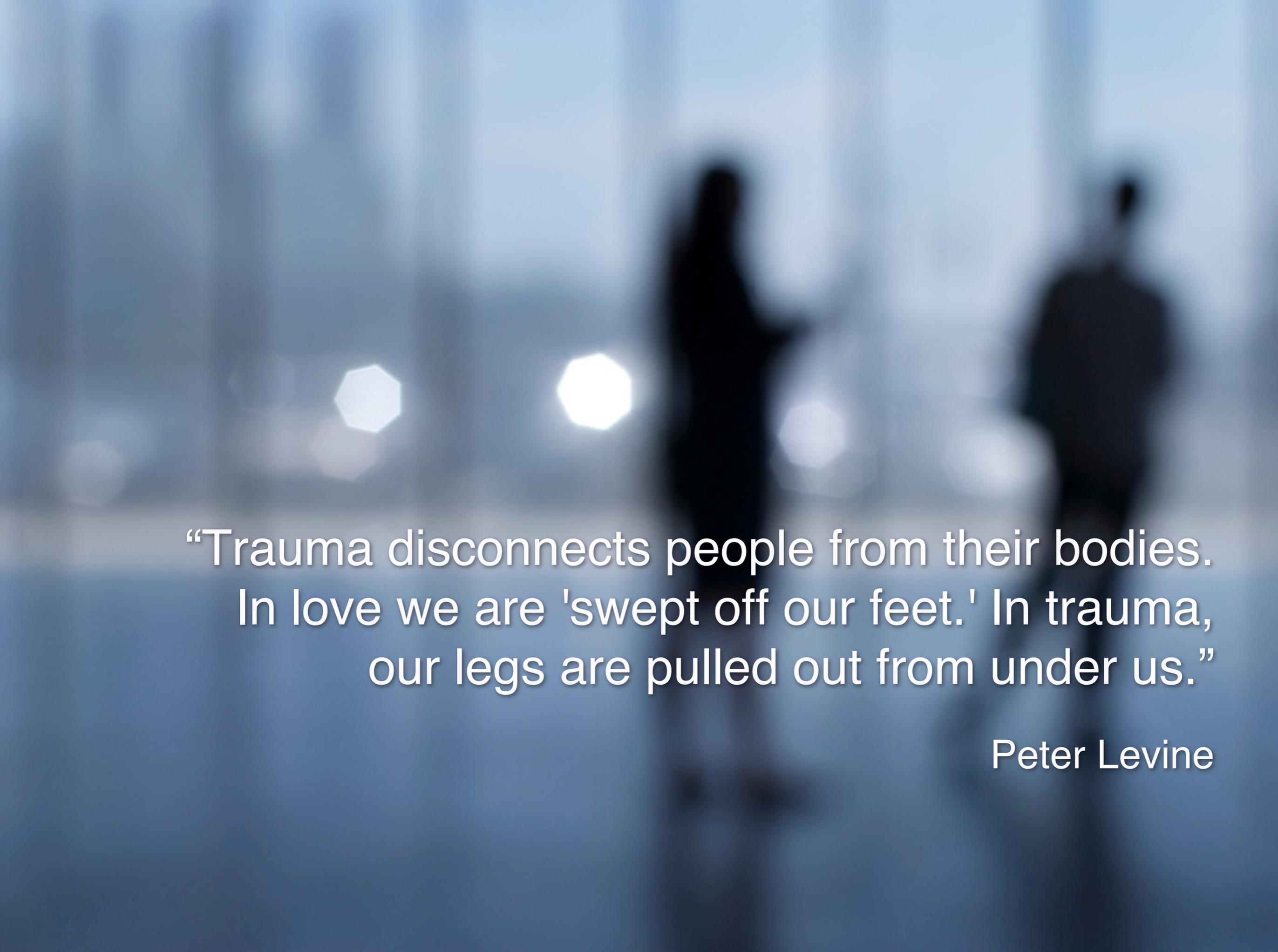
The background is a blurred, bokeh-style image with a blue and white color palette. It features several bright, out-of-focus light spots and dark silhouettes of what appear to be people or structures, creating a sense of depth and movement.

**“A vacuum sweeper,
lawn mower”**

Untitled

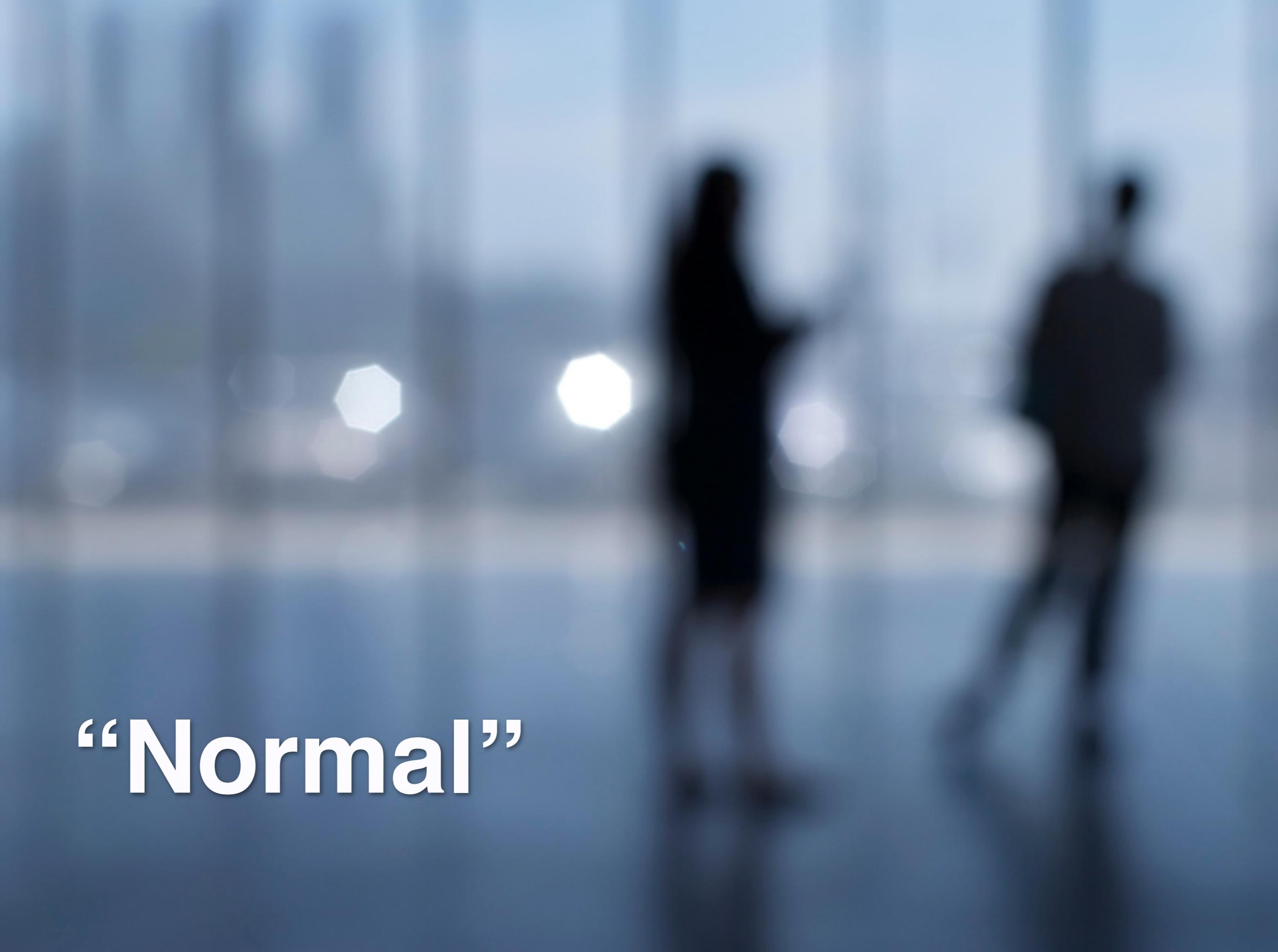
Catherine H.

Trying to get close to my mother was like
getting close with a vacuum sweeper;
And being close with my father has been
being close with a lawn mower.

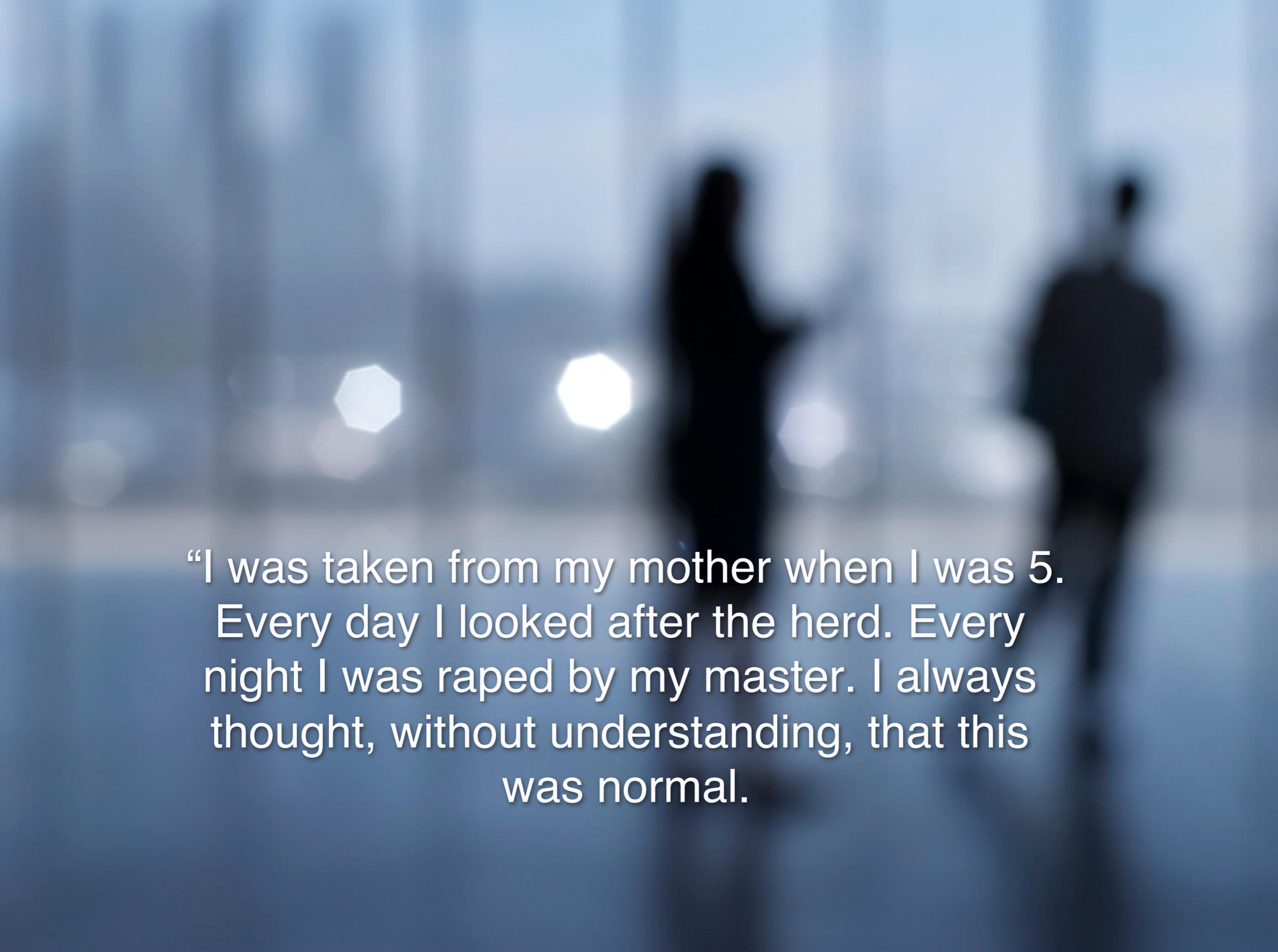
The background is a soft-focus, blue-toned image. It features the dark silhouettes of several people, possibly in a crowd or a public space, with some appearing to be in motion. Interspersed among the silhouettes are several bright, out-of-focus light sources, creating a bokeh effect with soft, glowing circles of light. The overall mood is contemplative and somewhat somber.

“Trauma disconnects people from their bodies.
In love we are 'swept off our feet.' In trauma,
our legs are pulled out from under us.”

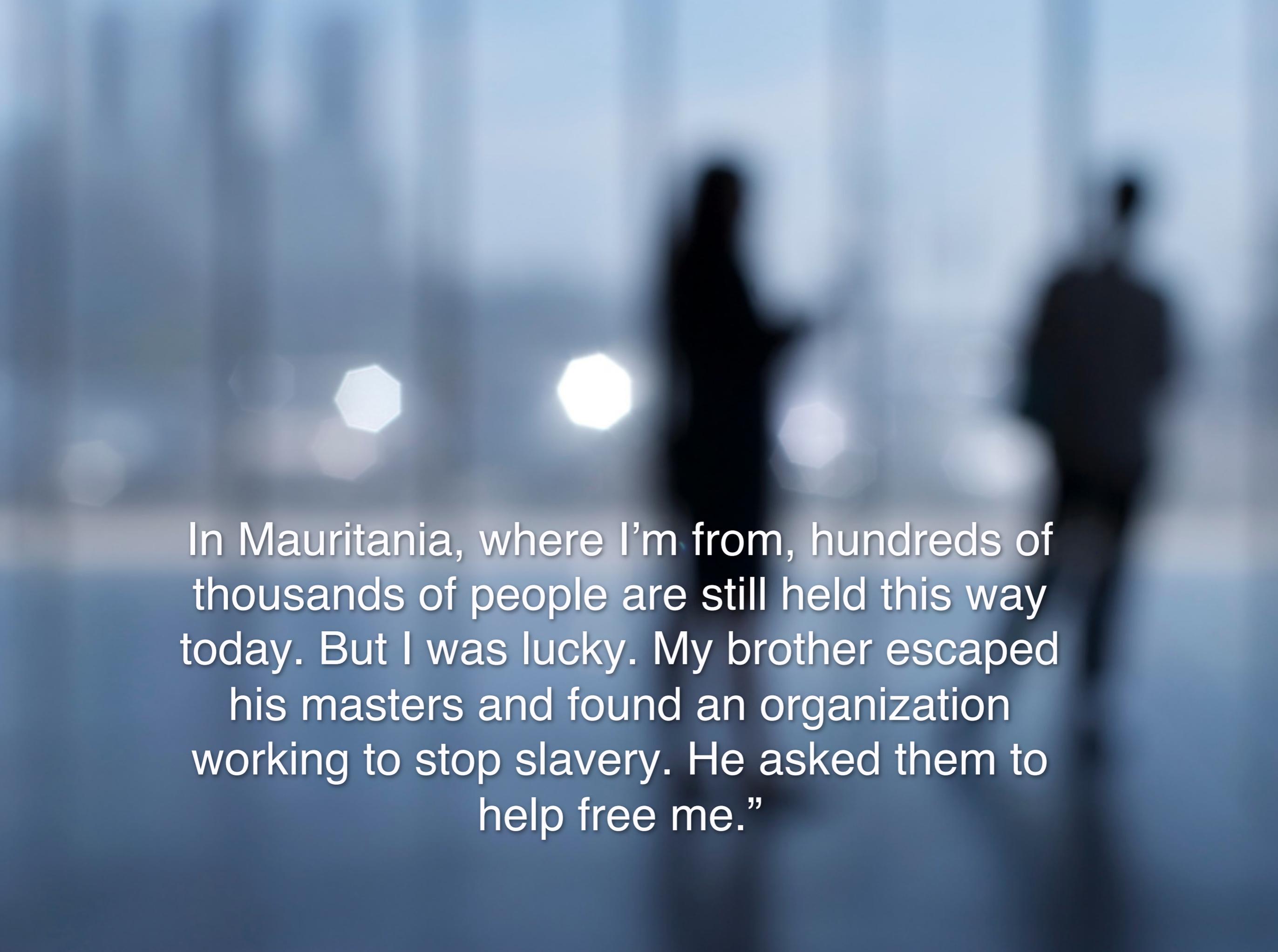
Peter Levine

The background of the image is a blurred, blue-toned scene. It features the dark silhouettes of two people walking from left to right. The person in the foreground is on the left, and another person is slightly behind and to the right. The background is filled with out-of-focus light sources, creating a bokeh effect with various sized, bright white and light blue circular spots. The overall atmosphere is ethereal and somewhat somber due to the monochromatic blue palette.

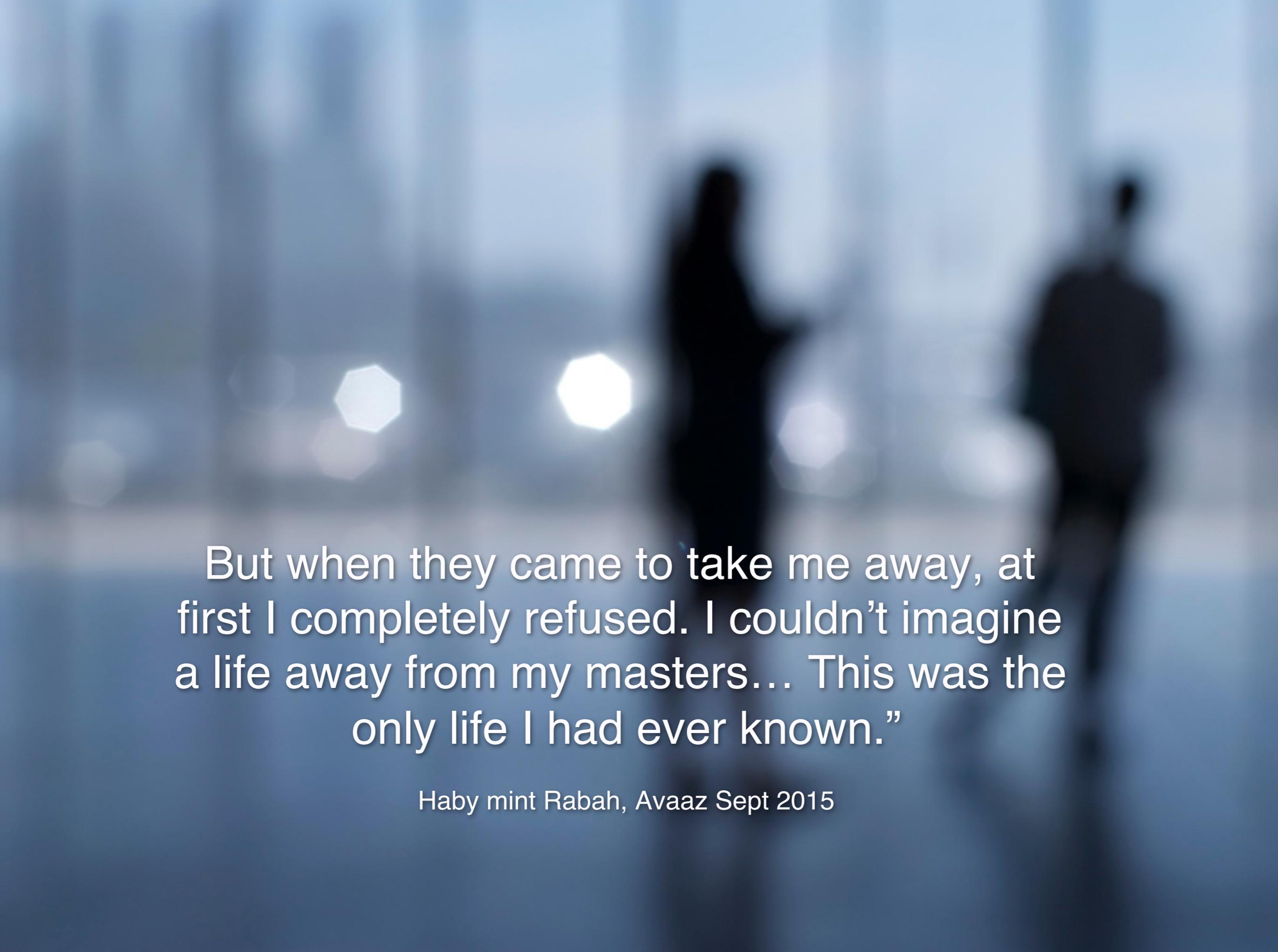
“Normal”

The background is a blurred, blue-toned image. It features several bright, out-of-focus light spots (bokeh) and dark silhouettes of people, possibly in a crowd or a public space. The overall mood is somber and evocative.

“I was taken from my mother when I was 5.
Every day I looked after the herd. Every
night I was raped by my master. I always
thought, without understanding, that this
was normal.



In Mauritania, where I'm from, hundreds of thousands of people are still held this way today. But I was lucky. My brother escaped his masters and found an organization working to stop slavery. He asked them to help free me.”

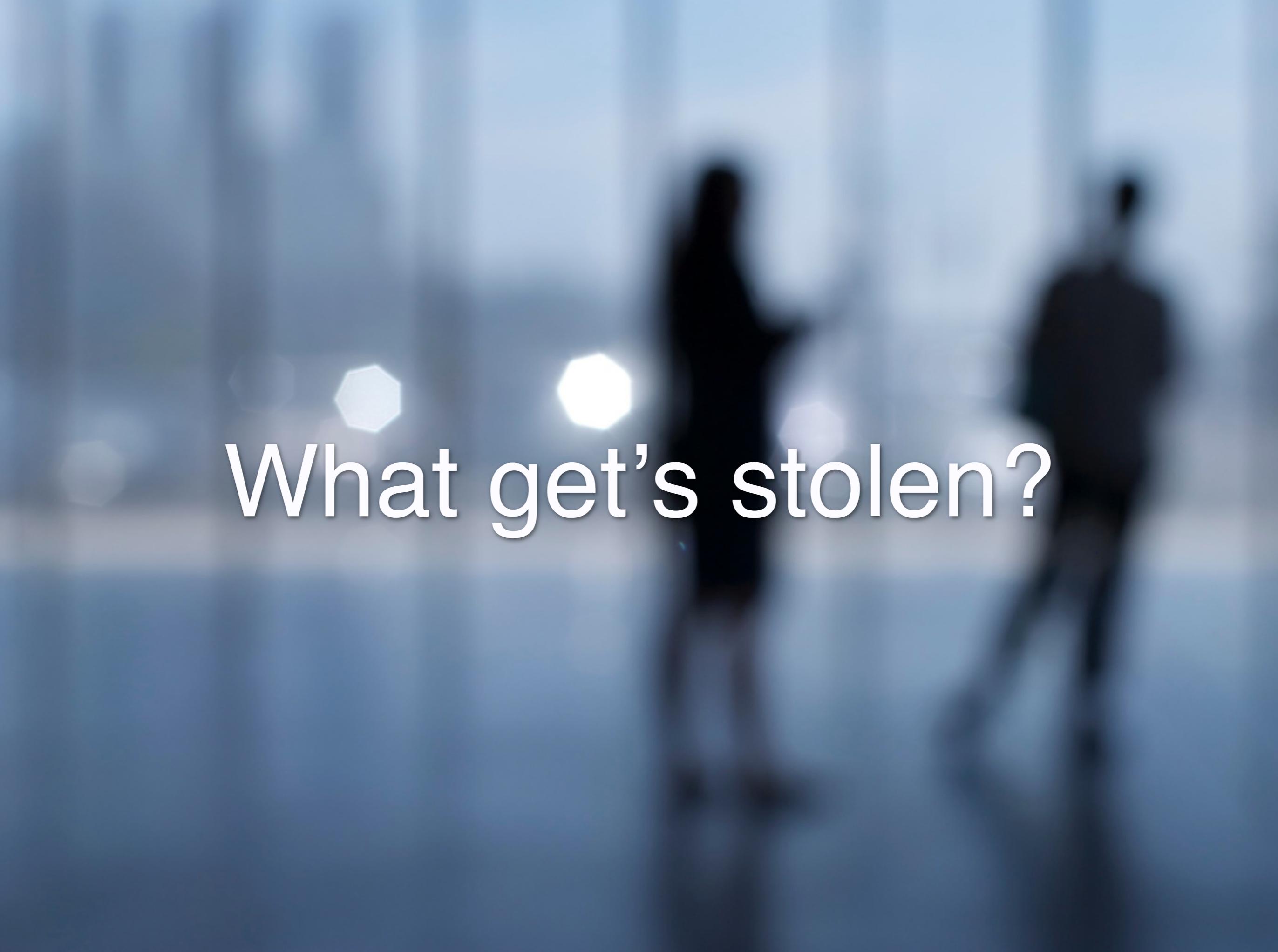
The background is a soft-focus, blue-toned image. It features several bright, out-of-focus light sources (bokeh) in the upper left and center. In the center and right, there are dark silhouettes of people, possibly in a crowd or a public space, adding a sense of atmosphere and human presence.

But when they came to take me away, at first I completely refused. I couldn't imagine a life away from my masters... This was the only life I had ever known.”

Haby mint Rabah, Avaaz Sept 2015

“A thief”



The background is a blurred, blue-toned scene. It features the dark silhouettes of several people, possibly in a crowd or a public space. There are several bright, out-of-focus light sources that create a bokeh effect, with some appearing as distinct octagonal shapes. The overall atmosphere is somewhat mysterious and suggests a public or social setting.

What get's stolen?

sense of safety; trust; belief in goodness of self, other people and world; self-regulation, inner calm, feeling of centeredness; ability to problem-solve; ability to respond vs. react; control, autonomy, empowerment; confidence; health/protective factors; self-esteem, connection to own body...



Recovery is possible.



Kintsukuroi (keen-tsoo-koo-roy)



The Japanese art of mending pottery using gold or silver lacquer. The broken and mended pot becomes even more beautiful than the original. A compelling metaphor for how pain, grief, and trauma in our lives can transform us in positive, even beautiful ways.

How do trauma-informed care and motivational interviewing approaches foster recovery and post-traumatic growth?





Post-traumatic growth

New opportunities emerge

Change in relationships

Increased sense of inner strength

Greater appreciation of life

Deepened sense of spirituality/meaning

Trauma-informed care

“A strengths-based framework grounded in an understanding of and responsiveness to the impact of trauma.

It emphasizes physical, psychological, and emotional safety for providers and survivors, and creates opportunities for survivors to rebuild a sense of control and empowerment”

Hopper, Bassuk, & Olivet, (2010), Shelter from the Storm



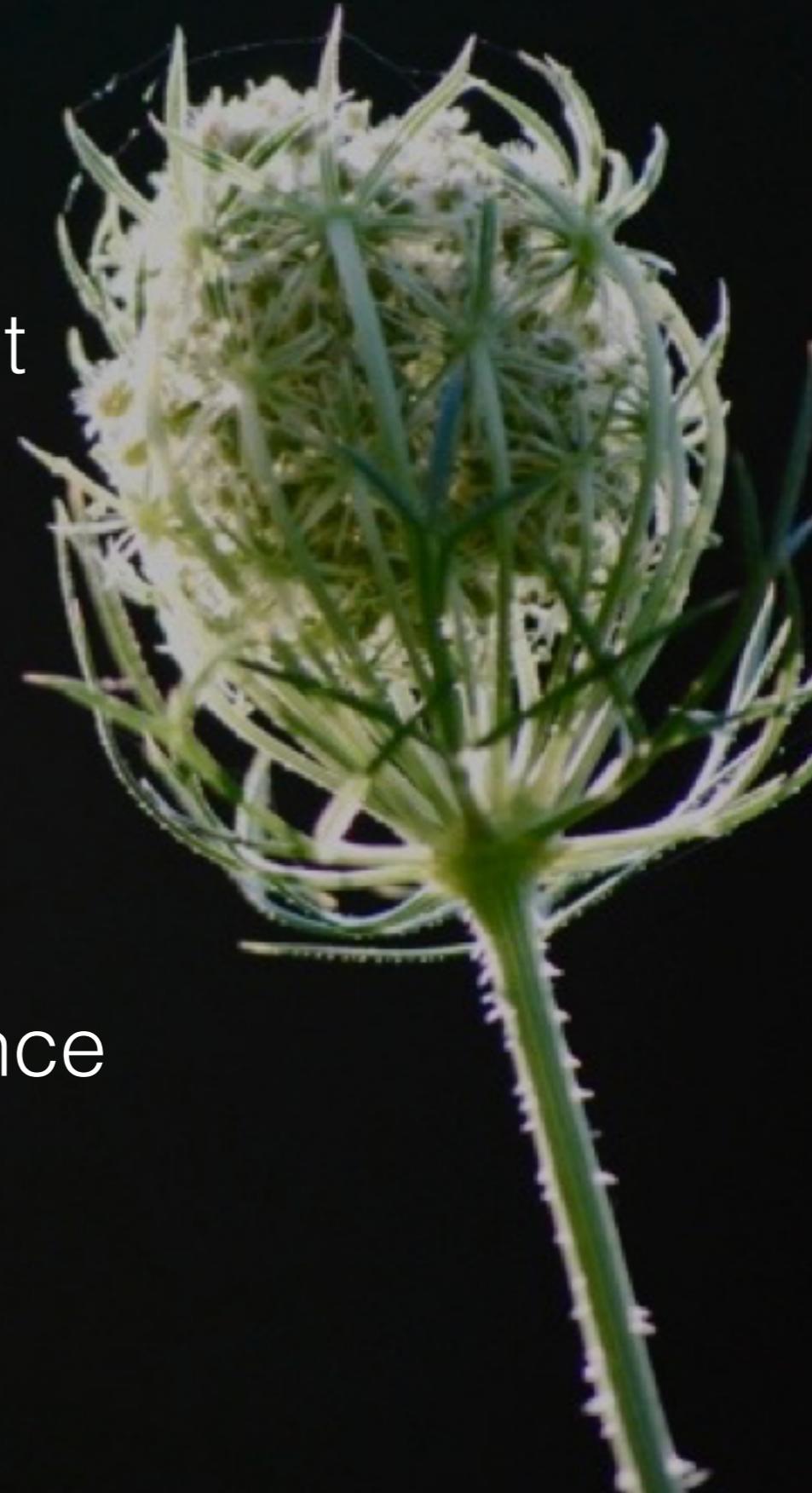
Principles

Understanding trauma and its impact

Promoting safety

Supporting choice, control, and empowerment

Practicing cultural humility/competence



Principles

Integrating care approaches

Sharing power and governance

Believing that recovery is possible
and healing happens in relationship

Addressing secondary traumatization
and promoting self-care

Adapted from Guarino, Soares, Konnath, Clervil, & Bassuk (2009),
Trauma-Informed Organization Toolkit for Homeless Services



Motivational Interviewing

helping people change

**What would you
say next...?**

“Sometimes I’d rather be back living outdoors in my tent. Having my own place is nice and everything, but there’s others who deserve housing more than me.”

Respond with a *statement* that shows you are listening.

Possible statements

You kind of miss some things about living outside.

You're having mixed feelings about being here.

This has been a big change.

You can see positives in both situations.

You're feeling uncomfortable living indoors when others are still out on the streets.

You care a lot about others who are still out there.

You wish everyone could have their own place.

“Sometimes I’d rather be back living outdoors in my tent. Having my own place is nice and everything, but there’s others who deserve housing more than me.”

Respond with a helpful question.

Possible questions

Tell me about your life before moving here?

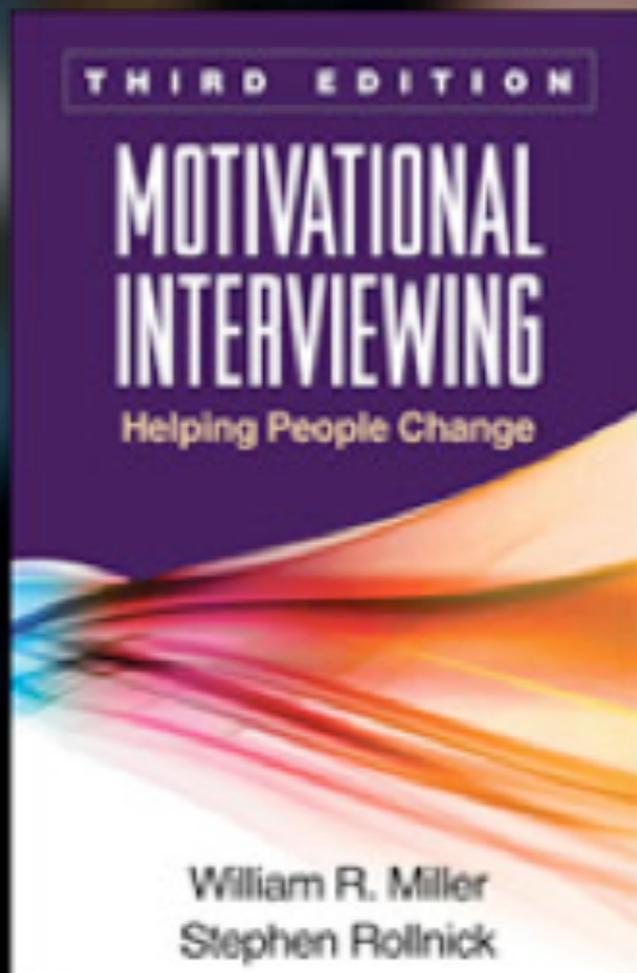
What did you like about living outdoors? And what didn't you like so much?

What are the good things about living here?

I'd be interested in hearing more about why you think others are more deserving of living here?

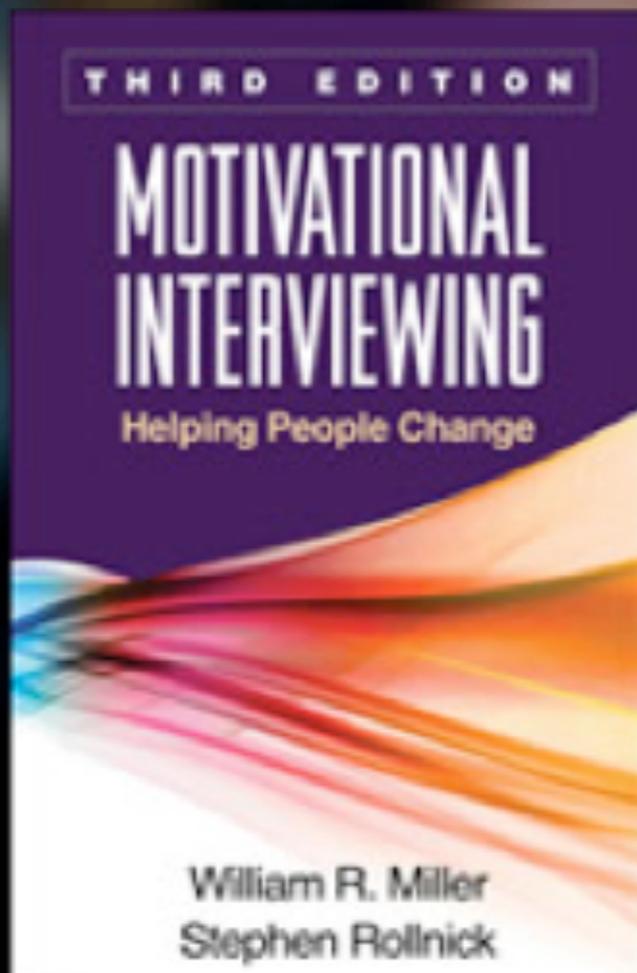
What does it mean to you to deserve housing?

What would be different if you were to deserve housing?



A collaborative conversation style for strengthening a person's own motivation and commitment to change.

Lay definition



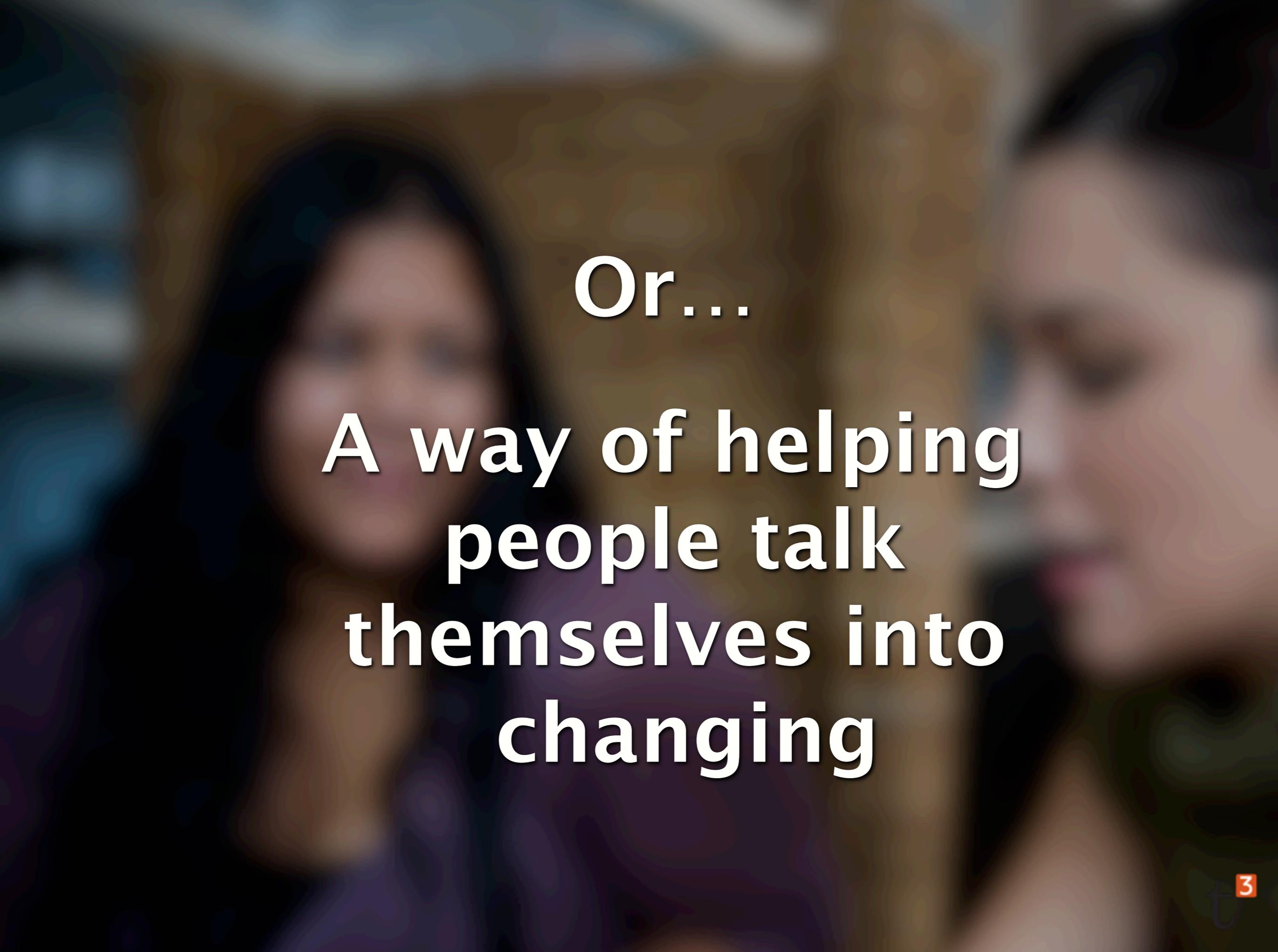
A person-centered counseling style for addressing the common problem of *ambivalence* about change.

Practitioner's definition



**WHEN YOU KINDA
WANNA JUST DO IT
BUT NOT REALLY**



The background of the slide is a blurred image of several people's faces, suggesting a group or community. The text is overlaid on this background.

Or...

**A way of helping
people talk
themselves into
changing**

“Talking oneself into changing”

Explore concerns, ambivalence, values, hopes, goals, strengths



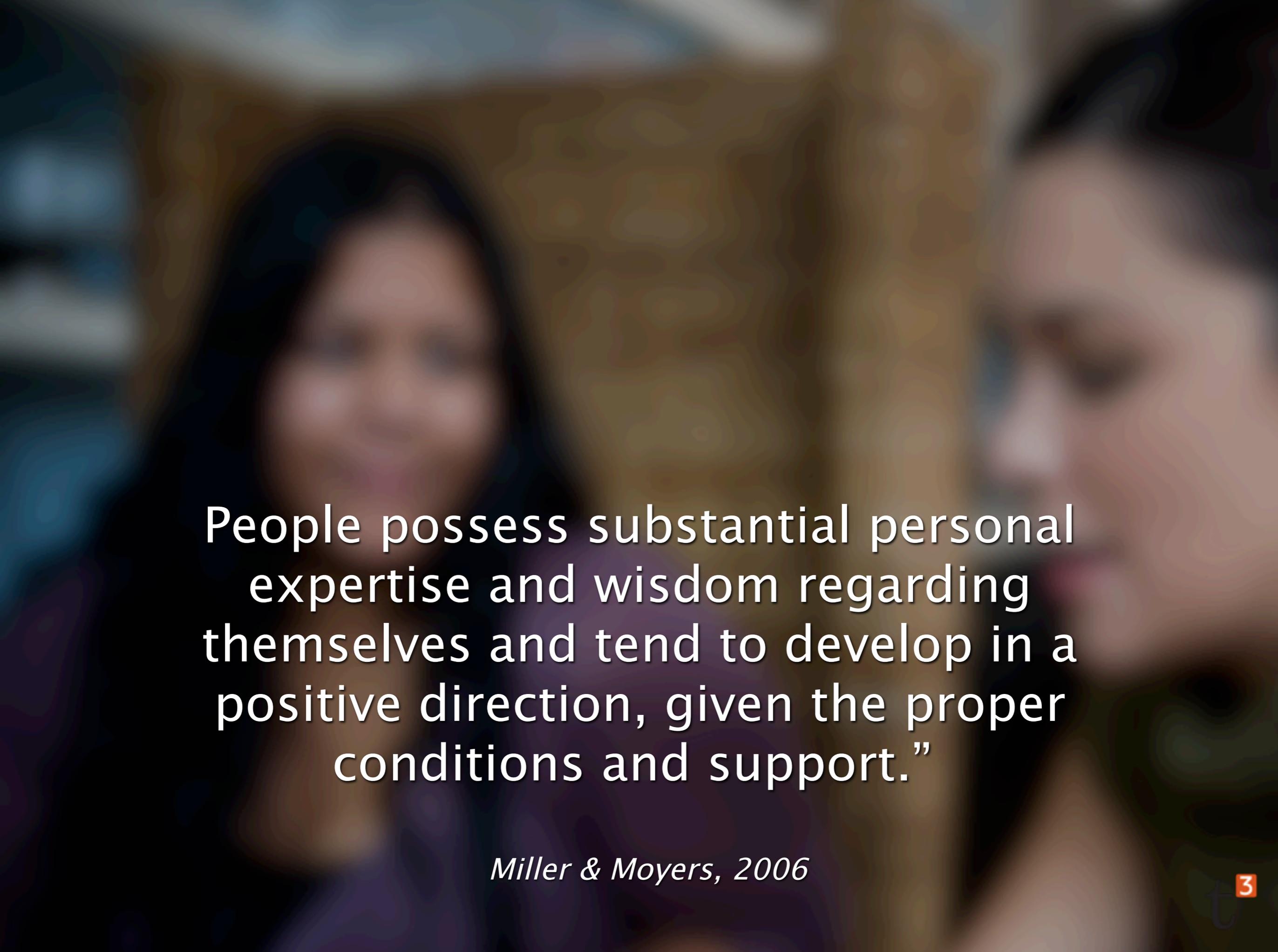
Preparatory change talk



Commitment talk



Taking steps

A blurred background image showing a group of people, possibly in a meeting or classroom setting. The focus is on the text in the foreground.

People possess substantial personal expertise and wisdom regarding themselves and tend to develop in a positive direction, given the proper conditions and support.”

Miller & Moyers, 2006



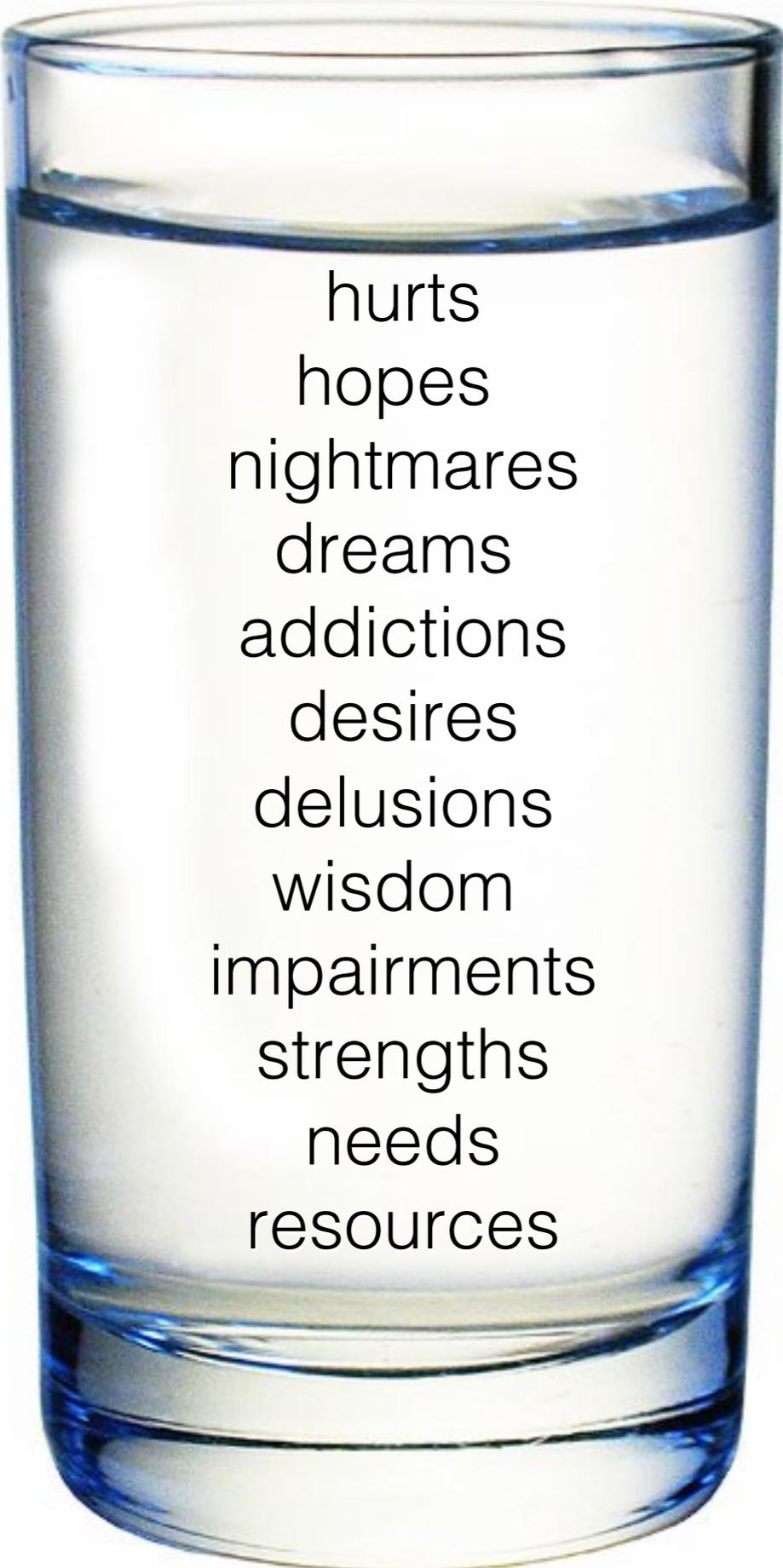




“If you change
the way you
look at things,
the things you
look at change.”

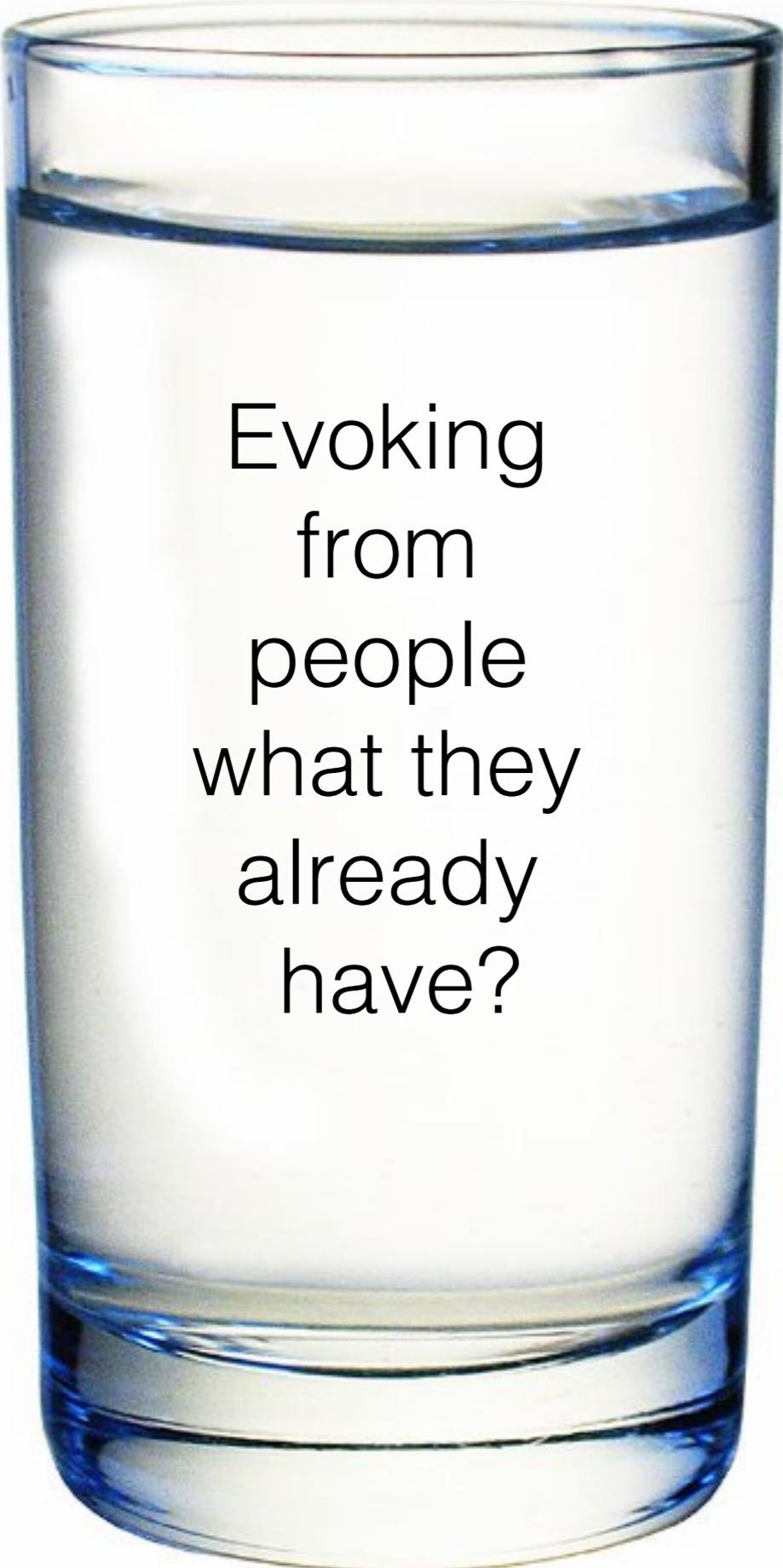
Wayne Dyer





hurts
hopes
nightmares
dreams
addictions
desires
delusions
wisdom
impairments
strengths
needs
resources

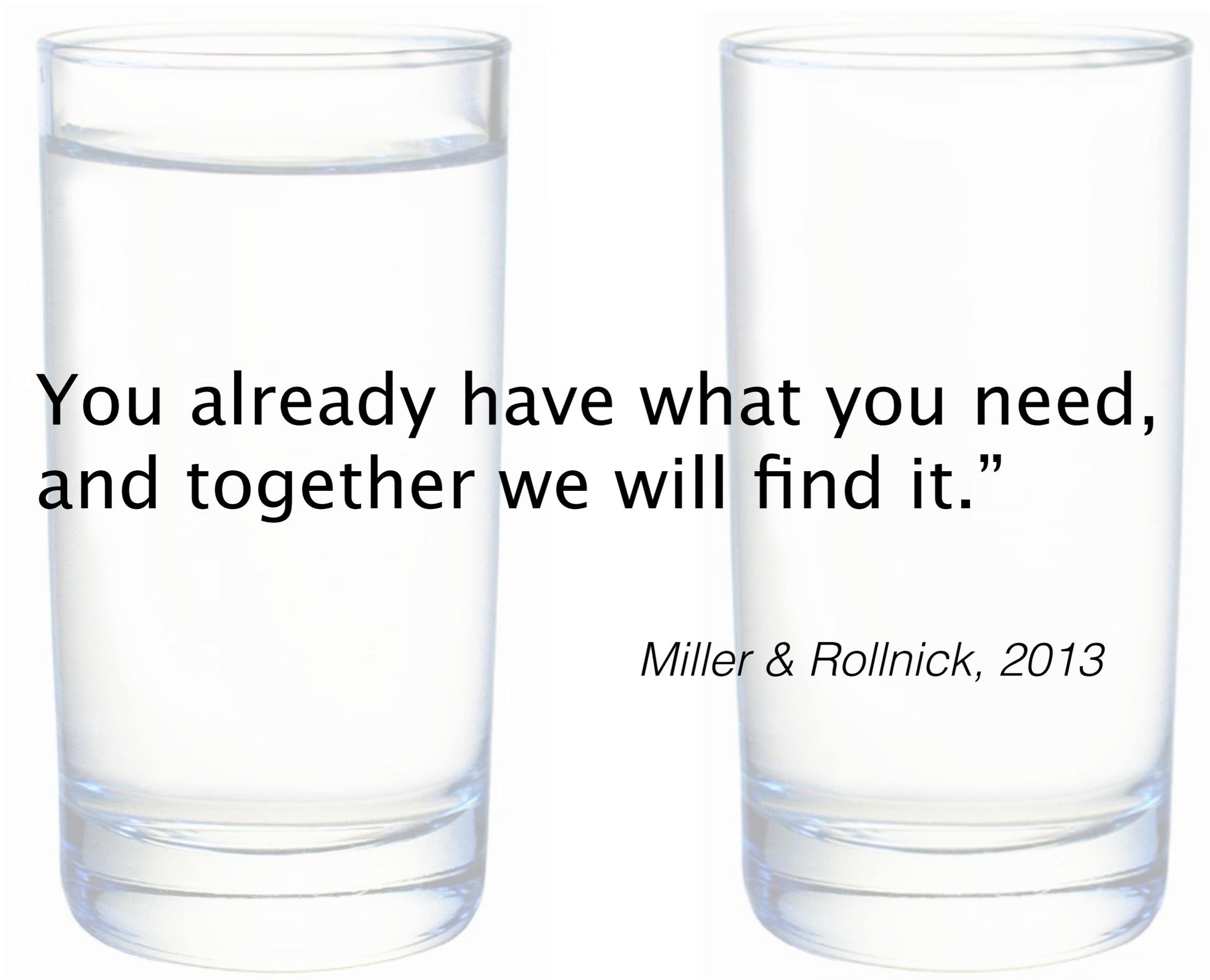


A clear glass filled with water, with the text centered inside.

Evoking
from
people
what they
already
have?

An empty clear glass with the text centered inside.

Giving
people
what they
lack?

The image features two identical clear glass tumblers side-by-side. The glass on the left is filled with water to about the 75% mark, while the glass on the right is completely empty. The background is a plain, light color.

You already have what you need,
and together we will find it.”

Miller & Rollnick, 2013

A close-up photograph of a dragonfly's wing, showing the intricate network of veins and the dark, textured membrane. The wing is positioned diagonally across the frame. The background is dark, with a hint of a green leaf on the right side. The text is overlaid on the wing.

The spirit of MI

A mind-set and heart-set

A close-up photograph of a dragonfly's abdomen and wings. The abdomen is dark and segmented, with a small orange-red spot near the tip. The wings are translucent with a complex network of veins. The background is dark, making the dragonfly stand out.

Elements of MI spirit

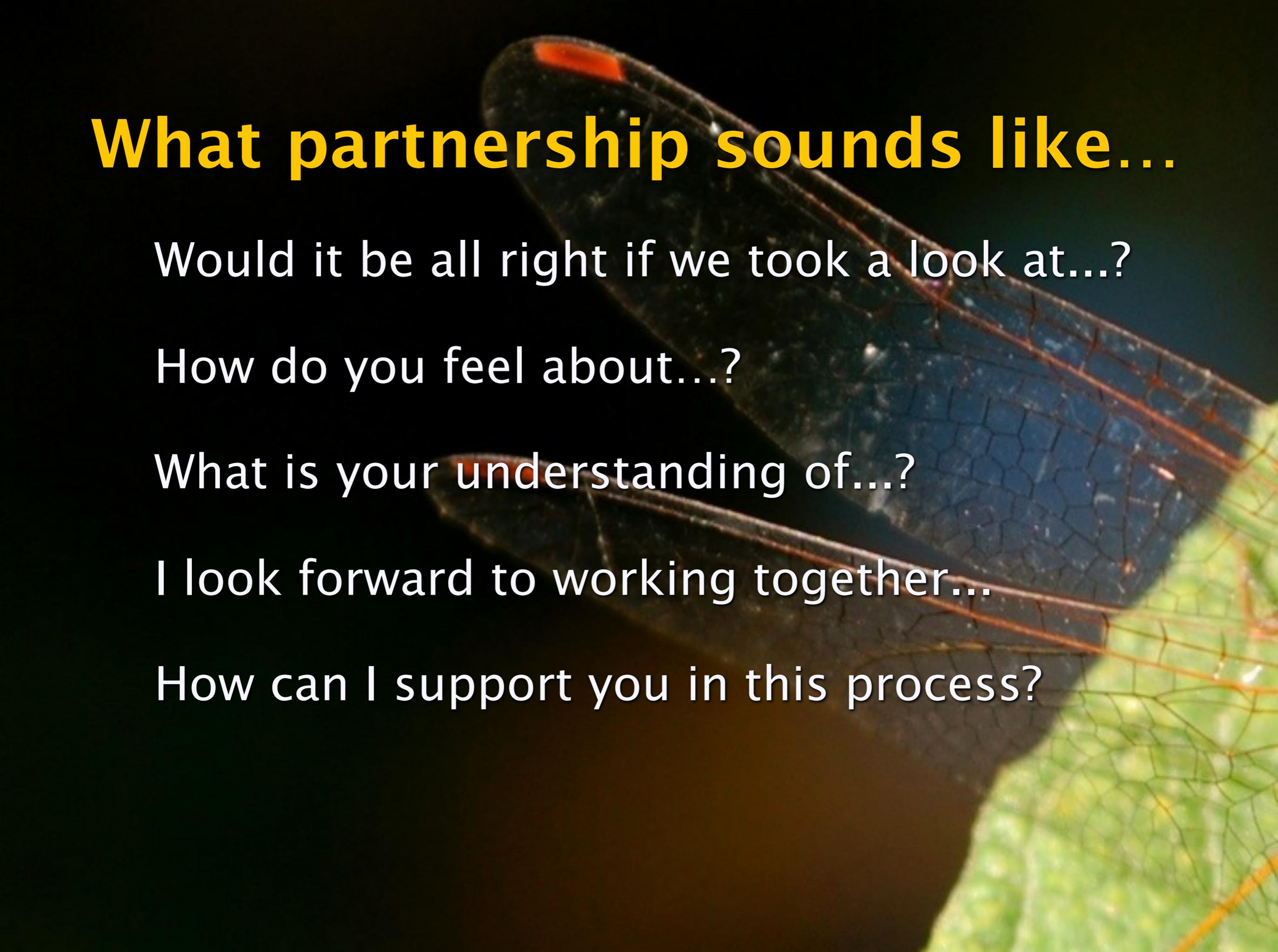
Partnership
Acceptance
Compassion
Evocation

A close-up photograph of a dragonfly's body and wings. The dragonfly is positioned diagonally across the frame, with its head at the top left and its abdomen extending towards the bottom right. The wings are a vibrant blue with a fine, grid-like pattern of veins. The body is dark, almost black, with a small orange-red spot near the head. The background is dark and out of focus, with a hint of a green leaf on the right side.

PARTNERSHIP – a collaboration;
demonstrating profound respect for
the person; both parties have
expertise; dancing rather than
wrestling; best practices are not done
on or *to* people, but *with* and *for* them

What partnership looks like...





What partnership sounds like...

Would it be all right if we took a look at...?

How do you feel about...?

What is your understanding of...?

I look forward to working together...

How can I support you in this process?

ACCEPTANCE

Prizing person's inherent worth and potential

Providing accurate empathy

Supporting autonomy

Affirming strengths

What acceptance sounds like...

Prizing person's inherent worth and potential

You are welcome here just as you are.

“There’s nothing about a caterpillar...”

What would you like to be different?

In looking ahead at your life...

What acceptance sounds like...

Providing accurate empathy

That felt disrespectful.

You've been through an awful lot.

Your situation sounds really complicated.



Empathy: The Human Connection to Patient Care

https://www.youtube.com/watch?v=cDDWvj_q-o8

What acceptance sounds like...

Supporting autonomy

You know what is best for you.

You like to weigh things carefully before making any changes.

This is a decision only you can make.

What acceptance sounds like...

Affirming strengths

You showed a lot of courage in the way...

That took a lot of patience to...

You're the kind of person who values loyalty.

COMPASSION – coming alongside someone in their suffering; actively promoting the other's welfare; giving priority to the person's needs

A blurred background image of a church interior. In the foreground, the tops of several people's heads are visible, suggesting a congregation. In the background, there is a large stained glass window with various colorful panels. The lighting is warm and slightly dim, creating a soft, atmospheric effect.

“Here is what we seek: a compassion that can stand in awe at what (people) have to carry rather than stand in judgment about how they carry it.”

Fr. Greg Boyle, Tattoos on the Heart

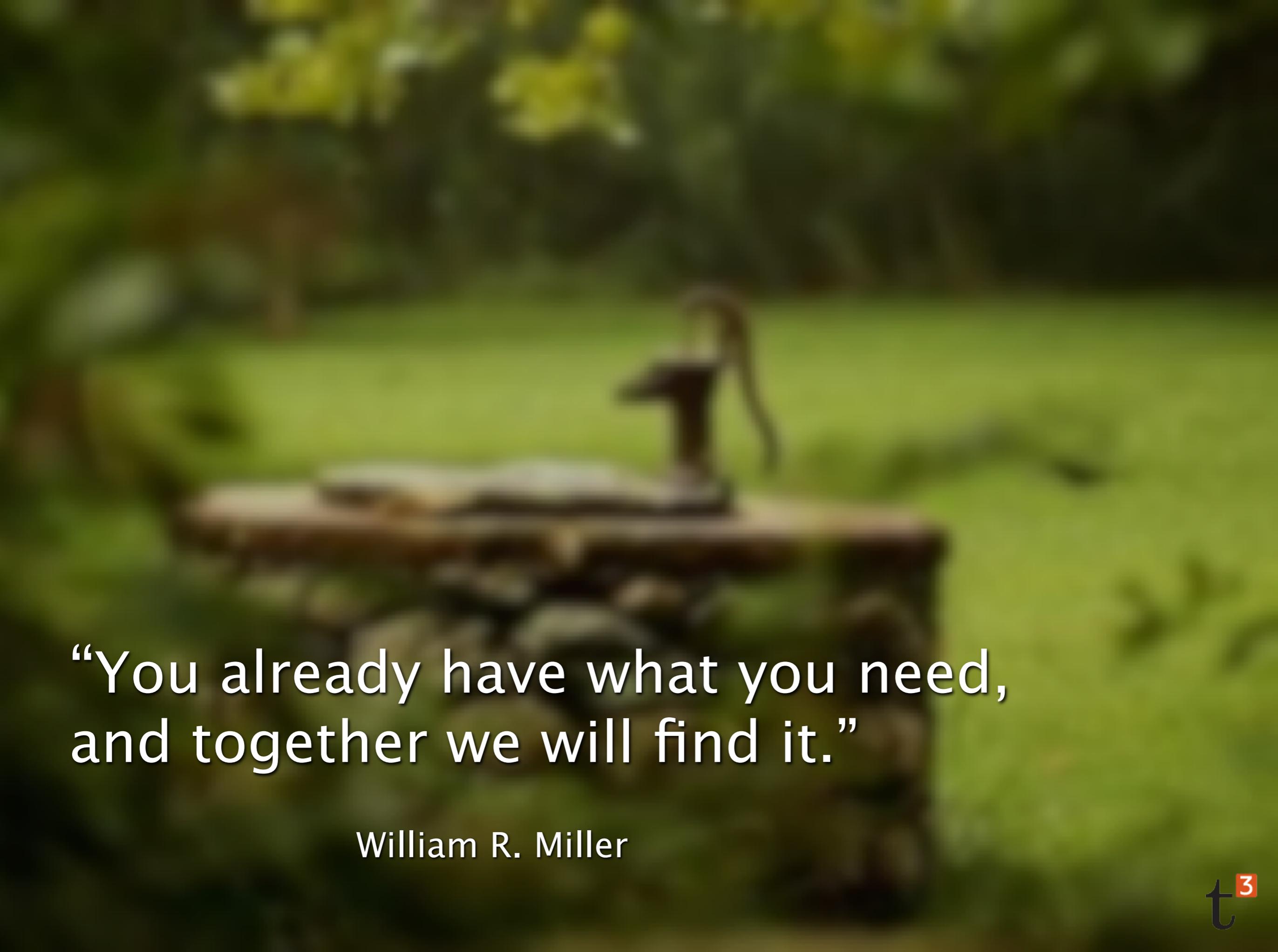
What compassion sounds like...

I'm so sorry...

May I just sit here with you for awhile?

What would be most helpful to you...?

EVOCAATION – eliciting the person's own knowledge, wisdom, strengths, and motivation

A blurred background image showing a person standing on a wooden platform or stage in a green field. The person is wearing a dark jacket and light-colored pants, and appears to be gesturing or speaking. The background is a soft-focus green field with trees in the distance.

“You already have what you need,
and together we will find it.”

William R. Miller

What evocation sounds like...

What would you like me to know about yourself?

Tell me about...

What concerns, if any, do you have about...?

It sounds like you'd like things to be different in your life.

If you were to change, what would be your reasons to do so?

A blurred background image of a woman's face, looking slightly to the right. The image is out of focus, with soft colors and a gentle expression.

Partnership

Acceptance

Compassion

Evocation

OARS+I:

Basic Skills of Motivational Interviewing

Open Questions

Open questions sound like...

What would you like me to know about yourself?

What's most important to you?

What would you like to focus on today?

What concerns, if any, do you have about seeing a counselor? How might it help?

How do you know when your anger is and is not well controlled?

What does meth do for you? What are the downsides?

Open questions sound like...

What strengths do you bring to this situation?

What will you lose if you give up drinking?

If you were to leave, what would be your reasons to do that? Your best reason?

What ideas do you have to succeed in meeting your goal?

What do you think you'll do next?

How can I, or others, be of help?

Affirmations

Affirmations



Shine a light on what's good about a person

Strengthen engagement

Reduce defensiveness

Increase confidence in a person's ability to change

Build hope

Sound like...

You are very skillful at...

I noticed that you...

You showed a lot of patience...

You are a courageous person...

You really value...

You are very knowledgeable about...

That took a lot of persistence to...

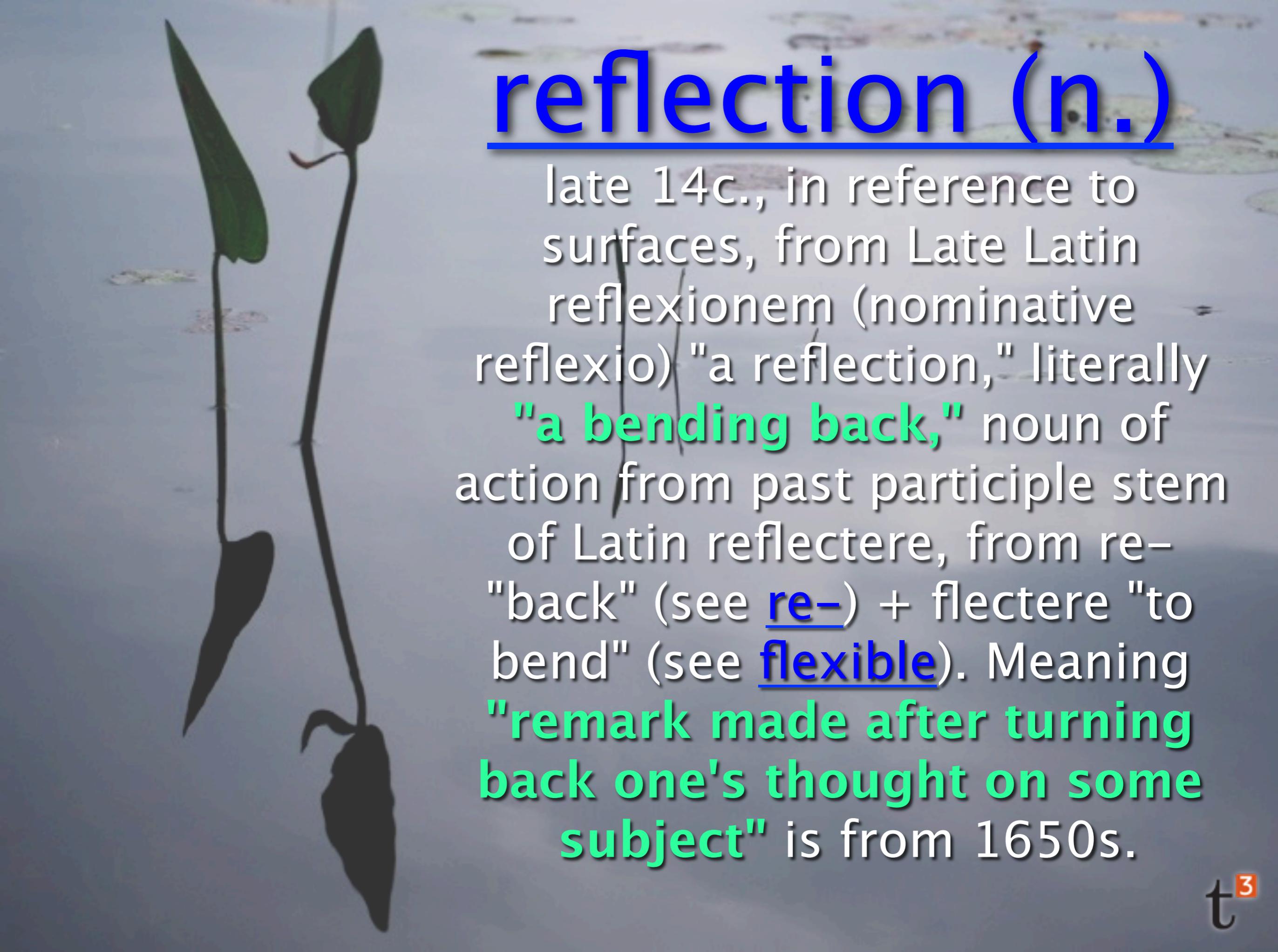
Thank you for...

Reflective Listening

“What people
really need is
a good
listening to.”

Mary Lou Casey





reflection (n.)

late 14c., in reference to surfaces, from Late Latin reflexionem (nominative reflexio) "a reflection," literally **"a bending back,"** noun of action from past participle stem of Latin reflectere, from re- "back" (see [re-](#)) + flectere "to bend" (see [flexible](#)). Meaning **"remark made after turning back one's thought on some subject"** is from 1650s.

Common reflection starters

It sounds like...

It seems to you that...

For you, it's a matter of...

You're wondering if...

You're feeling...

You're thinking that...

You're hoping that...

And...

You...

Reflections

The essence of a reflective listening response is that it makes a reasonable guess (in the form of a statement) about what the person means.

Summaries

Summaries

“Let me see if I understand thus far...”

Useful anytime in conversation

Help to ensure clear communication

Are basically reflective paragraphs

Three common types: collecting,
linking, transitioning

Providing Information and Suggestions

Elicit

- Ask what person already knows
- Ask what person would like to know
- Ask permission to provide information

Provide

- Offer small dose of suggestions, advice

Elicit

- Ask for person's response

4 Processes of MI





engaging: the relational foundation

Provide safe space and warm welcome;
show genuine interest in the person as
a person

focusing: **the strategic direction**

Mutually establish the agenda. Ask what the person wants to focus on. State what you wish to address (if anything).

evoking: preparation for change

Tell me a little more about...?

What's working? What's not?

evoking: preparation for change

If you were to make this change...

What would be your reasons to do so?

What would be your *best* reason?

How might you go about it in order to succeed?

evoking: preparation for change

How important is it to you to make this change?

How confident are you that you could make this change?

planning: the bridge to change

Ask what person plans to do next; assist with developing a change plan; discuss how you and others can provide support

Key ideas

The therapeutic relationship takes the form of a partnership, not an expert–recipient stance

Acceptance and compassion are at the heart of the conversation

Motivation to change is elicited from individuals, not imposed on them from without

Key ideas

Direct persuasion is not effective to resolve ambivalence or promote change

The practitioner uses primarily a guiding style

It is the task of the individual to resolve his or her ambivalence and come up with the reasons for change

Your comments and questions

Thank you!