

The Power of Groups: using Motivational Interviewing



**Stephen R. Andrew, LCSW, LADC,
CCS, CGP**

**Health Education & Training Institute
207-773-3275**

“If there is one thing you would like to learn today which would be helpful in your daily practice of group work, what would it be?”



Biography

Stephen R. Andrew, LCSW, LADC, CCS, CGP

“story teller”, trainer, therapist, author, community organizer,...

Chief Energizing Officer of Health Education & Training Institute (HETI), member of MINT (Motivational Interviewing Network of Trainers) since 2003. MIA-STEP trainer for ATTC New England since 2007.. Trained Motivational Interviewing internationally in 18 countries..

He been a substance abuse counselor in a school system, the Executive Director of an adolescent prevention/treatment...

The co-founder of Agape Inc with the programs: Men’s Resource Center of Southern Maine and Dignity for Opiate users. Stephen maintains a compassion-focused private practice in Portland, Maine and facilitates men, co-ed, women’ and caregivers groups.

He is the co-author of the book: *“Game Plan: A man’s guide to achieving emotional fitness”* with 2 friends, David Powell & Alan Lyme.

Stephen lives with his sweet wife, Hilary, and is the proud father of 20 year-old Sebastian, in Portland, Maine . www.hetimaine.org 3

Guidelines for the Training...

Ask lots of questions.. Please make this relevant to *your work..*

- Letting me coach you or not?
- Be mindful of each other. **“Be kind”** ...

Attitudes:

“What the Heck !!”, Jump into the experience....

Take a few risks..

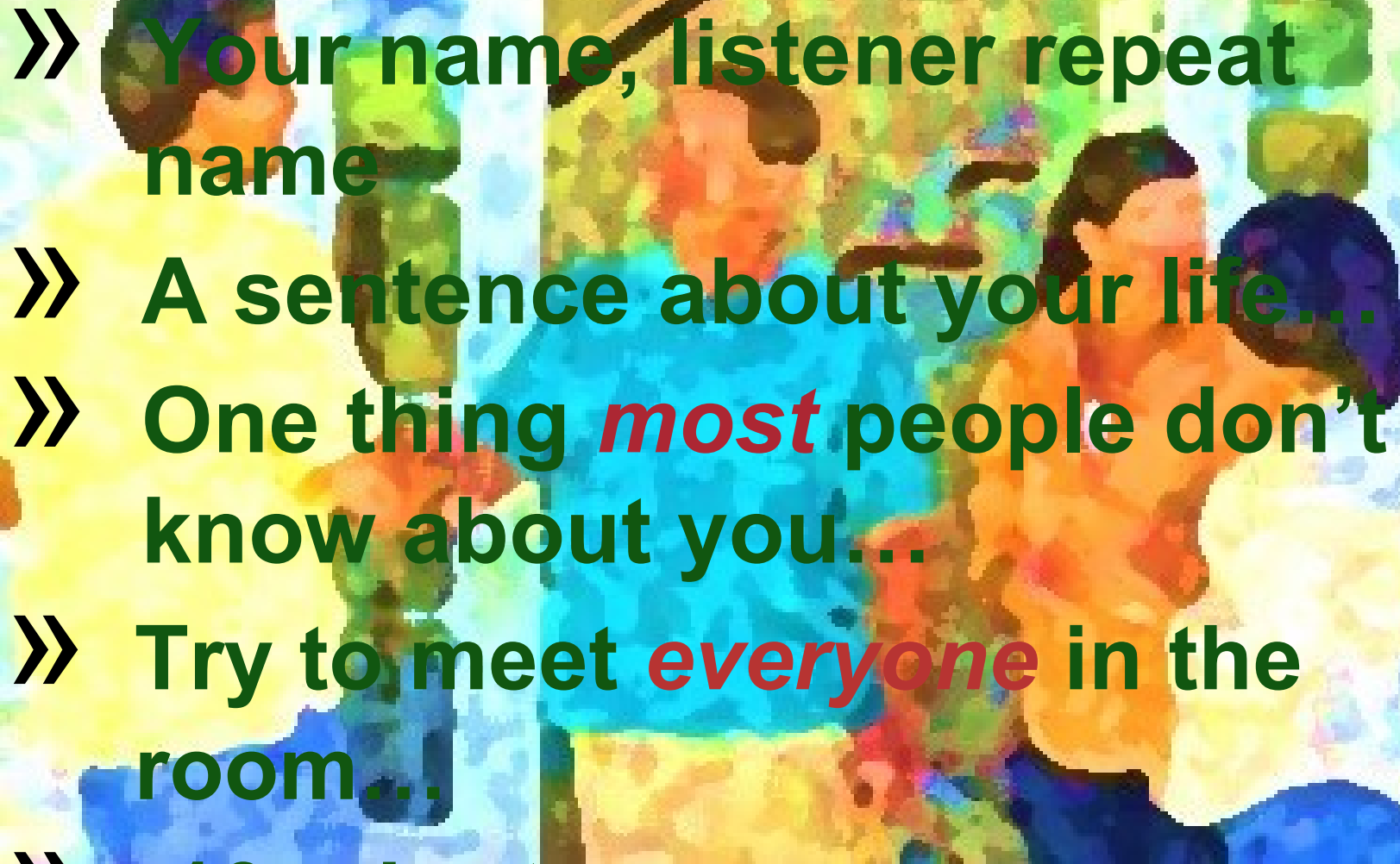
Make Mistakes, **“OOPS!”**


Confidentiality, make the training your experience...

Real play not Role play...

Please resist the “fixing” impulse...

Introductions

- 
- » Your name, listener repeat name
 - » A sentence about your life...
 - » One thing *most* people don't know about you...
 - » Try to meet *everyone* in the room...
 - » 10 minutes



**“People change through the
heart, then through the
mind..”**

Meet and Greet.... (4min.)

What are the *challenges* of group work, working with clients, patients, consumers?

What are some of your “*WOW*” moments for you working in groups?

What is a simple idea you taken away from working in groups and/or individuals?

LISTENER: OQ, R,R,...

conversation...*Listen for power words to reflect..*

● *awe...joy...*

● *trust...*

● *hope...*

● *courage...*

● *forgiveness...*

● *gratitude...*

● *regrets..shame... And VALUES...*

● *purpose..*

● *CORE NEEDS- Love, power, capable..*

Summariz

20 seconds,,,



- **“PEOPLE WHO WERE HURT BY THE CROWD WILL BE HEALED BY THE CROWD” ...**
- **THEIR PARTICIPATION IN GROUP IS A TRANSFERENCE OF HOW THEY WERE TREATED BY THEIR FAMILIES, FRIENDS & COMMUNITY...**
- *History and experience may dictate their ability to participate...*

The nature of the conversation is
critical

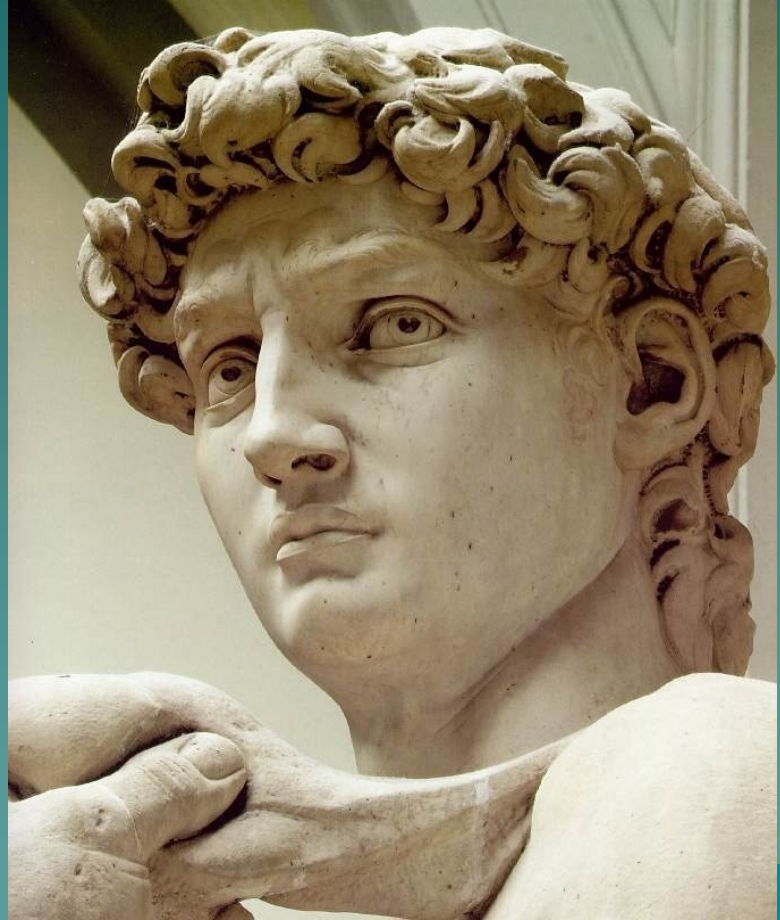
What we say - and **how** we say it—
and how it lands
largely determines what the client says
and what happens next...

goal of groups:

***Increase Empathy &
Compassion***

Statue of David

- ◆ What is David thinking?
- ◆ What is David feeling?
- ◆ First response.
- ◆ Empathy.



Presence ..*LISTEN* well.(3min.)

- ★ Undivided Attention...
- ★ Listen with *“soft”* eyes,
“warm” ears & *“open”*
heart...
- ★ Radical Acceptance...
- ★ Silence...

Summary
20 seconds



Individual & Group Motivational Interviewing Similarities

- Motivates change through resolving ambivalence & listening for “Change Talk”
- Balances client-centered and directive elements moving through the 4 phases
- Uses OARS & other MI Strategies
- Avoids MI Non-adherent worker behaviors
- Balances focusing and staying open

Individual & Group Motivational Interviewing Differences

- **Facilitating vs. interviewing**
- **Group dynamics**
 - **Managing floor time**
 - **Managing different styles and beliefs across members**
 - **Eliciting group energy for change**
 - **Working with group members’ “righting reflexes” (fixing impulse)**

Motivational Interviewing Groups the Possible Benefits

- **Universality**
- **Inspiration**
- **Peer support**
- **Group momentum**
- **Cost efficiency**
- **Altruism**
- **Cohesion...**

Quiz Show!

Savage Chickens

by Doug Savage



Quiz show tiles

- **QO = Open (minded) question**
- **QC = Closed question**
- **A = Affirmation**
- **RS = Simple reflection**
- **RC = Complex reflection**
- **S = Summary**



"How long have you had this need to be in control?"

At the of Motivational Interviewing spirit



- **Partnership** -collaboration, coming along side.
- **Acceptance** - unconditional regard, belief in the other's right and the ability to make good choices for oneself, accurate empathic reflection, affirmation..
- **Evocation** - Listen and Elicit; the client is the expert on him/herself...
- **Compassion** - The desire to be with the suffering of the client, patient and/or consumer...
- ***“The worker is responsible for the intervention, not the outcome!”***

An exercise



- Stand up..create pairs..
- Place both hands up against your partner's hands.
- The person with the longest hair, push against your partner's hands and as *hard* as you possibly can. please do not jerk... just PUSH...for 30 seconds..

happened?

What

*What motivated you?

Who has been a ***Change Agent*** in your life?

(relative, supervisor, teacher, coach, counselor, clergy person, friend, ect)

major positive influence

- What were their characteristics/values?
- What did they do?

- Listener: $OQ < Rc, Rc..$

Compassion in our conversations

“the ability to sit with suffering”

When we listen to another
with an open heart, soft eyes,
hearing what they mean and
seeing all this from their
competent world view,
compassion will be the
connection...

**“Motivational Interviewing
is an effective way of
Listening and talking
with the people we serve...”**

TEAMS OF 3 (5 MIN, EACH PERSON)

- **Speaker** – When I grew up I...
- **Listener/Facilitator** – **Empathic** reflections, mostly complex reflections...
- *More complex than simple...*
- Ask your *Observer* for help...
- **Observer** – Code for ***Rs & Rc***, then give feedback...***What did they do well?***

Time to practice

Engage Skills/Strategies **OARS**

O: open-ended questions...

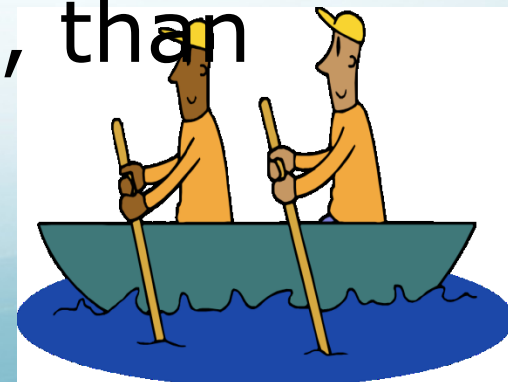
A: affirm, Thank

you..appreciation...notice their strength/courage... listen for values/dreams...

R: reflection, empathic, *simple* & *complex*, 2X more reflections, than questions...

S: summarize

Links & end of the session



Summariz
20 seconds,,,



- *Compassion ... Miller Williams*
- **Have compassion for everyone you meet, even if they do not want it ... what seems like conceit, bad manners, sarcasm or cynicism is always a sign of things no ears have heard, no eyes have seen....for you do not know what wars are going on down there where the spirit meets the bone...**
- *Pairs:*
- **Listen well, more reflections than questions and then switch...(4 min.)**
- *How will this guide you as a group facilitator?*

Complex Reflections

- **Emotion/ Affective:** “You are feeling ...”
- **Values:** “It is important to you”
- **Amplification:** “This (behavior) doesn’t cause you any problems...”
- **Double-sided:** “On the one hand... and on the other hand...” (*two ideas that are in conflict with each other, present behavior and hopes, dreams, desire*)...
- **Metaphor:** “It is as if...”
- **Continuing Paragraph:** “You are upset about being here and you want...”

What kind of groups are you running?

- Psycho-educational
- Process (interpersonal)
- ***Therapeutic support groups..***

Each require a different leader's style

Forces

Clarity of purpose a. for leader b. for members

Relevance of purpose to the members' needs.

Size of the group....

Length of each session

Adequacy of the setting

Time of the day ...a. for leader b. for members

Leader's energy and attitude

Group Work Cohesion

- ★ Regular, punctual attendance
- ★ Standard process for people to join the group, **“Saying Hello”**
- ★ Attraction and warmth between group members
- ★ Active participation by each member
- ★ Self-disclosure and trust
- ★ Risk taking of new behavior
- ★ Tolerance of tension and ambiguity?
- ★ Shared belief about the purpose and norms
- ★ Spontaneous participation
- ★ Confidentiality
- ★ Termination/celebration process of members, **“Saying Good bye”**



SAFETY...

Group Work Skills

- **Sessional Tuning In.**
- **Sessional Contracting.**
- **Elaborating: Making The Story Fuller, Fatter.**
- **Empathic Reflections for other Members.**
- **Evoke Mutual Feelings from Members.**
- **Demand For “ Change Talk.”**
- **Pointing Out Strengths & Obstacles.**
- **Sharing Information with Permission.**
- **Holding The Rim, The Contract.**
- **Beginnings, Endings And Transitions..**

Four Processes. “Structure of group”

Planning
(Say good-bye well)

Evoking (maturity)
“Meet people where they dream”

Focusing/Target Behavior
(*conflict, ambivalence, authority*)

Engaging/Partnership (*say hello well*)
“To understand another, be
for my need to be understood”

Group work 1



Practice 1 (15 minutes)

- Skills – Eliciting/Facilitating, OARS, Expressing Empathic Reflection, Agenda Setting- FOCUS
- Group Skills – Guidelines, Initiating, Orienting, Building group identity through empathic reflections..
- Orientation – **STRUCTURE!!!**..2-4 min per participant..
 - Purpose, contract, plan agenda, affirm participation,
- Focus on “Something you’d like to change and do not seem to? **or..** How might you like things to be different?” **“Saying hello...”**
- LINK with REFLECTIONS on THEMES, FEELINGS, IMPORTANCE & CONFIDENCE, PAIRS ETC.
- **“Meet people where they dream”**

Building Rituals





Summariz
20 - 30 secon

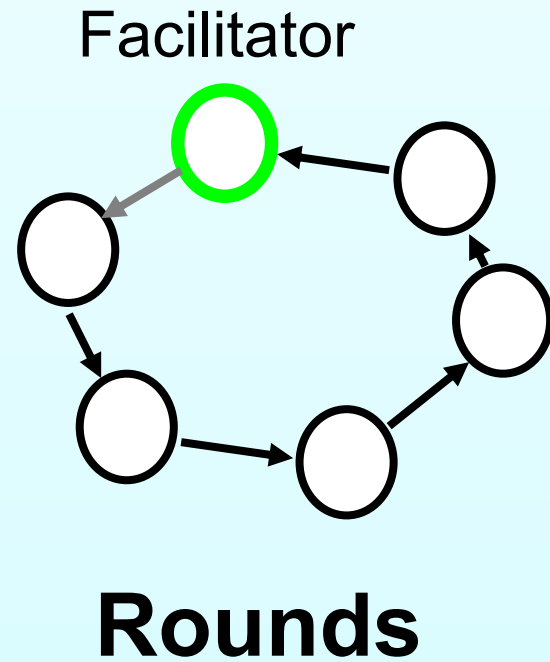
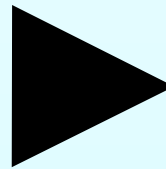
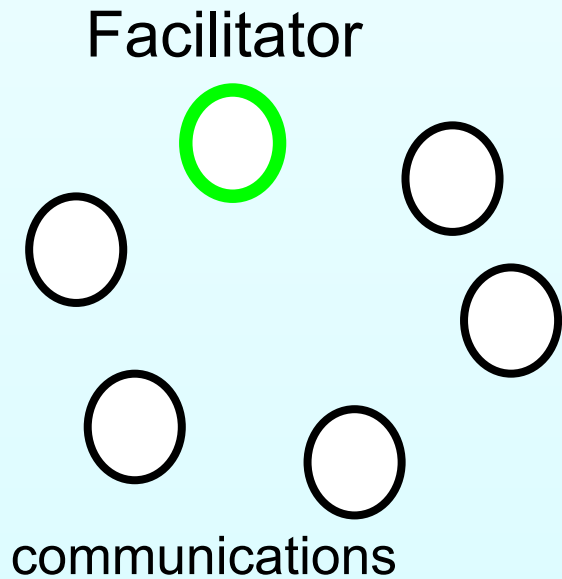


Observer...**ask permission:**

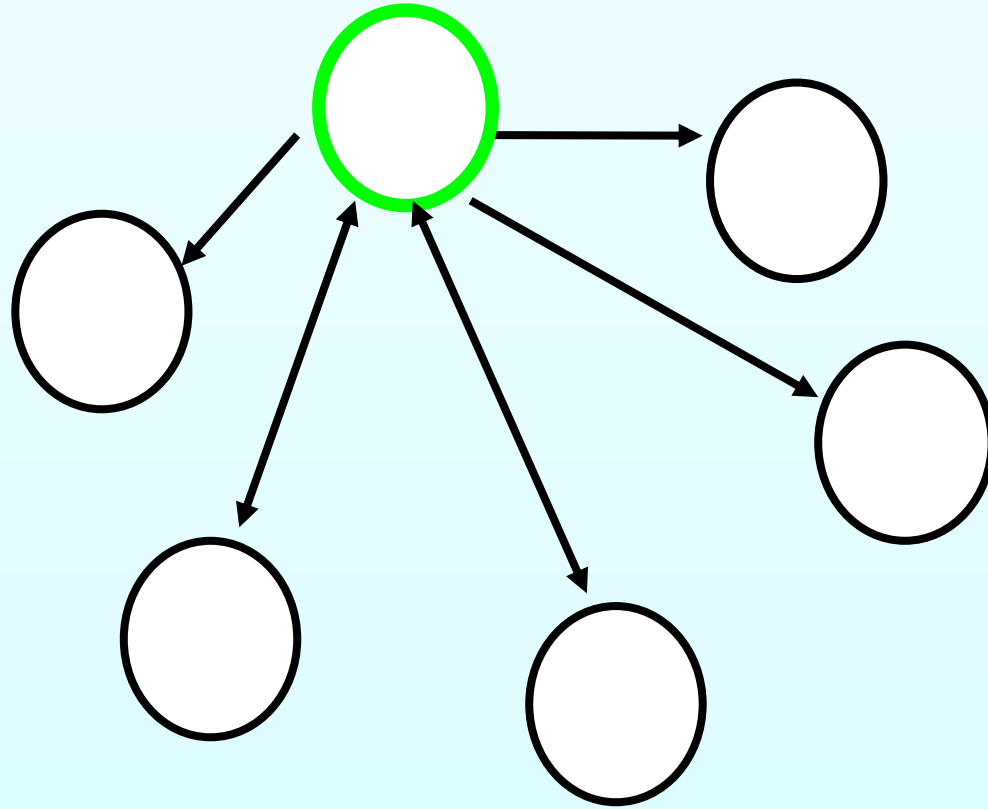
May I share with you some of my thoughts on what I experienced?

- *What did they (Leaders) do well?*
- Observer: ***Motivational Interviewing; the spirit, structure & skills..***

Group facilitation



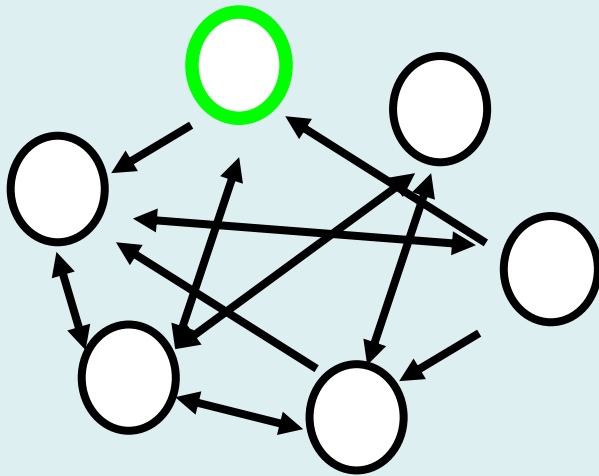
Engagement Phase



Facilitator: one to one communications
Reflects on pairs, group as a whole..

Heighten Ambivalence

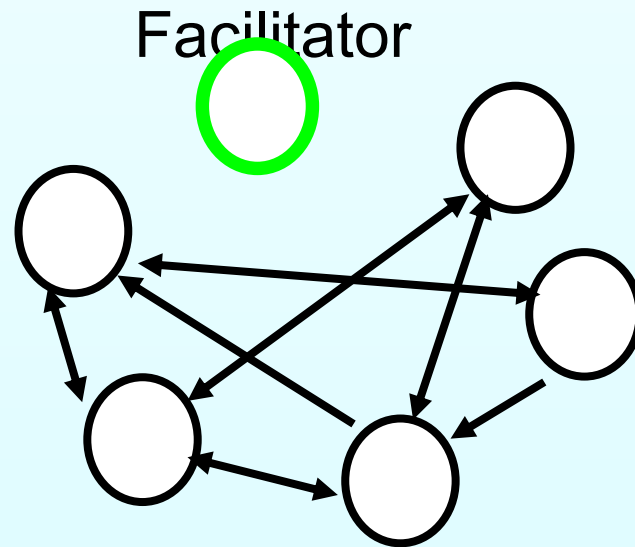
Facilitator



**Increased empathy & compassion
intragroup communications
Listen for the conflict and the dreams
in the individual & group as a whole....**

Empowerment Phase

Listen for the “Change Talk”



High levels of autonomy & support

Intragroup communications strong without Leader
no Unsolicited advise, direction, judgements..
Lack of RIGHT positions...

Group Interventions

- ☑ Provide specific Information with permission applicable to members' lives **about the focus of the group...**
- ☑ Involve everyone...
- ☑ Keep the group moving; be careful about letting members dominate and /or silence...
 - ☑ Know that you are the *conductor* of anxiety...
- ☑ Invite laughter into the group...
- ☑ Be assertive about wanting people to come to group...

Group Interventions

Share support and help people solve their own patterns...

Develop “rituals” ...

opening

closing

go rounds

Serenity Prayer...

Hold 5 elements in your mind...

individual members' needs

Link pairs in themes and similarities

cohesiveness of the group as a whole: feelings, themes, affection, empathy...

authority Issues: welcome them....

encourage empowerment (Change Talk)...

“REMEMBER NO ONE IS BROKEN”

What do you think are the strengths of the self protective patterns

- ***Domineering***
- ***Vindictive***
- ***Cold***
- ***Socially Avoidant***
- ***Exploitable***
- ***Overly Nurturing***
- ***Intrusive***

Practice 2 (15 minutes)

- MI Skills – OARS & LINKING, Eliciting Change Talk, Focusing on Present and Future
- Group Skills – Deepening emotional connection, deepening group cohesion through linking to others.. *What is the ambivalence?*
- Theme – Values exploration as related to “issues”
- *Where are our conflicts within self or group?*
 - What are some important values for you as a person? What are important desires, hopes to you as a person?
 - How could your values guide you in relation to your desires, hopes you choose & similar future situations

Summarize Group Leader (the group as a whole)

30 seconds,,,E



Observer: **ask permission:**

May I share with you some of my thoughts on what I experienced?

Ask others in the group..

The *Power* of Groups

- **sharing, having a voice**
- **dialectical process**
- **universality**
- **mutual support**
- **mutual demand**
- **individual empowerment**
- **evoking of hope through empathy**
- **strength in numbers, confidence**
- **skill of listening deeply**
- **encouragement of autonomy**
- **notion that no one is *broken***

Inside *Fear*...



&...Outside *Willingness*

* Ambivalence Exercise

- * *Groups of Three*
- Speaker in the middle. Think of something you would like to change .. have not done....
- Advocate for ***status quo*** - the right (1 min)
- Advocate for ***change*** - the left (1 min.)
- *Speaker explains to each advocate their thoughts in support of that advocates position*
- Advocates try to ***convince/argue*** speaker to their point of view (2 min..)
- Speaker silent.. Listen ... Notice..

Plan an activity

- The General Wellness group has 8-10 minutes to plan a group activity to take place in a week from today...
- ***ROLES in groups***
 - **Stoner** (Lone wolf)..
 - **Nerd** (Orphan)..
 - **Filler...**(talker) ..
 - **Princess** (I am the focus.)
 - **Clown** (brings humor)
 - **Brain** (Cute kid)
 - **Hood** (Self-hater)
 - **Leader** (Rock of Gibraltar)
 - **Music Student** (Star)

Responding to discord

Part one: (small groups of 6)

- Each participant writes two or three resistant/sustain “talk” statements that s/he has heard or might hear from his/her group member..

Part two:

- One participant (the “client”) reads his/her statement.
- The participant next to him/her responds attempting to reduce the discord in the group...
- The “client” replies and says whether it reduced, increased or didn’t affect his/her discord (one to five)

Rolling with group challenges

“may this be in the service of compassion
and acceptance”

- **What do you hear from group that challenges your authority and response?**
 - *Empathic reflection..and ask for what you need..*
 - *Radical humility..” I am sorry..”*
 - *Encourage/empower....*

What People Can Get From Group

- Learn to be in the here and now. Make contact with and tolerate feelings.
- Get feedback.
- Learn to take risks.
- Be honest and tell their stories.
- Become more sensitive to other people.
- Learn about closeness, warmth, and intimacy.
- Learn and experiment with new skills of relating to the world.



I'm afraid
if people see my
insides
they'll see how
sour I am



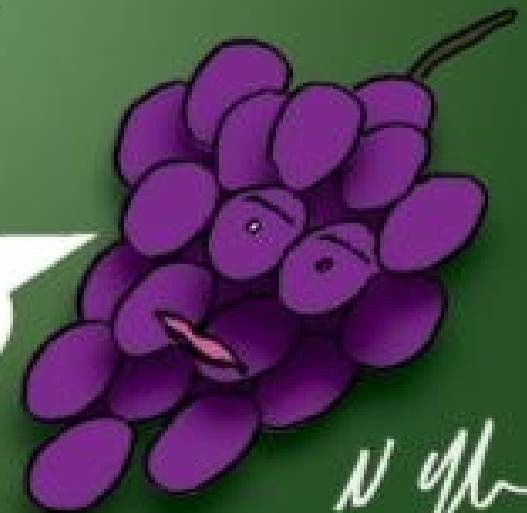
I feel that
something is
eating away
inside me

I'd like
to pull back
my skin and show
my true self

FRUIT GROUP THERAPY



I'm afraid I'm going
to be pulled apart



N Yalom

Practice 3 (15 minutes)

- **MI Skills/structure- O/EARS, wondering what members will do with the discord, EVOCATION and PLAN**
- **Group skills- Supporting Self Efficacy:
Change Success Stories, Pointing Out Strengths & Negative self-talk, Listen deeply for change talk & strengthen.**

Summariz
30 seconds...



Possible Group Work Topics

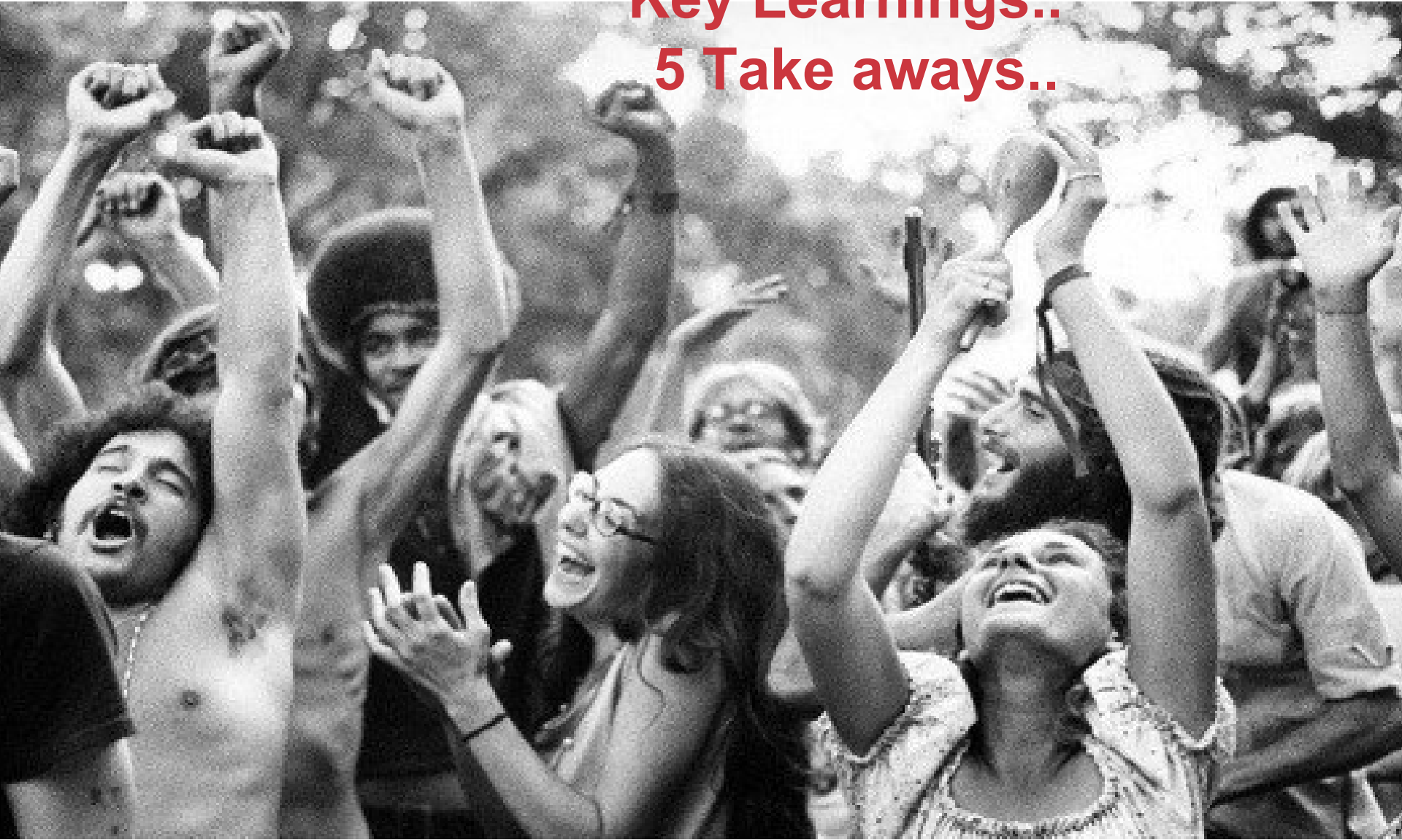
- » Introduction to Group
 - » Ambivalence or Action
 - » Looking Forward,
Dreams
 - » Advantage of staying the same or changing....
 - » Exploring Values.. What is important? Value sort cards
- Supporting Self Efficacy: Change Success Stories
 - Supporting Self-Efficacy: Exploring Strengths
 - Planning for Change
 - Importance, Confidence for Change



Statements ??
Questions??
Concerns??
Comments?? Cries
of outrage??
Bad Jokes??

Key Learnings..

5 Take aways..





Thank You!

One thing you liked...

One thing you relearned...

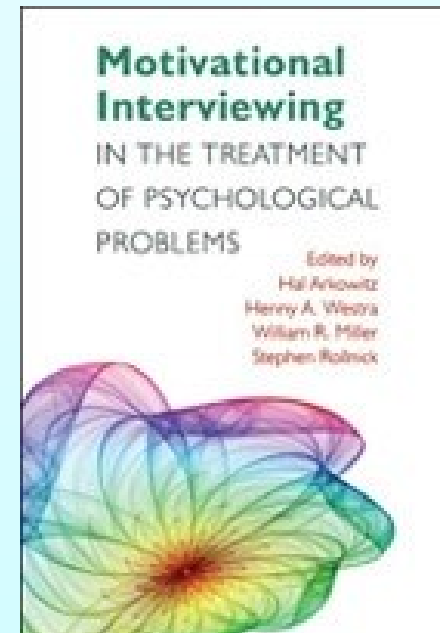
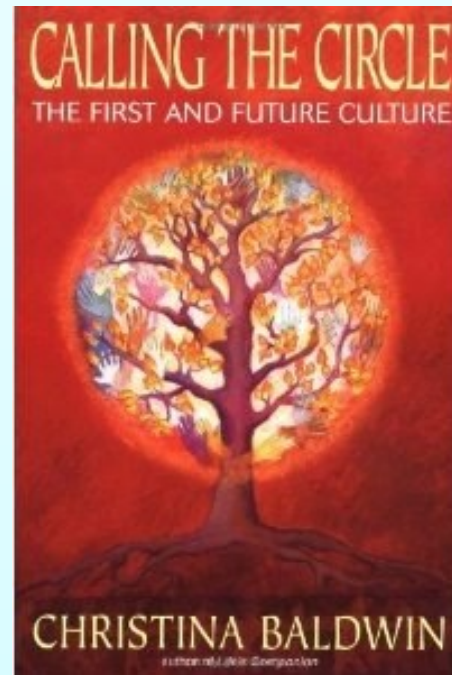
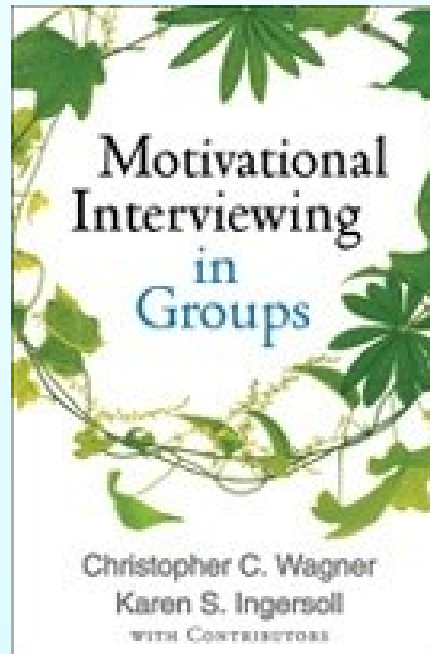
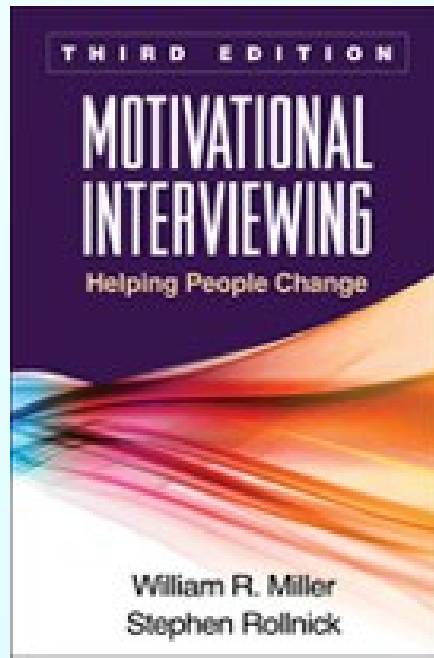
One thing you learned...

What's next ?

Stephen R. Andrew LCSW LADC CCS CGP

www.hetimaine.org

References



References

Books

- Motivational Interviewing: Third Edition: Helping People Change, William R. Miller and Stephen Rollnick
- ***Motivational Interviewing in Groups, Christopher C. Wagner and Karen S. Ingersoll, with Contributors***
- Motivational Interviewing in the Treatment of Psychological Problems, Edited by Hal Arkowitz, Henny A. Westra, William R. Miller, and Stephen Rollnick
- Calling the Circle: The First and Future Culture, Christina Baldwin
- Game Plan: A Man's Guide to Achieving Emotional Fitness. Lyme Allan., Powell, David., Andrew Stephen., Central Recovery Press, Las Vegas NV.

Websites

www.motivationalinterviewing.org

www.hetimaine.org

Website of Health Education and Training Institute (HETI) HETI is located in beautiful Portland, Maine and is run by Stephen Andrew, an incredibly effective and enjoyable trainer. and sweet 5 person MITI coding/coaching Lab..

Power of Groups Bibliography

- Duffy, T. K (1994). The Check-In and Other Go-Rounds in Group Work: Guidelines for Use. *Social Work with Groups*, 17(1/2), 163-175.
- Fisher, Sr., M. S. (1995). Group therapy protocols for persons with personality disorders who abuse substances: Effective treatment strategies. *Social Work with Groups* 18(4) 71
- Hellerstein, D. & Meehan, G. (1987). Outpatient group therapy for schizophrenic substance abusers *American Journal of Psychiatry*. 144, 1337-1339.
- Heizer, J. & Pryzbeck, T. (1988). The co-occurrence of alcoholism with other psychiatric disorders In the general population and its impact on treatment *Journal of Studies on Alcohol*~ 43, 219-224,
- Kaufman, G. (1985). *Shame: The Power of Caring*. Rochester, Vr: Schenkman.
- McHugo, G. J., Drake, R. E., Burton, H. L & Ackerson, T.H. (1985). "A scale for assessing the stage of substance abuse treatment with severe mental illness." *Journal of Nervous and Mental Disorders*, 183(12).
- L Montrose, K. & Daley, D. (1995). *Celebrating Small Victories*. Center City, MN: Hazelden.
- Pollio, D., McDonald, S., & North, C. (1996). Combining a strengths-based approach and feminist theory in group work with persons "on the streets." *Social Work with Groups* 19(3/4), 5-20
- Rogers, R. L & McMillin, C. S. (1989). *The Healing Bond: Treating Addictions in Groups*. New York: Norton.
- Walsh, J., & Hewitt, H. (1996). Facilitating an effective process In treatment groups with persons having serious mental illness. *Social Work with Groups* (19(1), 5-18.