

ROLLING WITH RESISTANCE

Design Overview:

WHO:

All WIC staff

WHY:

State WIC has adopted Motivation Interviewing as a counseling style to improve the quality of WIC counseling sessions. One technique of Motivational Interviewing is being able to effectively “Roll with Resistance.” This inservice is designed to assist WIC staff to develop and feel comfortable using this technique.

WHEN:

(Insert day and time) Approximately 60-75 minutes

WHERE:

(Insert location)

WHAT:

Skill Building Section

- Explore key elements of resistance behavior.
- Identify what counseling techniques will increase and decrease resistance to change.
- Practice using reflective listening to disarm resistance.

Closing, Take Away the Learning, and Next Steps

- Staff will identify confidence to use the technique rolling with resistance.
- Facilitator will determine effectiveness and further training needs based on agency needs.

MATERIALS NEEDED:

- Chart or flipchart paper
- Dark colored markers, pens
- Handouts or overhead projector
- Flash paper (found in magic stores) or TP
- Fire Resistant container (bowl)
- Match
- Your agency’s evaluation form
- Roadblocks to Listening poster
- Index cards prepared in advanced with techniques and examples for Activity 2- The Seven Techniques for this Training
- Score cards
- The Seven Techniques for this Training poster for Activity 4

Rolling with Resistance In-Service

Welcome and Introductions

15 min

Optional Warm-Up Activity of trainer's choice

Explain purpose of the in-service.

Activity 1: Explore what affects counseling sessions and identify key elements of resistance behavior

10 min

Materials: Blank flip chart and markers, and roadblock poster

Invite the group to share examples of counseling sessions that did not go well and what made them negative?" (If staff hasn't worked with WIC long, ask for other situations). List on flip chart

Now, let's decide which of these examples were on the part of the participant vs. the counselor (Facilitator: find one of the responses on the flip chart and use it as an example of how it might be used by a ppt or counselor. Go to each item listed and decide with group).

Examples:

- Arguing (challenging, discounting, hostility)
- Interrupting (talking over, cutting off)
- Negativity/denial (blaming, disagreeing, excusing, claiming impunity, minimizing, pessimism, reluctance, unwillingness to change, non-answer)
- Withdrawal/Ignoring (inattention, non-answer)

These are examples of what are referred to as resistant behavior statements.

Now, invite the group to share examples of counseling sessions that did go well and what made them positive? (Facilitator: List the positive examples)

This training can help a counseling session go well by guiding the counselor to "dance" with a participant, rather than "wrestle."

Let's look at a list of "Roadblocks to Listening." (Show poster and review briefly. Ask the staff to keep the "roadblocks" in mind as we go through this activity).

Activity 2: Identify what counseling techniques will increase and decrease resistance to change

15 – 25 min

Materials: Handout and overhead of 7 techniques. Scenarios written on strips of paper, basket or bag, and a prepared script or nutrition questionnaire for the two demonstrations.

Ask for a volunteer (may be best to have one established ahead of time). This volunteer will be the resistant participant; you (the trainer) will be the counselor. Together, demonstrate a counseling session where the counselor generates resistance while trying to be helpful. (Examples are insisting on change, not properly assessing the participant's readiness to change, discounting the participant's feelings and thoughts).

Ask the group to reflect on what went wrong with the session.

1. Break into small groups. Each group will get a card (s) with an example (from The Seven Techniques for this Training).
2. Have each group discuss what their topic means to them, and come up with their own example(s).
3. Invite groups to share which technique they had, and their example with the large group.

Demonstration

Give each staff a score card to keep track of techniques used by the counselor with the participant. After the demonstration, ask staff how many techniques they saw used? (Facilitator: In advance, prepare a short demo with as many techniques as possible. Some examples to consider are a pregnant woman reluctant to breastfeed, or a child with long term bottle use, or a mom with an overweight child).

Now, demonstrate a counseling session where the counselor minimizes resistance. (Examples are using reflective listening, emphasizing personal choice and control, accepting and acknowledging the participant's feelings, presenting options, offering support, offering encouragement, expressing confidence, open ended questions).

<p>Activity 3: Practice counseling techniques to decrease resistance to change</p> <p style="text-align: right;">20-30 min</p>
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Materials: Paper strips in basket of one of the 7 Techniques

Ask the group to find a partner and practice counseling using techniques to decrease resistance to change. (Facilitator: Distribute the strips of paper filled out with the resistant comments. Encourage the small groups to practice stating

and responding to the comments by using any of the techniques. Each person should have a chance to make a comment, and respond.

After the small groups practice, have groups come together and share their highlights.

Activity 4: Out with the old, In with the new

15 min

Materials needed:

- Flash paper/TP
- Fire resistant container (bowl)
- Match
- Evaluation

Ask each person to write on a piece of flash paper something they will change about their counseling. Have everyone place their paper in a bowl. The trainer will burn the “bad habits”.

OR

Write something they will change about their counseling on a piece of TP. (Facilitator: use actual stiff TP or paper rolled on a dowel to look like TP). Toss the TP scrunched up into a bowl to be tossed away.

Now that you’ve eliminated a “bad habit,” let’s replace it with a positive one. Invite the group to share any new skills they learned today and how they will implement these into their daily counseling sessions.

Look at the poster with the techniques that were practiced today. (Facilitator: pass out sticky dots). Place a dot next to the technique they liked best and will be sure to practice it.

Wrap up:

Let’s review some of the highlights from today...

You have determined at least one unproductive method to try and avoid, and at least one helpful technique to start using more. These small changes will help each of us be more effective with our participants and help them reach their goals.

Distribute evaluation forms and have each person to complete and submit back to the trainer.

Score Card

Reflective Listening:

Emphasizing personal choice and control:

Accepting and acknowledging the participant's feelings:

Consider options:

Offering support and offering encouragement:

Expressing confidence:

Open questions:

Cards for Activity 2

The Seven Techniques for this Training

1. Reflective listening= re-state what you feel the participant has said so the participant has a chance to think about whether she has been understood.

Example: Participant says "I will not breastfeed under any circumstances."

WIC staff might say, "What I think you're saying is, that you don't feel that breastfeeding will work for you."

2. Emphasizing personal choice and control= let the participant know what they've said is a choice on their part and they have control over their decisions.

Example: Participant says "I will not breastfeed under any circumstances."

WIC staff might say "You have chosen not to breastfeed. You certainly have the right to make that choice."

3. Accepting and acknowledging the person's feelings= let the participant know you've heard them and accept what they've said.

Example: Participant says "I will not breastfeed under any circumstances."

WIC staff might say, "OK, I understand that is how you feel about breastfeeding."

4. Consider options= presenting options or helping the participant think of options.

Example: Participant says, "I will not breastfeed under any circumstances."

WIC staff might say, "That is an option you could consider. There are some other options. Would you like to hear the other options?"

5. Offering support and encouragement= voice your support and encouragement.

Example: Participant says, "I will not breastfeed under any circumstances."

WIC staff might say, "If that's your decision by the time you have your baby, WIC will support you. Meanwhile, I would encourage you to stay open-minded about breastfeeding so make a well informed decision as WIC provides you with information on breastfeeding."

6. Expressing confidence= letting the participant know you have confidence in them.

Example: Participant says, "I will not breastfeed under any circumstances."

WIC staff might say, "I am confident that you want the best for your baby and you will make the best decision for both of you."

7. Open-ended questions: Questions that can be answered with a "Yes" or "No."
A response to an open-ended question gets more information from a participant.

Participant says, "I will not breastfeed under any circumstances."

WIC staff might say, "What are some reasons that you feel this way?"

For Activity 4

The Seven Techniques for this Training

- Reflective Listening
- Emphasizing personal choice and control
- Accepting and acknowledging the participant's feeling
- Consider options
- Offering support and encouragement
- Express confidence
- Open-ended questions

Roadblocks to Listening

- **Ordering, directing or commanding**
- **Warning or threatening**
- **Giving advice, making suggestions, or providing solutions**
- **Persuading with logic, arguing, or lecturing**
- **Preaching- telling participants what they should do**
- **Disagreeing, judging, criticizing, or blaming**
- **Agreeing, approving, or praising**
- **Shaming, ridiculing, labeling**
- **Interpreting or analyzing**
- **Withdrawing, distracting, humoring, or changing the subject**