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# Leading the Dance towards Clarity on HIV Program Outcomes

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## What is Motivational Interviewing?

Motivational Interviewing is a *style of communication* designed to strengthen personal motivation for and commitment to a specific goal through

- collaborative process
- eliciting and exploring the person's *own reasons* for taking an action

# The Four Processes of MI

Engaging	Listening; Hearing their perspective; Getting them to speak; Controlling righting reflex; OARS
Focusing	Guided identification of goal; Targets of change; Outcomes; Starting with the end in mind
Evoking	Eliciting change talk is important here. Could this help with “getting in touch with your passion for the program”, which is important if you want to make the conversation real? Evoking change in how you think about evaluating your program. Based on what outcome was identified, help the stakeholder articulate possibilities for evaluation.
Planning	Could this help with identifying the chain of outcomes and other elements that goes from input to the more distal outcomes (in logic model terms)?





OARS are ***core listening skills*** that can increase motivation and clarify and prioritize goals.

**O**pen-ended questions

**A**ffirmations

**R**eflections

**S**ummaries

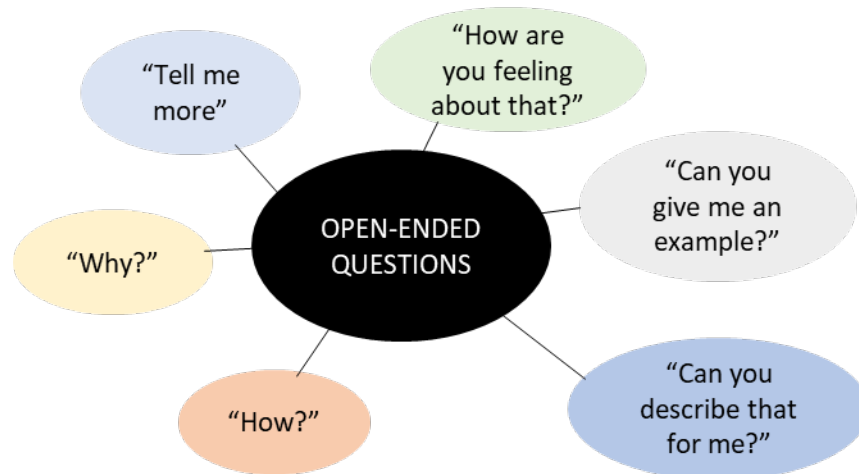
OARS help people talk more about what they want and how they want to do it.

Practicing these skills can also generate and strengthen collaboration.

# Open-ended vs. Closed-ended

## Open-ended questions

- What is the most important issue you want to talk about today?
- What are you hoping to get from your evaluation plan?



## Closed-ended questions

- Do you like the logic model I sent you?
- Do you have any questions for me?



# Affirmations



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- Purpose: Build self-efficacy and empowerment
- Goal: To actively listen for the person's strengths, values, aspirations, and positive qualities and to reflect those in an affirming way
- Examples:
  - *This is hard work you're doing.*
  - *Your frustration is understandable.*



# Reflections

- Purpose: To state what the person is saying using the same words or different words that rephrase the person's words.
- Goal: To repeat, rephrase, and paraphrase the words of the person in a collaborative non-judgmental manner
- Important: The rule of thumb in MI is to respond to clients with more reflective statements than questions.

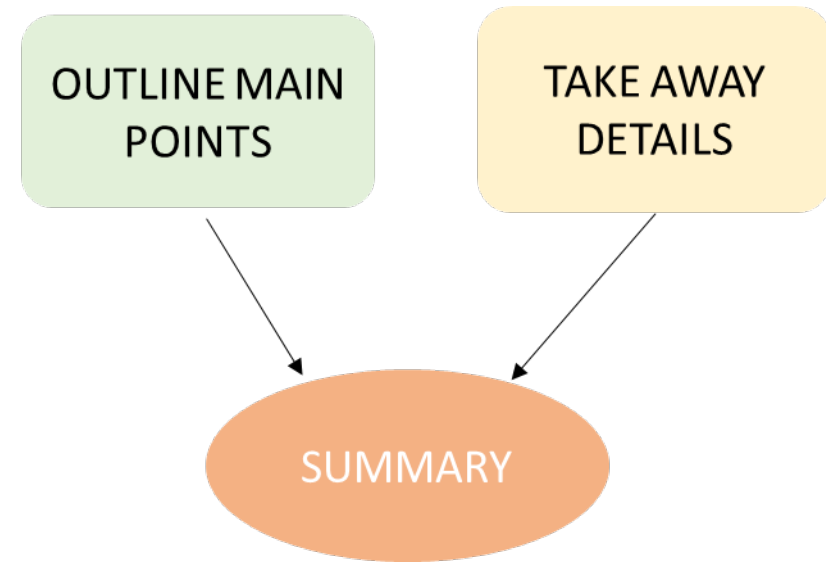


- Examples of reflection stems:
  - *It sounds like...*
  - *You're wondering...*
  - *That makes me think...*
  - *If I understand you correctly...*

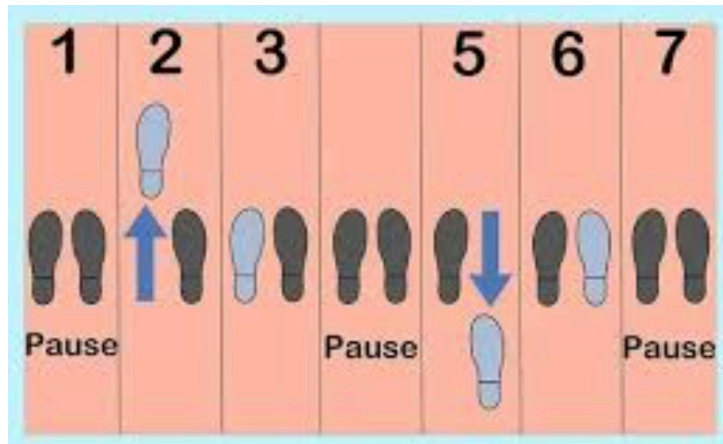


# Summaries

- Purpose: A short and concise review of the conversation
- Summaries may help to encourage a call to action or an “aha” moment, and prepares the person to move forward
- Goal: Pull together the information discussed in the conversation in a strategic way and use the information that will encourage the person the most



# Practice with your co-workers



**Find a partner on your care team**

**Work on one OARS at a time**

**Each OARS has its own prompt slide**

**Take 10 minutes to try out all the OARS**

**Take 10 minutes for a whole-team shareback**

# Open-ended question



We are having trouble figuring out how to measure our program's impact.

- Which of these is an open-ended question you could ask in reply?
  - a) Do you have any questions for me?
  - b) Tell me more about what you think is the impact of your program.
  - c) How do you now you're having any impact at all?

# Affirmation



We know what our workforce reach is and where in our region we can make more inroads.

- Which of these is an affirmation you could use in reply?
  - a) You really know where and how your program is working.
  - b) Great job!
  - c) So you're already God's gift to your evaluator!

# Reflection



Although we're doing a lot of evaluation with counts of which providers we're reaching with which programs, as well as with how many programs, we are struggling with how to capture our impact on services and service systems.

- Which of these is a reflection you could offer in reply?
  - a) It sounds like you're already doing most of what your funder expects you to do.
  - b) Wow, so you're doing a good job in some areas but you've identified other areas of struggle.
  - c) I see. You sort of suck at anything that's not really basic.

# Summary



With all the new funding opportunities we are well-positioned for, we really need to step up our evaluation program to show that we're not only handling the basics but also being innovative in reaching the federal Ending the HIV Epidemic goals.

- Which of these is a summary you could offer in reply?
  - a) So the main things I'm taking away from this conversation are that you have done some basics but you've identified a few problem areas you want to work on as well as some areas of innovation you could work on for strategic purposes.
  - b) I'm hearing that you really want to get in on some of this new funding and I can help you with that.
  - c) You and your program should just give up now.

# Learn more!



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