

# Community Education Series

The Recovery Village and Advanced Recovery Systems





**Presentation Topic:**  
Motivational Interviewing Webinar Series  
Part 1: Spirit and Skills



**Speaker:**  
Johanna Leal

# About the Speaker:

## JohannaLeal

Organizational Change Consultant, Coach, Trainer and Implementation Specialist



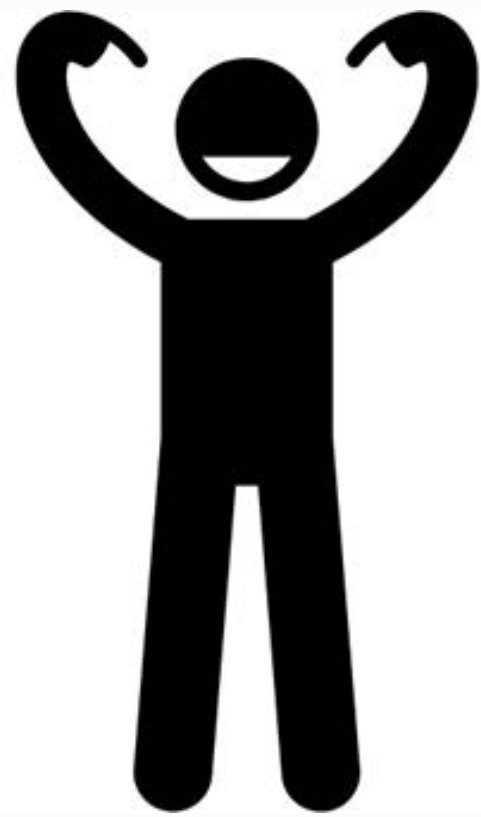
Johanna has 20 years of experience designing, implementing and evaluating innovative programs in community-based organizations and government entities including courts, schools, probation, parole, prison, community corrections and behavioral health agencies. Some of these programs include trauma informed and community-based victim services, reentry programs, justice reinvestment programs in the community, restorative practices in schools and courts for youth and families, and specialized workforce development programs for youth, women and formerly incarcerated people. She has also designed strength-based training, coaching and implementation models to support organizations leading change initiatives and justice reform efforts. Johanna specializes in working with multiple systems to increase collective impact and tackle complicated problems. She holds a Master's degree in Educational Psychology with an emphasis on Behavior Change from the University of Colorado at Denver, a Bachelor's degree in Cultural Anthropology and Education from the University of California at Santa Cruz and is a professional coach as a member of the Motivational Interviewing Network of Trainers (MINT), a current resident for Goleman EI Emotional Intelligence Certification (EICC), Offender Workforce Development Specialist (OWDS) and Global Career Development Facilitator (GCDF).



Motivational Interviewing is person-centered, goal-oriented method of communication for eliciting and strengthening intrinsic motivation for positive change.

– William R. Miller

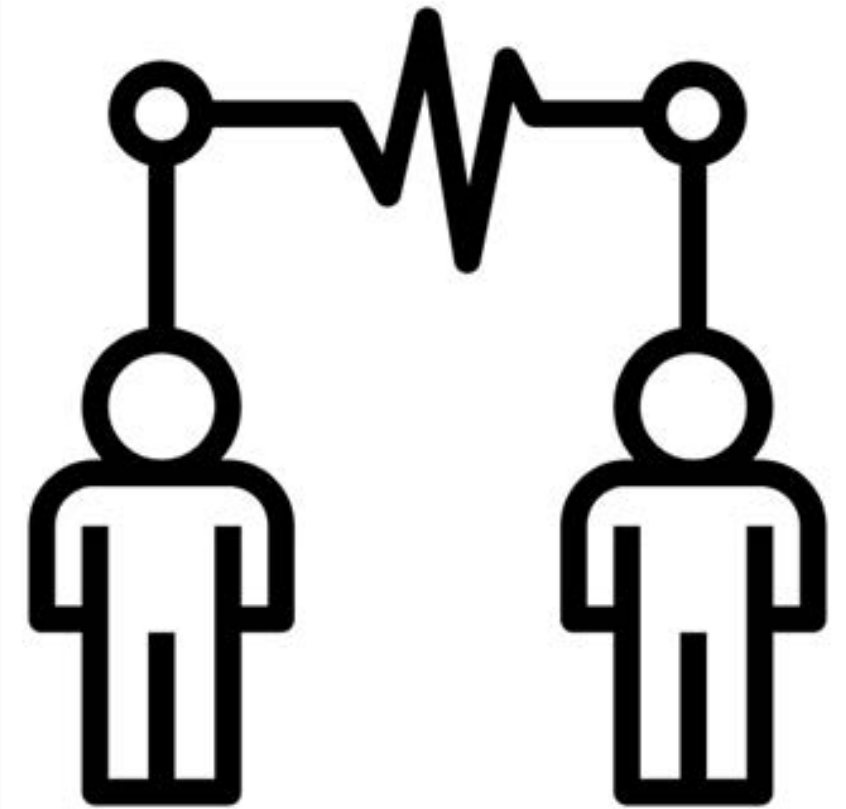
# What is MI?



Person-Centered



Goal Oriented



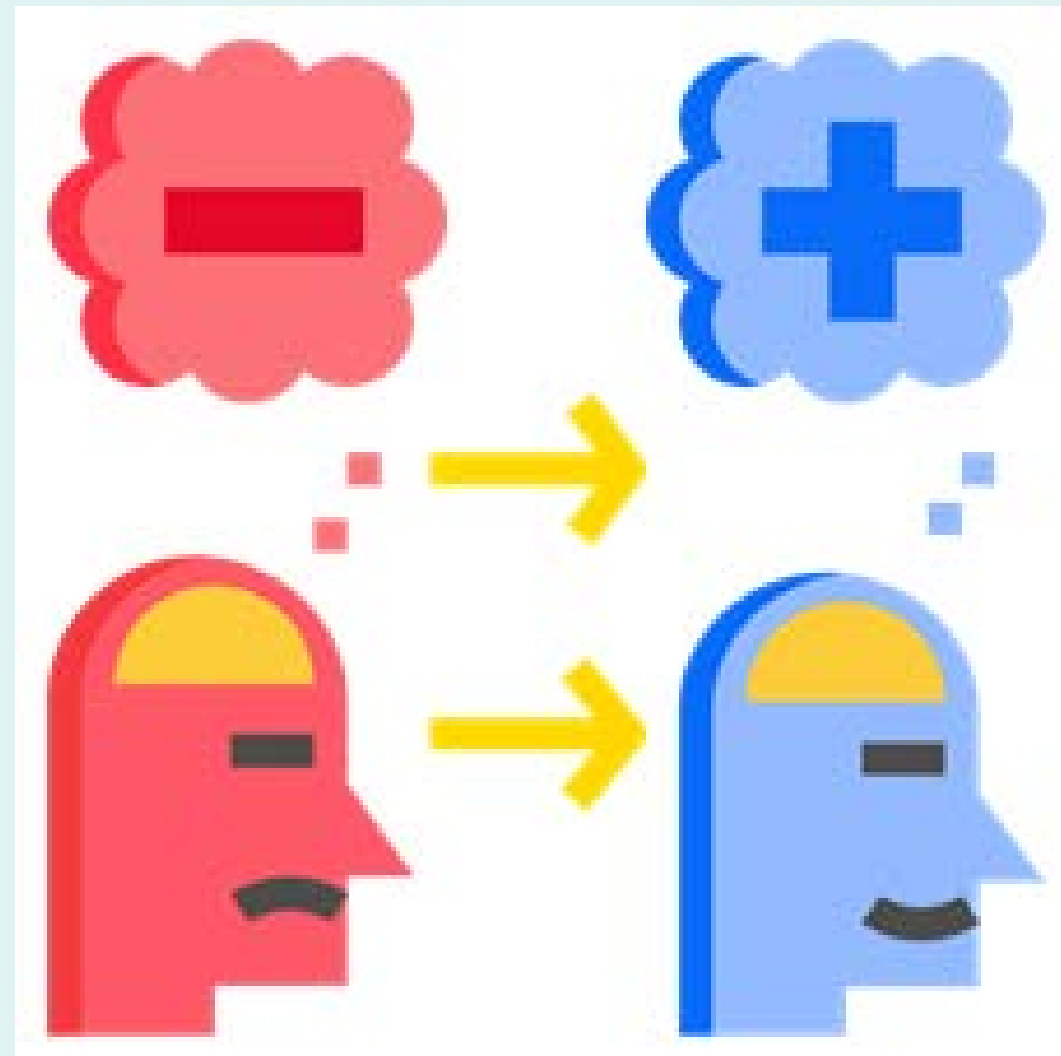
Method of Communication



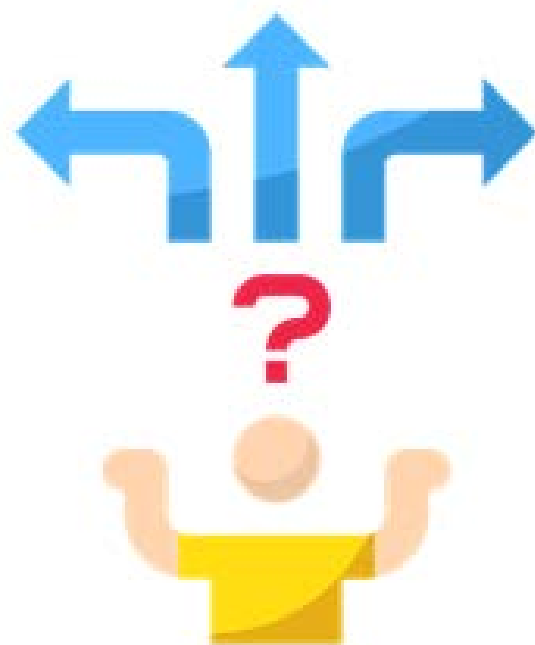
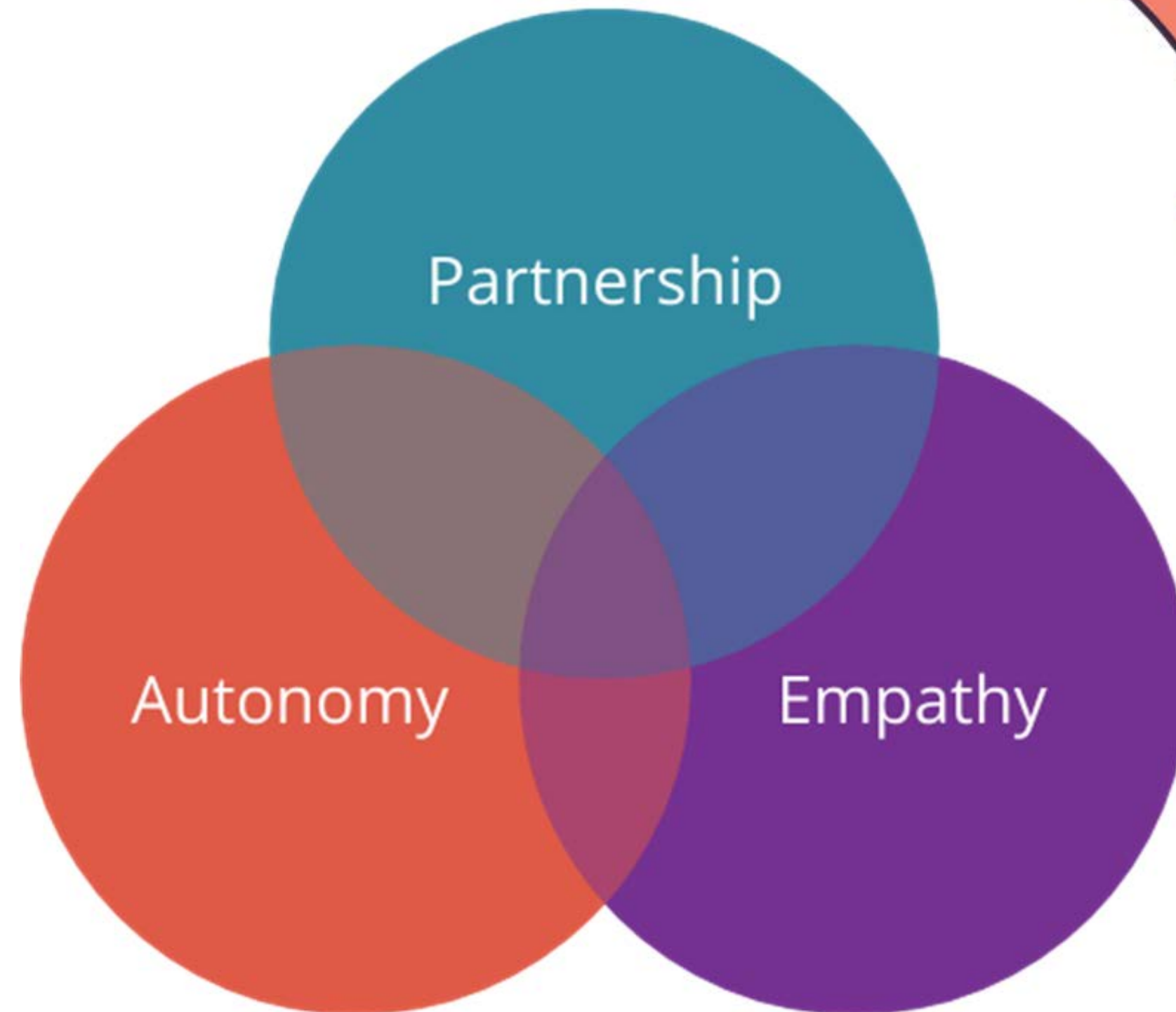
# Research Based Applications for Motivational Interviewing

# Components of MI

Let's talk about change..



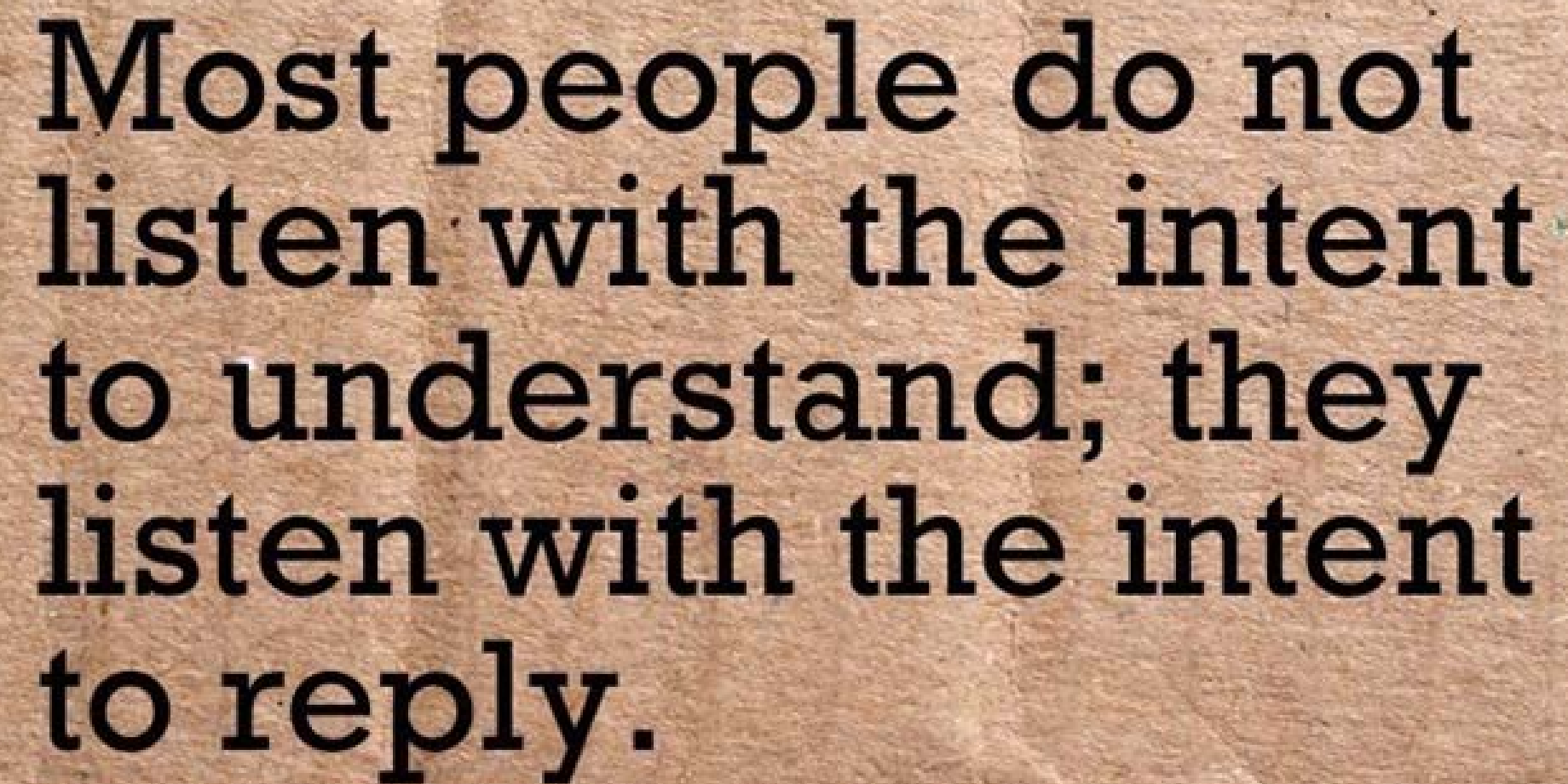
# The Spirit of MI





# The Practice of Active Listening

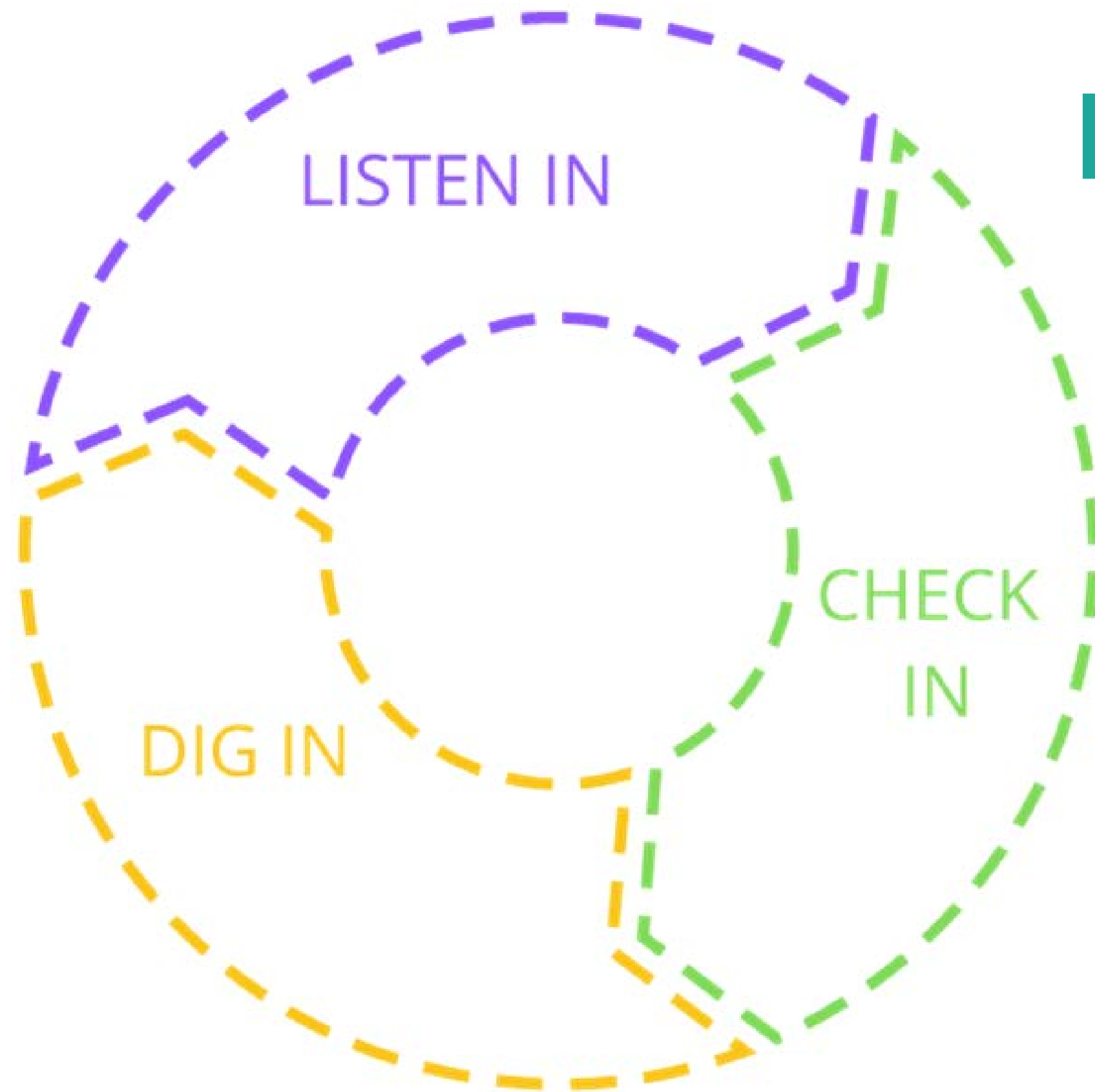


A piece of brown, textured paper with a speech bubble shape, featuring a tail pointing towards the bottom right. The paper is set against a white background with a dark green circular shape in the top left and a dark green curved shape in the bottom right.

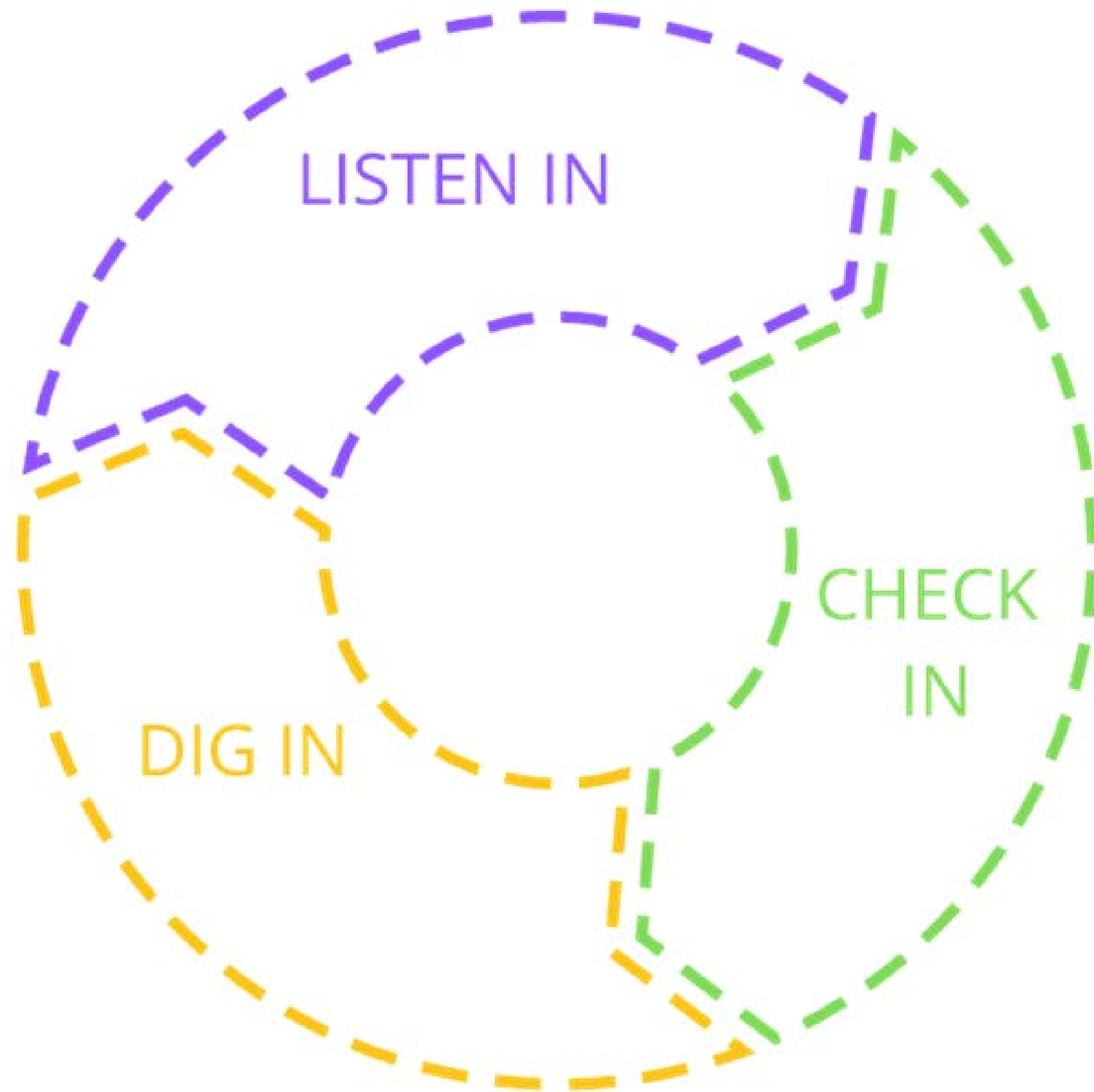
Most people do not  
listen with the intent  
to understand; they  
listen with the intent  
to reply.

Words: Stephen R. Covey / Image: Marc Wathieu

# The Practice of Active Listening: Tuning UP



# Break Out Practice



# 12 Roadblocks to Listening

- Ordering or directing
- Warning or threatening
- Giving advice, making suggestions, or providing solutions
- Persuading with logic, arguing or lecturing
- Moralizing or preaching
- Judging, criticizing, disagreeing or blaming



(Thomas Gordon)

- Agreeing, approving or praising
- Shaming, ridiculing, labeling, or name calling
- Interpreting or analyzing
- Reassuring or sympathizing
- Questioning or probing
- Withdrawing, distracting, humoring or changing the subject

# Active Listening



# Communication Breakdown

What the speaker means

1



**SPEAKER**

What the speaker says

2

What the listener thinks the speaker means

4



**LISTENER**

What the listener hears

3

# Levels of Reflection

## Simple Reflections:

- Reflects content
- May paraphrase or re-state

## Complex Reflections:

- Reflects at a deeper level (feeling/metaphor)
- Add meaning
- Reflect what has not been said
- Helps people better understand what they have said
- Can help guide the conversation



# Simple and Complex Reflections

- Interviewer: What have you already been told about managing your drinking?
- Client: Are you kidding? I've had the classes, I've had the videos, I've had the lectures from the judge. I have had all kinds of advice about how to get better at this, but I just don't do it. I don't know why. Maybe I just have a death wish or something, you know?
- Interviewer: You are pretty discouraged about this.(Simple Reflection)
- Interviewer: You're not sure why you're sabotaging yourself. (Complex Reflection)

# Tuning In: Simple and Complex Reflections

I'm so tired after work that sometimes I'm really grumpy and just take it out on my family.

# Tuning In: Simple and Complex Reflections

I'm so tired after work that sometimes I'm really grumpy and just take it out on my family.

**SIMPLE:** Work is making you really tired.

**COMPLEX:** You're worried about the impact that work is having on your family life.

# Tuning In: Simple and Complex Reflections

I'm trying to exercise more but I can't find the time or the energy.

I'm struggling with my co-worker, she just doesn't pull her weight and I don't want to take the blame for us not getting the job done.

# Tuning In: Simple and Complex Reflections

I'm trying to exercise more but I can't find the time or the energy.

SIMPLE: You're trying to get in shape.

COMPLEX: You're struggling to put yourself first.

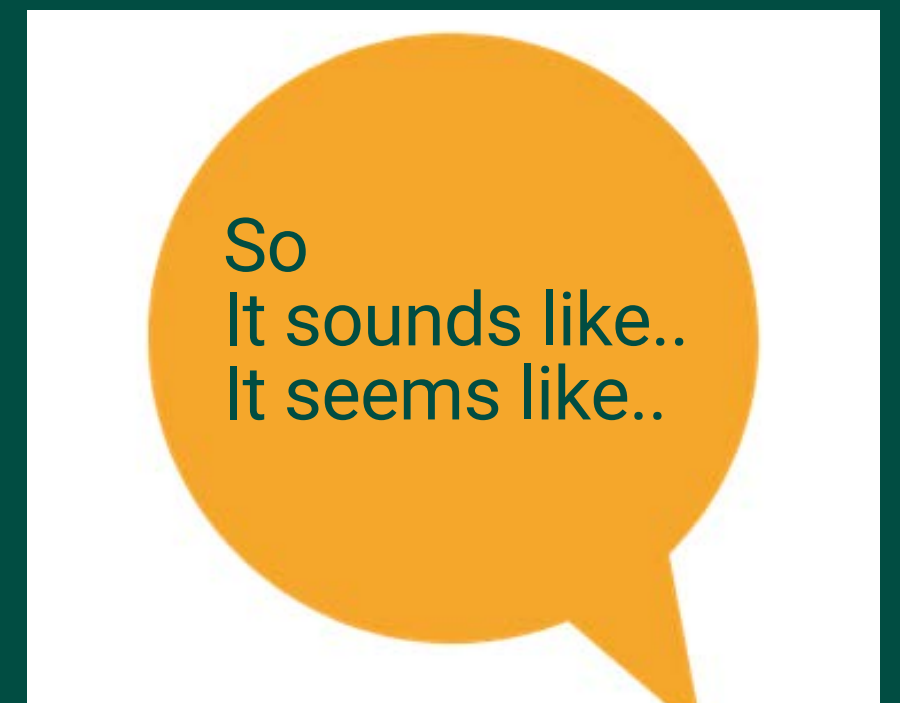
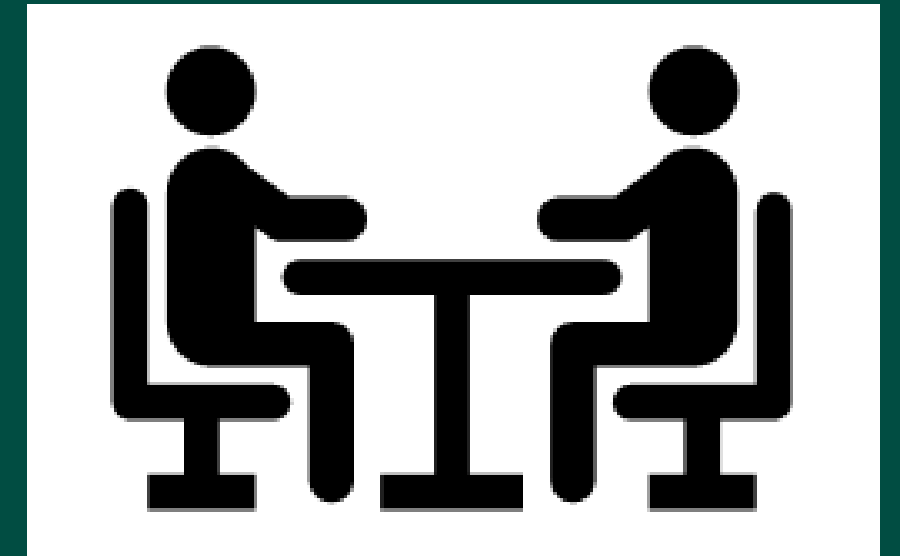
I'm struggling with my co-worker, she just doesn't pull her weight and I don't want to take the blame for us not getting the job done.

SIMPLE: You're having a hard time with your co-worker.

COMPLEX: Keeping this job is really important to you right now.

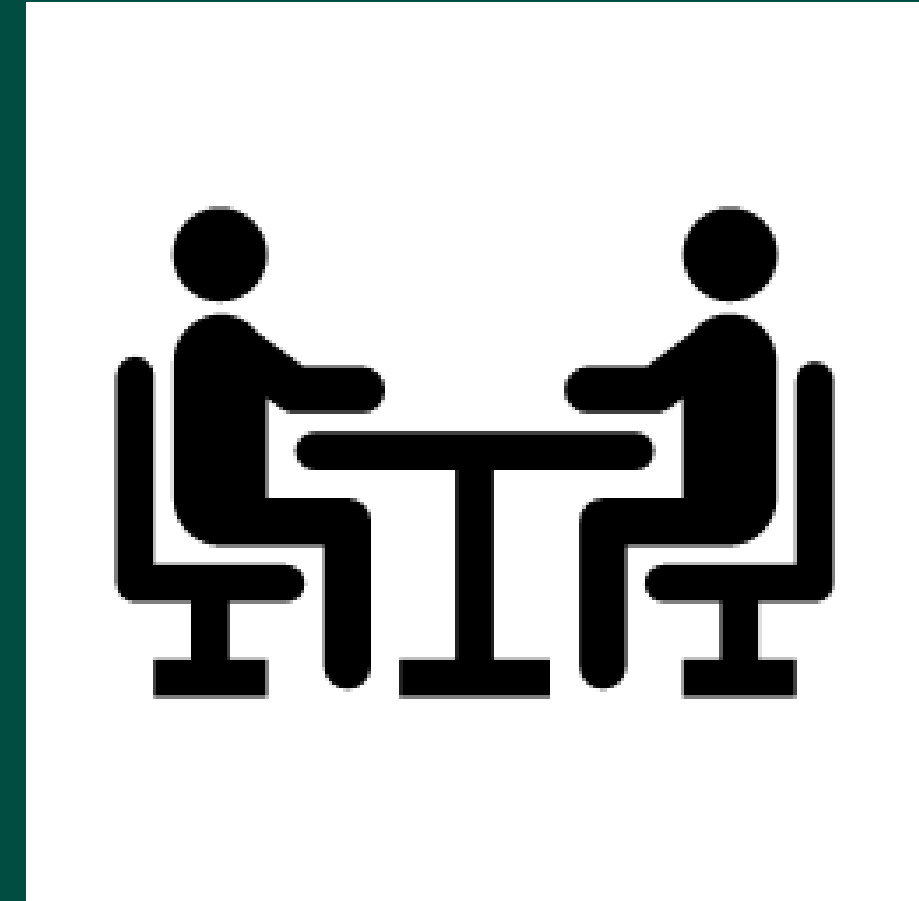
# Reflection Tips

- Use a stem to start
- Listen for tone-ups



# Reflection Tips

- Practice Spirit
- Get Curious



The most important thing in communication is to hear what isn't being said.

- Peter Drucker





# Reflect the feeling underneath what someone is saying: The song below the surface.

I've been so stressed out that I'm losing my temper with my kids and I feel badly about it.

Habits of Mind

- Values
- Beliefs
- Mindset
- Thinking

[www.acji.org](http://www.acji.org)



# Reflect the feeling underneath what someone is saying: The song below the surface.

I know I need to lose  
weight. I've been  
struggling for a while. I  
used to be thin and life  
got busy and things kind  
of got out of my control

[www.acji.org](http://www.acji.org).



# Reflect the feeling underneath what someone is saying: The song below the surface.

I know people who drink  
a lot more than  
me and are just fine.  
Besides, drinking is a  
huge part of my sales  
job and entertaining  
clients. That's how you  
seal the deal.

[www.acji.org](http://www.acji.org)



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## **Speaker: Johanna Leal**

Director of Innovation & Implementation Capacity

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**THANK YOU**

