



Key Motivational Interviewing Skills for Responding to People Who Use Alcohol

Chief Criminal Deputy Amy Bundy
Mandy Owens, PhD

Introductions



Amy Bundy, BA

- Chief Criminal Deputy
Clallam County Sheriff's Office

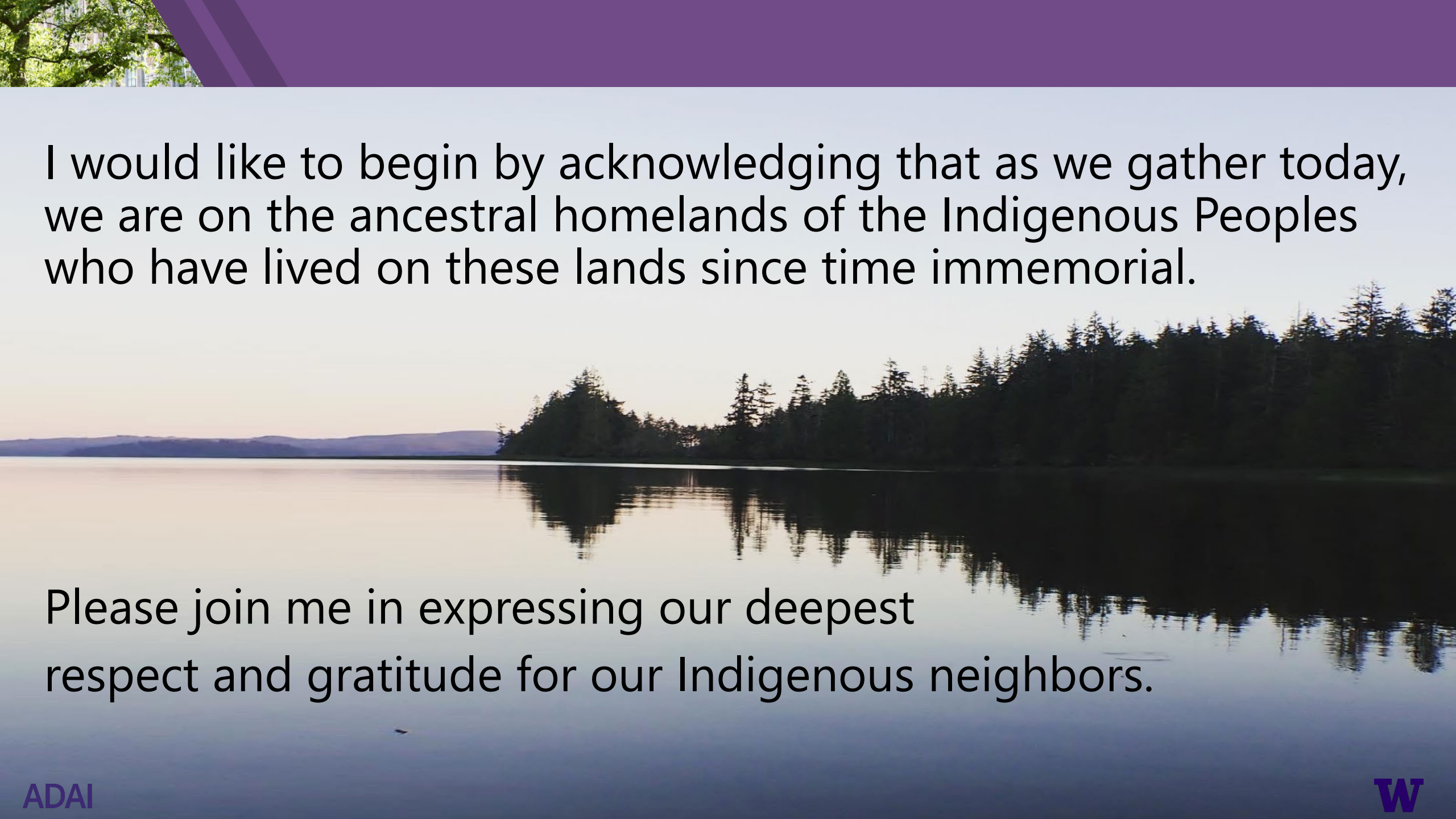


Mandy Owens, PhD

- Assistant Professor, Clinical Psychologist
Addictions, Drug & Alcohol Institute (ADAI)

Objectives

- Learn key motivational interviewing skills that can be used to respond to people who use alcohol and other drugs.
- Describe what verbal and nonverbal approaches can be effective in engaging people.
- Understand how making a connection can take time but be beneficial in the long-term.



I would like to begin by acknowledging that as we gather today, we are on the ancestral homelands of the Indigenous Peoples who have lived on these lands since time immemorial.

Please join me in expressing our deepest respect and gratitude for our Indigenous neighbors.

Field Example

- Respond to call at 15:30 to a male expressing suicidal statements and known to be a veteran.
- On scene, male is visibly intoxicated and there are multiple beer cans visible.
- You are joined by your supervisee, Deputy Jones, who is a 6'5" male.

What is on your radar coming into this scene?

An exercise to start us off

- Close your eyes or lower your gaze...
- Think about something that no one knows about you...

Motivational Interviewing

- Evidence-based approach effective for helping to move people toward behavior change.
 - Decades of research in multiple domains of health and other behaviors.
- Training to full competency in motivational interviewing is a long process → and there are many key skills that can be helpful for co-responders.

(Hettema, Steele, & Miller, 2005; Madson, Loignon, & Lane 2009; Magill et al., 2018; 2018b; Martins & McNeill, 2009; Rubak et al., 2005; Scwalbe, Oh, & Zweben, 2014)

Motivational Interviewing: Key Skills



Engaging

Motivational Interviewing: Key Skills



Engaging

Focusing

Motivational Interviewing: Key Skills

Engaging

Focusing

Evoking

Motivational Interviewing: Key Skills

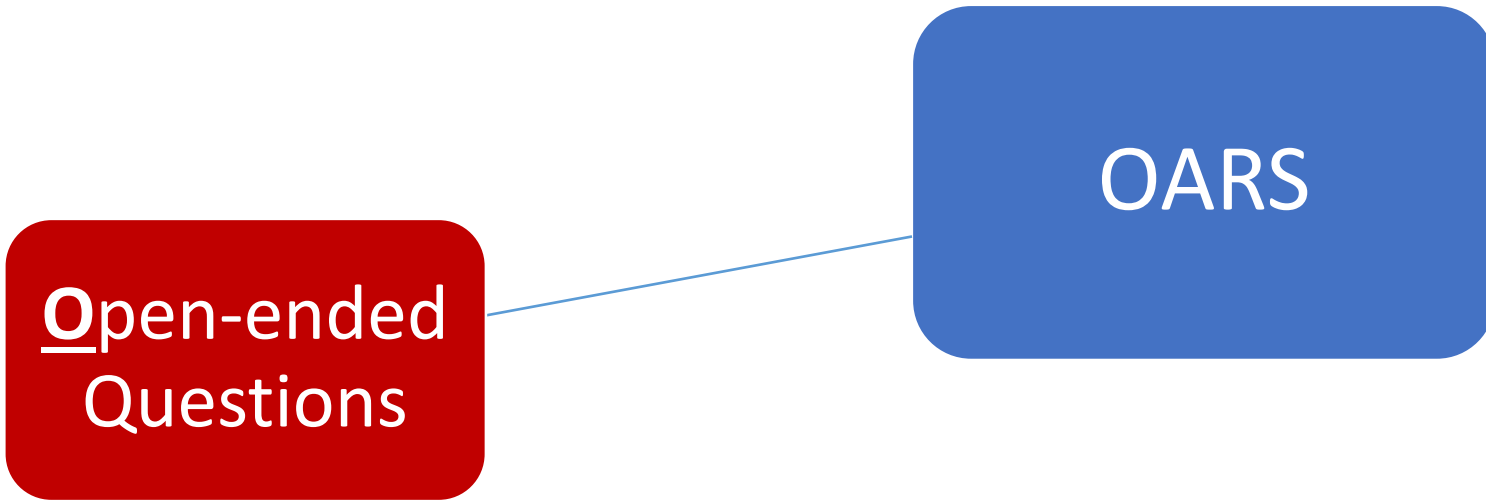
Engaging

Focusing

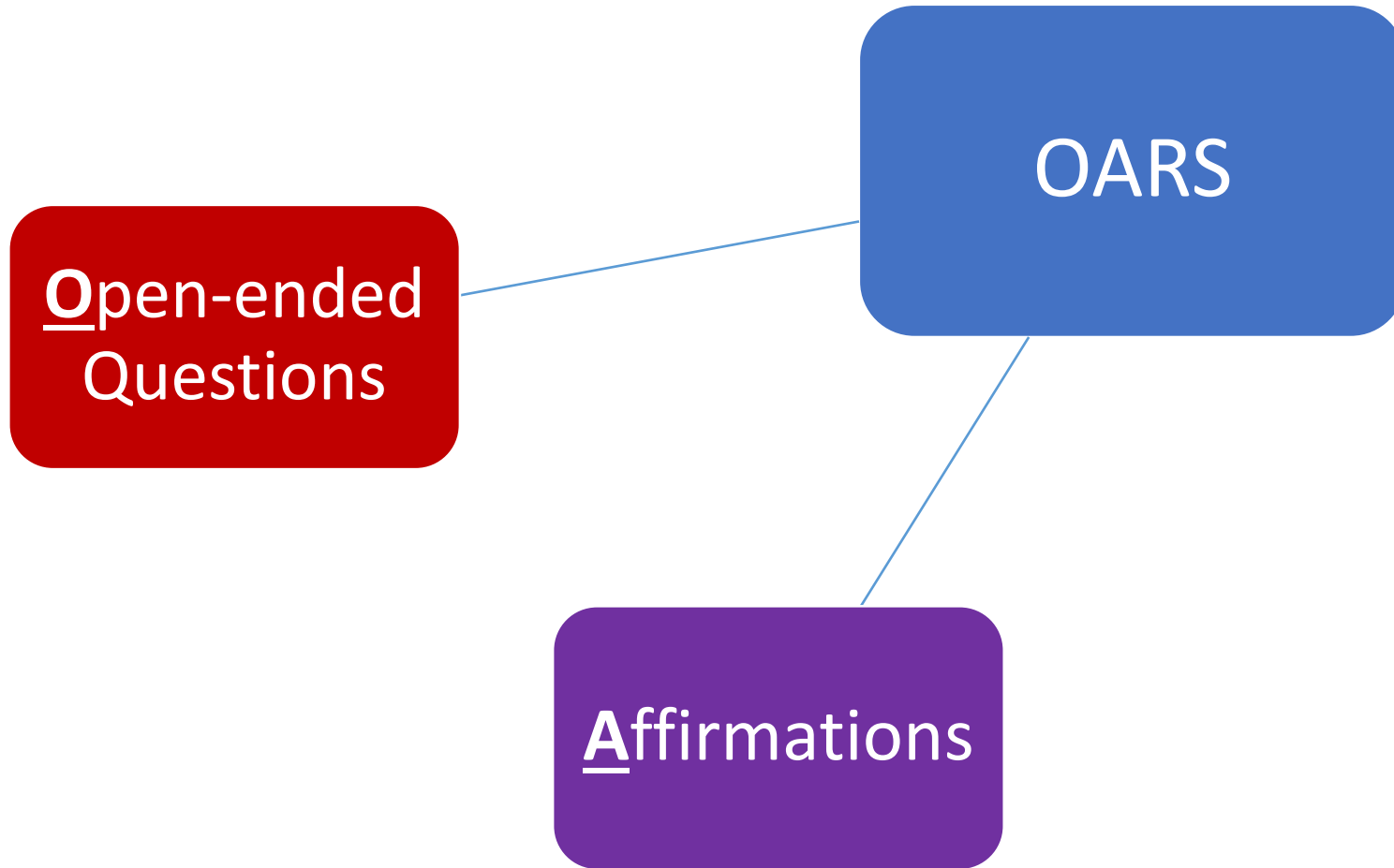
Evoking

Planning

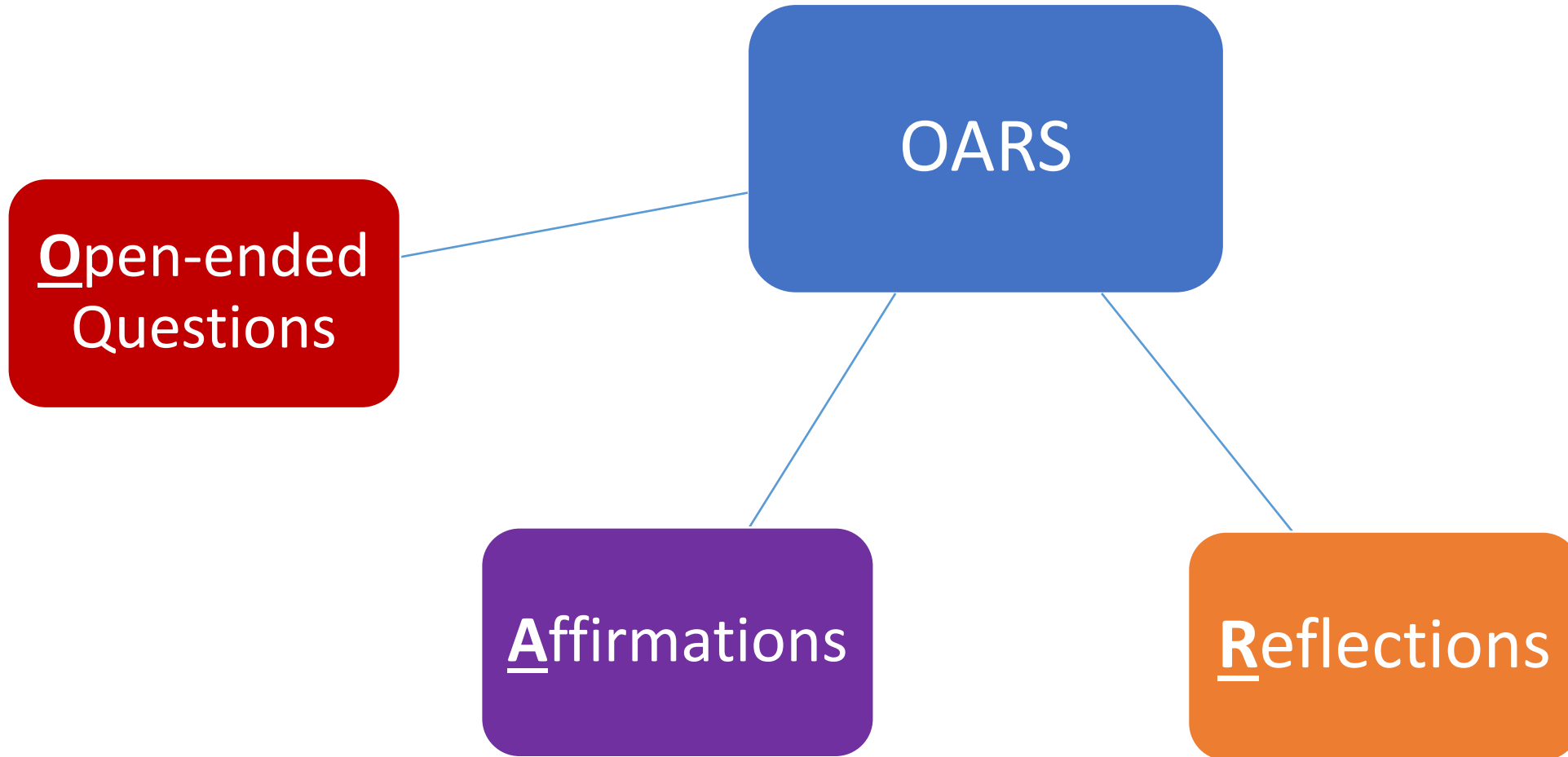
Motivational Interviewing: Key Skills



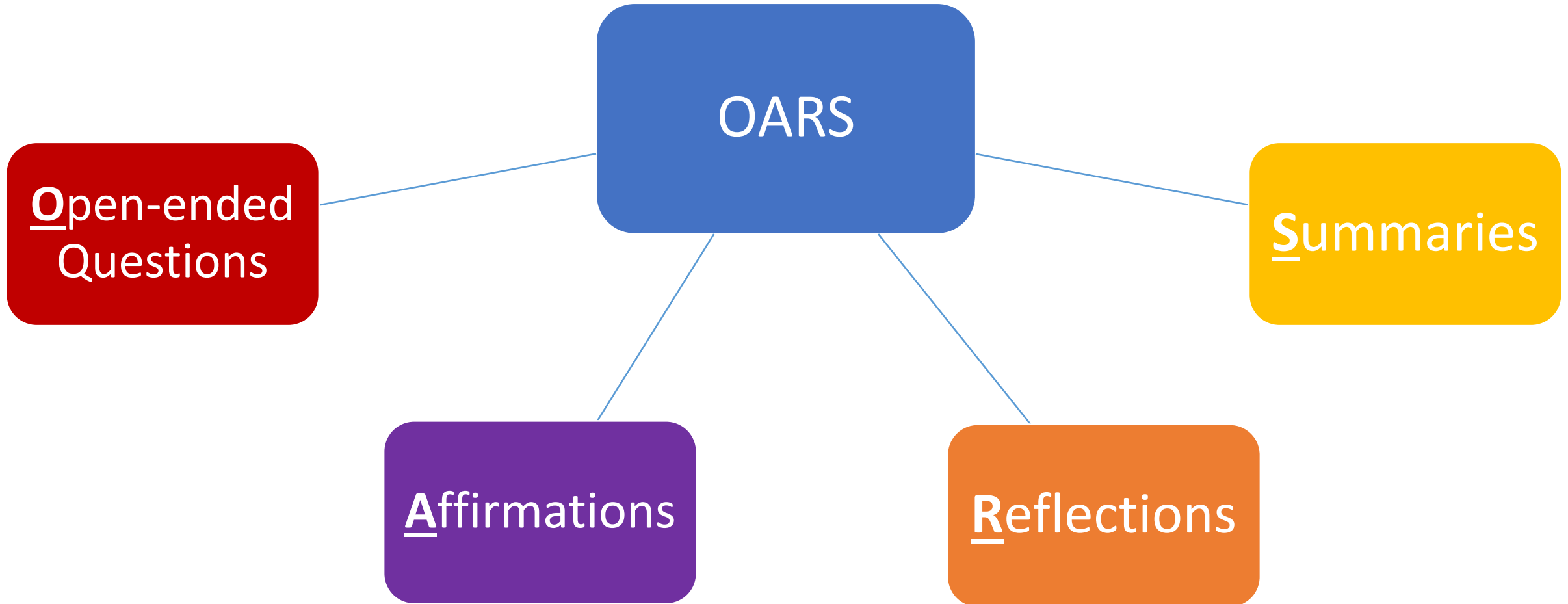
Motivational Interviewing: Key Skills



Motivational Interviewing: Key Skills

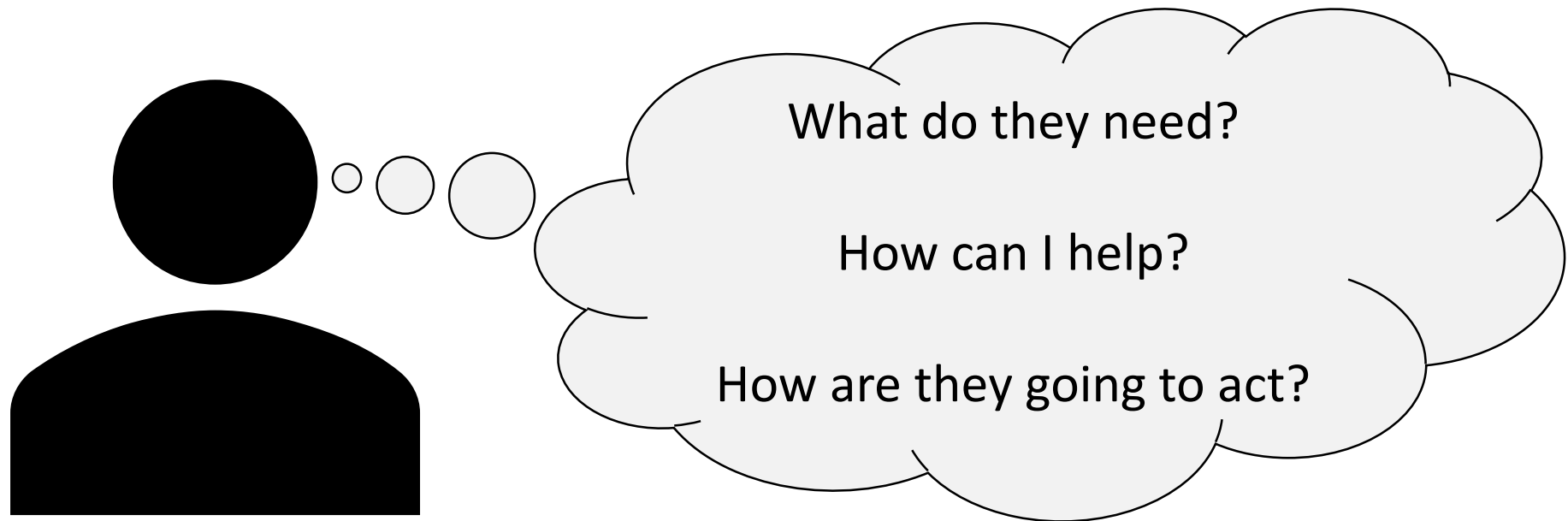


Motivational Interviewing: Key Skills



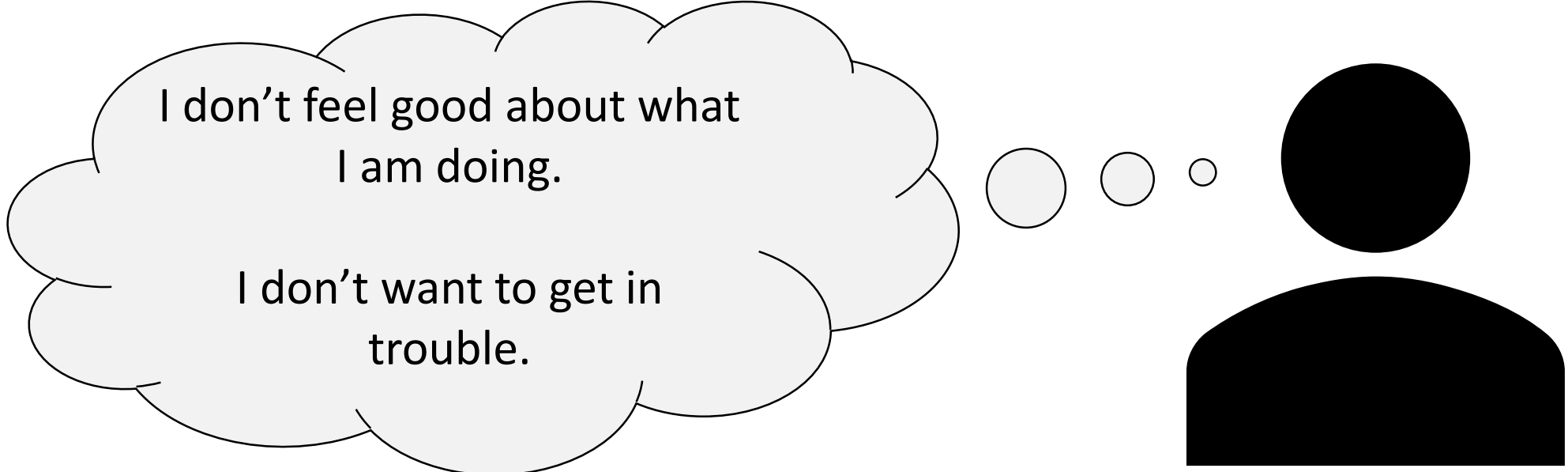
How People Present: It's okay to ask

- It is beneficial to know someone's substance use patterns to know how to best respond.



How People Present: It's okay to ask

- It is beneficial to know someone's substance use patterns to know how to best respond.
- For many reasons, people may not feel comfortable telling you.



I don't feel good about what
I am doing.

I don't want to get in
trouble.

MI Skills: Engaging

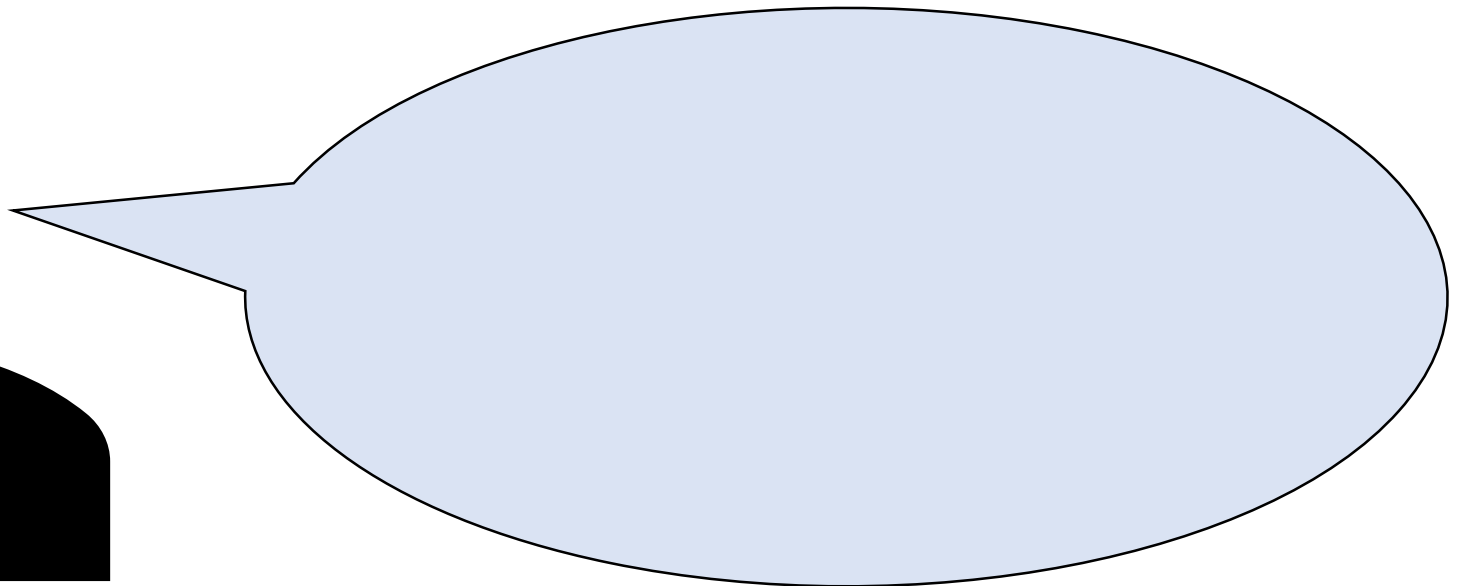
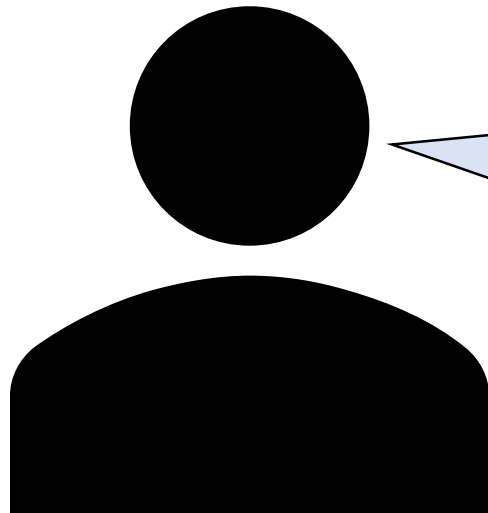
- **ENGAGING** people and building rapport takes time but will help you in the long run.



MI Skills: Engaging

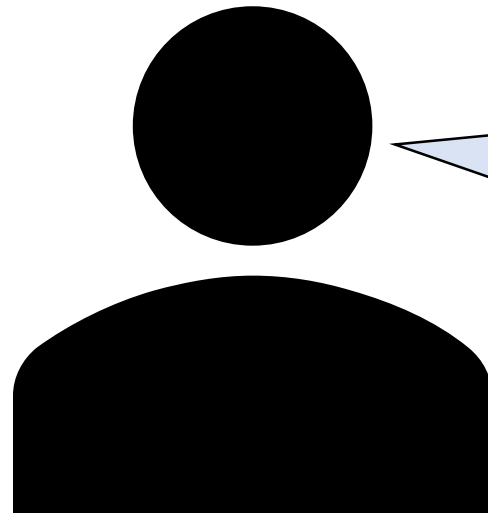
- **ENGAGING** people and building rapport takes time but will help you in the long run.

How do you engage people?




MI Skills: Engaging

- **ENGAGING** people and building rapport takes time but will help you in the long run.
- *Introduce yourself, remember people will have assumptions when they see your uniform:*



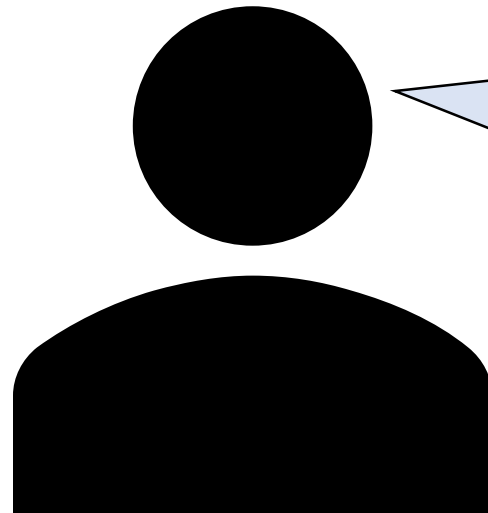
Hi there, I'm Amy and this is Ronnie. We're not here to judge you. First and foremost, we're here to help. Let's figure out what's going on.

A horizontal progress bar with four segments. The first segment is filled with blue and contains the word "Engaging". The other three segments are empty and light blue. The bar ends in an arrowhead pointing right.

Engaging

MI Skills: Engaging

- **ENGAGING** people and building rapport takes time but will help you in the long run.
- *Offer a humanizing anecdote, get on their level:*

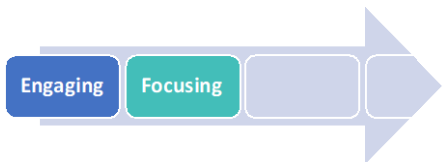


Can I sit on this chair?
Sounds like you're in a tough situation – addiction can feel so lonely. I've seen a lot of really good people struggle with their drinking.

Engaging

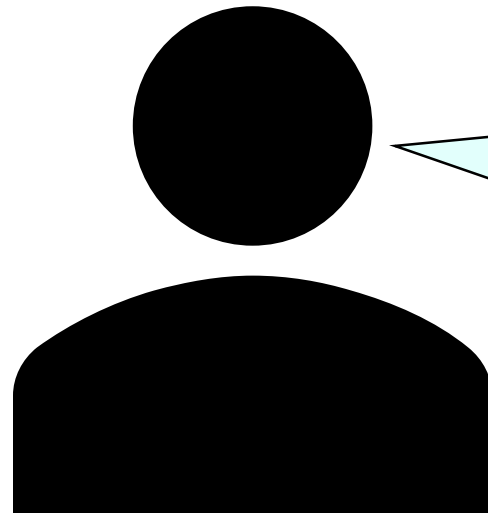
MI Skills: Focusing

- Set expectations by **FOCUSING** on what brings you to the scene → If you have to make an arrest, let them know.



MI Skills: Focusing & Open Questions

- Set expectations by **FOCUSING** on what brings you to the scene.
- *It's okay to **ASK** about things you see, be mindful of tone:*



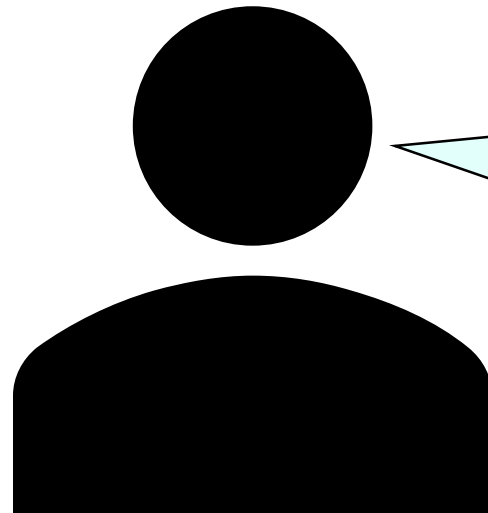
I can see you're upset, what's been going on lately?

I saw the booze, but I need to ask, what else have you used today?

Engaging Focusing

MI Skills: Focusing & Reflections

- Set expectations by **FOCUSING** on what brings you to the scene.
- *People can have a lot going on, **REFLECT** and help them refocus:*



Wow, you've been dealing with a lot. Can I ask more about what led up to calling the police today?

Engaging

Focusing

MI Skills: Evoking

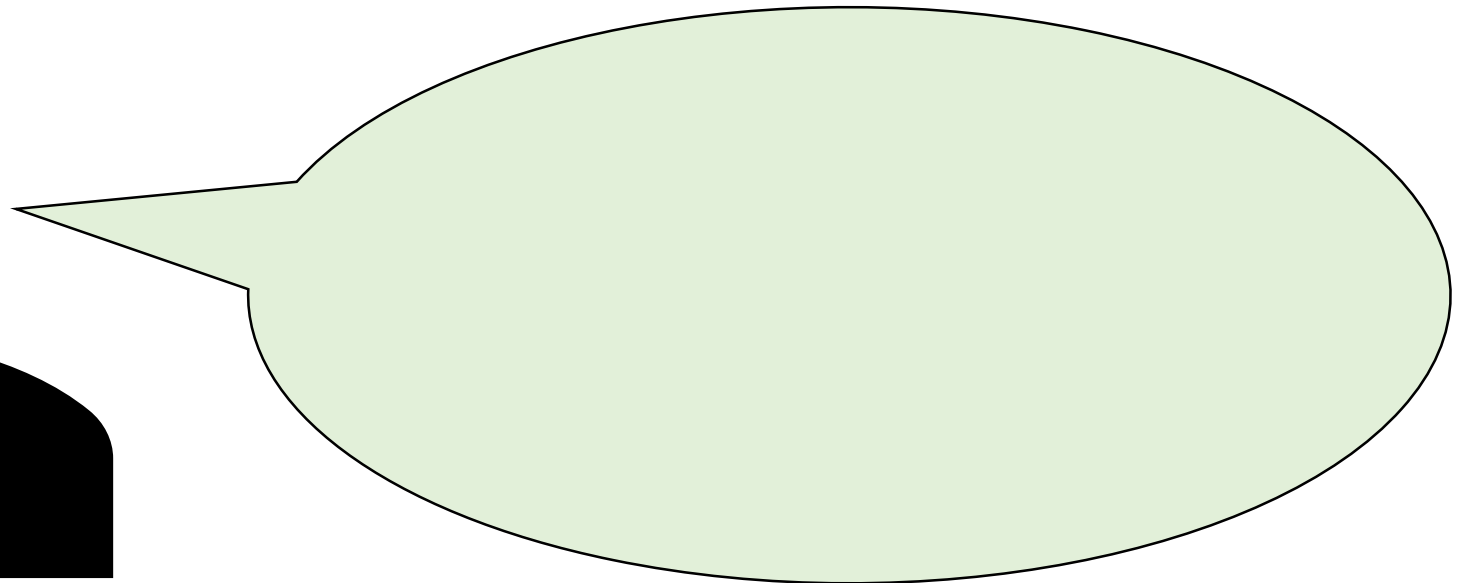
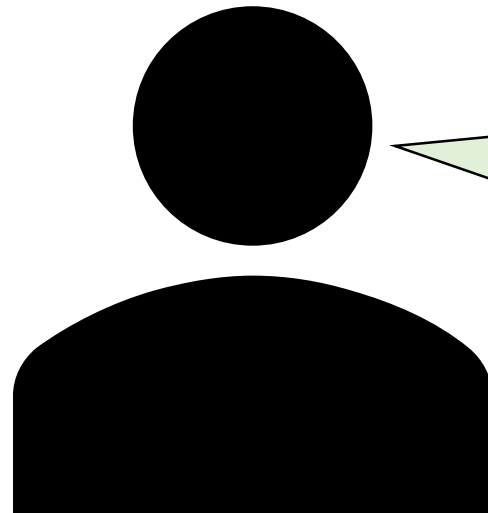
- People are the experts in their lives – **EVOKING** their input and experiences helps you help them.



MI Skills: Evoking

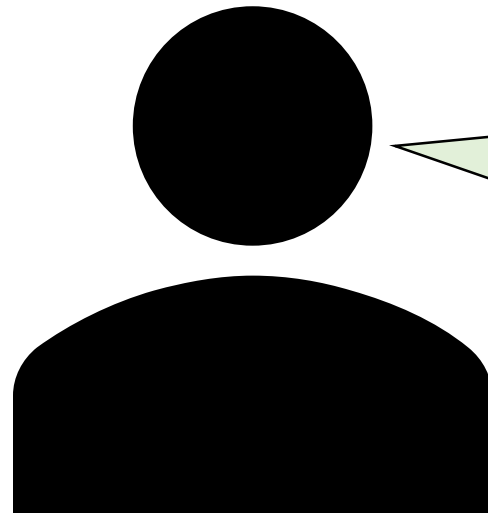
- People are the experts in their lives – **EVOKING** their input and experiences helps you help them.

What kinds of questions would you ask?



MI Skills: Evoking & Reflections

- People are the experts in their lives – **EVOKING** their input and experiences helps you help them.
- **REFLECT** *what you hear and ask what they want for themselves:*

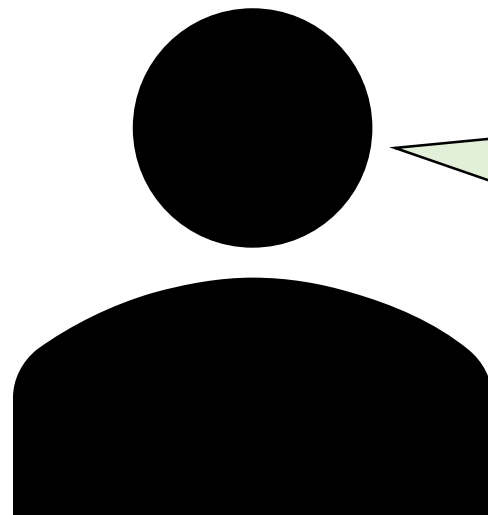


Sounds like drinking isn't working for you anymore – where do you want to go from here?

Engaging Focusing Evoking

MI Skills: Evoking & Open Questions

- People are the experts in their lives – **EVOKING** their input and experiences helps you help them.
- **ASK** *what they have tried before:*



What have you tried to do to
change your drinking?
How'd that go?

Engaging Focusing Evoking

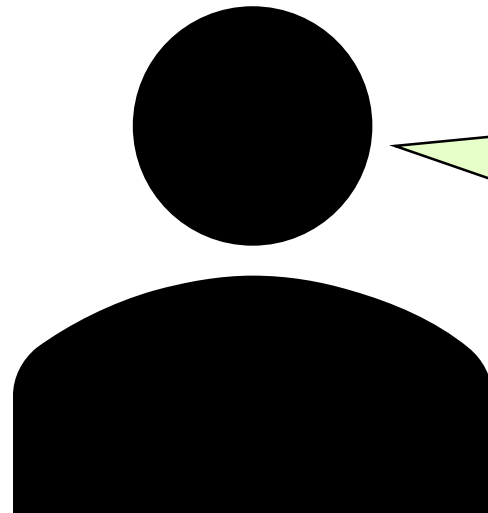
MI Skills: Planning

- When you have their input and buy-in, help them with **PLANNING** to move towards their own goals.



MI Skills: Planning

- When you have their input and buy-in, help them with **PLANNING** to move towards their own goals.
- *When you can, give options:*

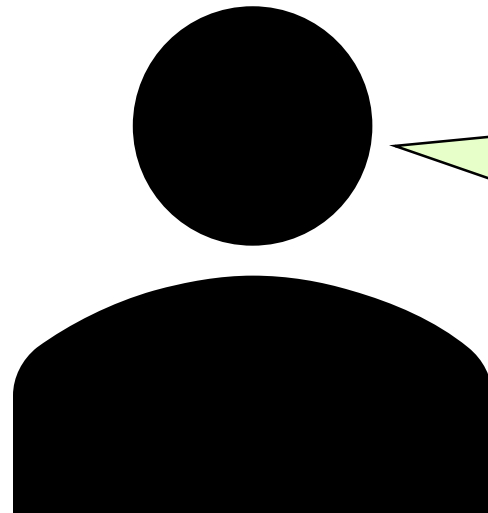


I can take you to the hospital or we can help set you up with an appointment to go to detox on Monday – what do you want to do?

Engaging Focusing Evoking Planning

MI Skills: Planning & Affirmations

- When you have their input and buy-in, help them with **PLANNING** to move towards their own goals.
- **AFFIRM** *their cooperation and choices:*

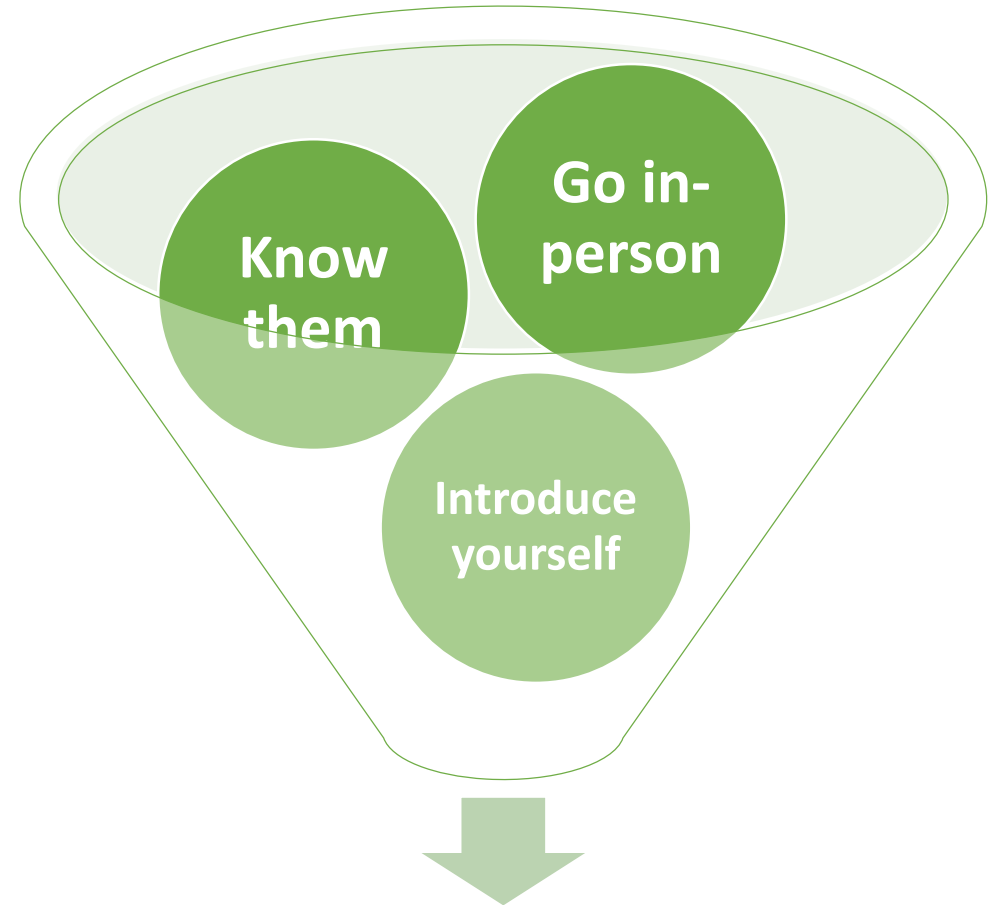


I know going to detox is a big step for you – you're really brave for doing this for yourself.

Engaging Focusing Evoking Planning

Know Your Resources

We know that just handing someone a pamphlet doesn't work



Make a human connection



Make a Human Connection

Helps know resources

Helps know your community –
people you might have to see again on calls

Helps you do your job –
more likely for interaction to go well

Helps reduce the
likelihood of use of force

Make a Human Connection



Melissa, RN, Person in Recovery

Field Example

- Respond to a call to a male reporting suicidal ideation – he is known to be a veteran and is visibly intoxicated.
- With deputy who also is a male with a large stature.

***How would you **engage** this person?
What would you do? What would you say?***

Field Example

- You sit down on the couch nearby where he is sitting.

***How would you **focus** and **evoke** information from him?
What do you know? What else do you need to know?***

Field Example

- He tells you he's afraid to go to the hospital, he hasn't been treated well there before.

How do you **plan** with him?

How do you follow-up?

Field Example

- Man agrees to go to the ambulance after offering to wait with him.
 - Introduced the deputy before offering to help pick him up.
- Thank the man for working with you and affirm him for taking this important step.
- Debriefed with deputy – worry about calls stacking up.

Summary

- It may take more time, but **engaging**, **focusing**, and **evoking** can help make **planning** more successful.
- **Open-ended questions**, **affirmations**, and **reflections** are tools you can use for more effective interactions.
- Human connection is **key**.

Questions?

Thank you!

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