

New Tools to Motivate and Promote Client Behavior Change

Survey Results

5.9.2017

The workshop was conducted at an annual UVM Extension professional development event.

40

Extension faculty and staff registered to attend the workshop session.

22 survey responses revealed...

“

This was a great introduction to MI, I am familiar with the material that was presented and the review was valuable to me.

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100%

intend to use the information learned in their work with clients.

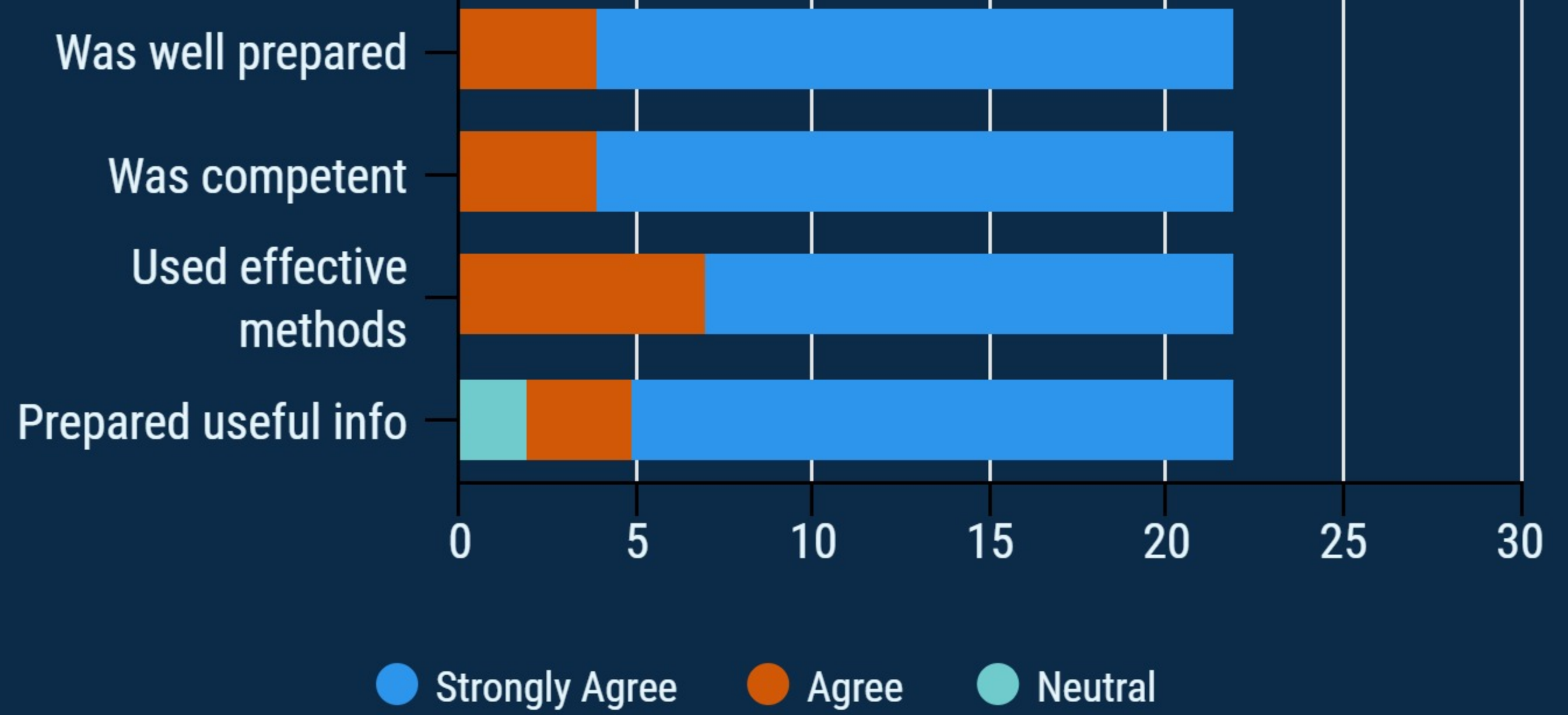
About the Workshop

The workshop was geared at equipping Extension educators with new tools for client behavior change by introducing a client-centered approach called Motivational Interviewing (MI). The session was taught by Cathedral Square's Jennifer Hunter with Debra Heleba, UVM Extension.

88% learned new information at the session



The instructor...



- I will schedule more one-on-one or small group informational sessions, more conducive to using this method of exchange.
- Good reminders on basic listening skills...don't always try to solve the problem right away.
- OARS--the flags are good.
- I have one on one conversations with program participants almost daily, the acronym OARS and DARN CATS will be on my mind.
- Phrase questions to get more information.
- Will continue as have been using this method many years.
- I have my "OARS" taped to my computer screen - I hope to incorporate these communication tools into my daily interactions with others.
- I often work with people who express issues that they are having that impact their volunteer work with our organization but that I have little control over in helping them. This technique can help them feel heard first and foremost.
- We already use these concepts to some extent, this helps us refine techniques and continue.
- OARS listening when meeting with clients.
- I lead group discussions over conference calls. These are great tools to help facilitate those discussions.
- I have some farmer clients who have said "no" a bunch and I want to ask them more questions that encourage them to talk about solutions themselves (rather than prompting them myself with ideas).

How participants will use what they learned in their work.



Participant Feedback

- Excellent presentation!
- I found this workshop to be the most useful out of the workshops I attended at EPIC. I wish the session was longer in order to have more time to practice techniques.
- The content was exactly what I was looking for and it's clear you naturally incorporate activities for different learning styles. I was engaged the whole time. Thank you!
- It was fantastic. Truly. I am practicing this on co-workers, family, friends, and clients, alike. I obtained very useful tools for better communication/empathy/understanding with those who I work with.
- It was valuable because not only did we learn new tools in working with clients but also practiced them.
- Awesome session. Only session that I felt should have been longer because the information was so good. I would really like to know more.
- This type of information about how people change behavior and practices is tremendously useful in the work I do with farm families. Knowing how to approach - in what can be extremely sensitive areas is a great tool!
- I was so impressed, I already bought the book! Just arrived today and I'm digging in. Thank you so much--this is really important work!



The workshop was conducted as part of the Vermont state SARE Professional Development project with funding from Northeast SARE.