



## **Feedback Report**

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Organization: **IFIOC MICA**

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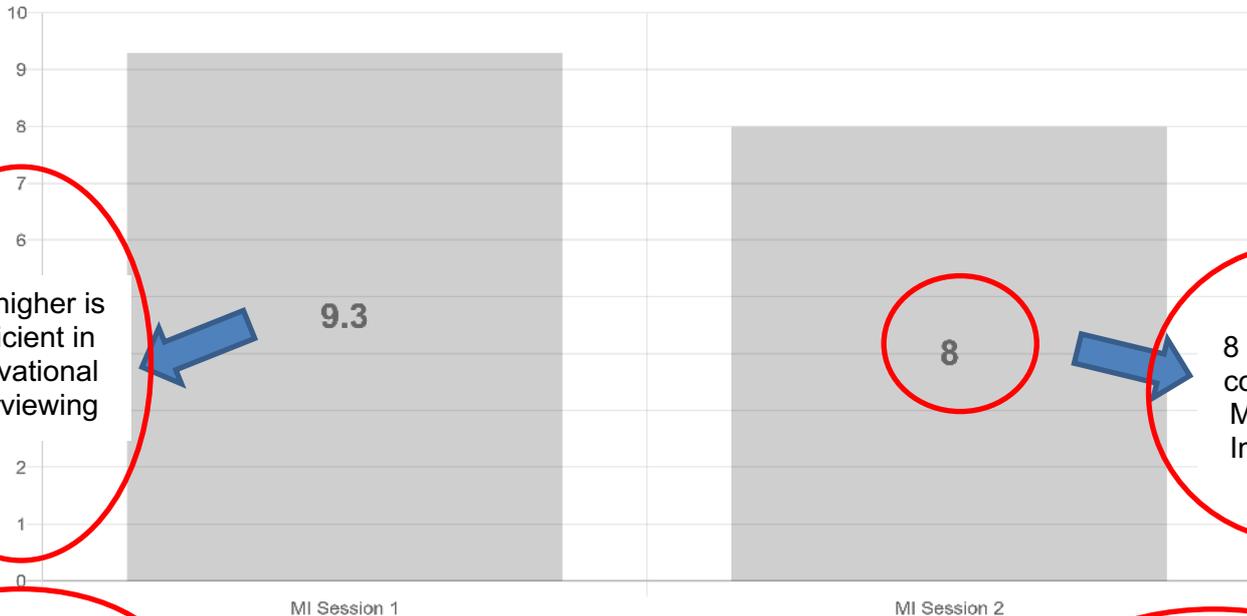
**Overview and Strengths**

[Look here to see if the coach provided any additional feedback]

This is where you see overall score

**Total MI Score**  
(Average of MI Intentions + Average of Strategically Responding)

9 ≤ 10 Proficient MI  
8 ≤ 8.99 Competent MI  
6 ≤ 7.99 Person Centered



9 or higher is proficient in Motivational Interviewing

8 or higher is competent in Motivational Interviewing

Practitioners first session

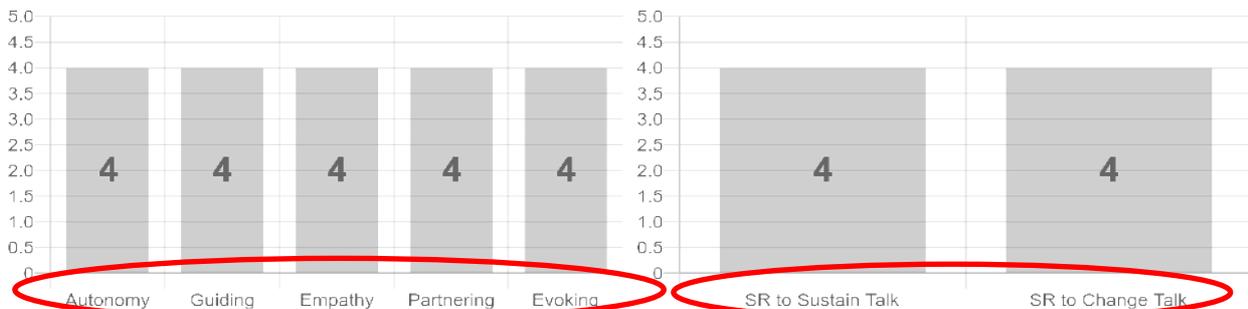
Practitioners second session

**Session 2 Summary Scores**

Reflection : Question Ratio  
1 : 1

4.5 ≤ 5 Proficient MI  
4 ≤ 4.49 Competent MI  
3 ≤ 3.99 Person Centered

4.5 ≤ 5 Proficient MI  
4 ≤ 4.49 Competent MI  
3 ≤ 3.99 Person Centered



These are the 5 intentions that are used in the MICA

These measure how well the practitioner recognizes and responds to sustain or change talk during a conversation

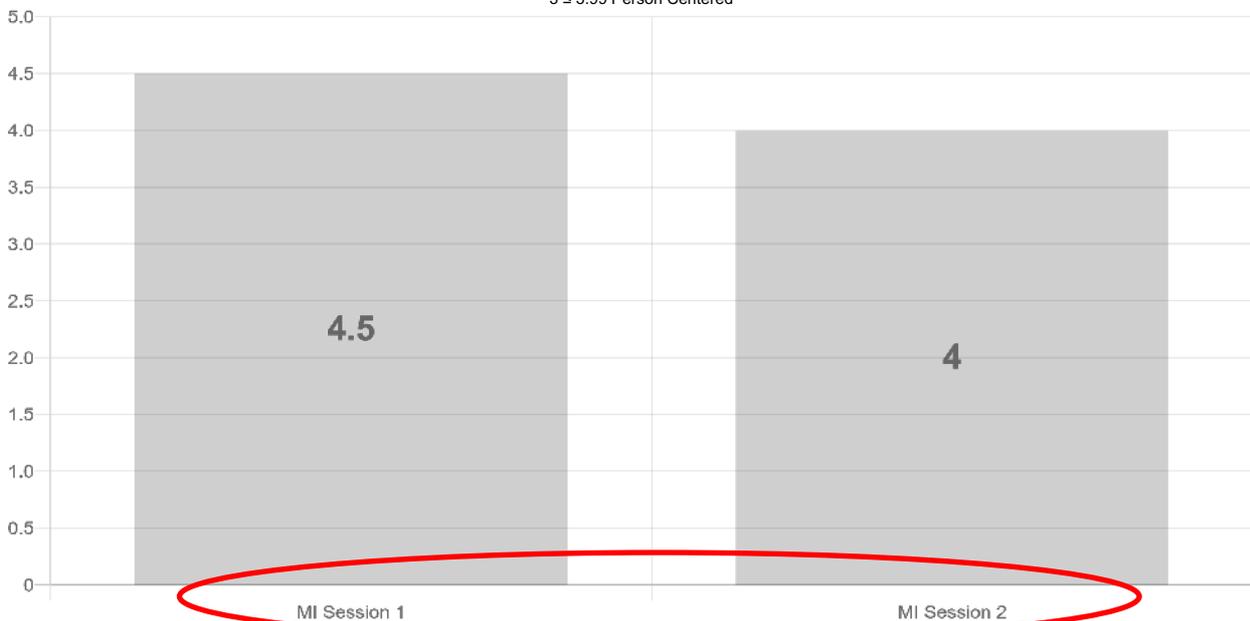
# Progress in Motivational Interviewing

## Strategically Responding to Sustain Talk

This scale is intended to measure how well the practitioner understands the role of sustain talk (ST) in the change process and strategically responds to it during the conversation. Sustain Talk is the clutch on a manual transmission, and behavior change can be an easy country drive, a congested city street, or a treacherous mountain road. The mastery with the clutch/ST is to smoothly and efficiently transition to the open road towards change. There are situations where the client has a need to explain the reluctance to change, obstacles related to change, concerns regarding change, 'stuckness,' or desire for status quo. The practitioner responds to ST to express empathy, provide validation, or build engagement/rapport so that the client feels heard, seen, and understood. When managed successfully, the amount, strength, and duration of sustain talk decreases or diminishes and there is significantly less (if any) response to ST other than as a source to find/identify and cultivate change talk (CT). \*\*This Intention can be coded 'NA' in the rare instances where the client provides zero Sustain Talk and practitioner has no opportunity to strategically respond to Sustain Talk

### Strategically Responding to Sustain Talk

4.5 ≤ 5 Proficient MI  
4 ≤ 4.49 Competent MI  
3 ≤ 3.99 Person Centered



### Indicators

Reflections of Sustain Talk are provided to validate and engage the client  
Barriers and challenges are validated when brought up by client  
If a response generates Sustain Talk (ST), there is a shift away from ST accordingly  
The approach decreases and weakens Sustain Talk over the course of the conversation

Timestamps: 352-435, 614, 818-913, 2227-2245

Listen to time stamps IN your conversation where we think you excelled at this skill

You can see how well you did from the 1<sup>st</sup> session to the 2nd

### Opportunities for Improvement

Address Sustain Talk to encourage self-exploration, and/or facilitate consideration or insight regarding change  
Be aware if a response generates Sustain Talk and leverage it towards Change Talk

Timestamps: 515, 626, 1210

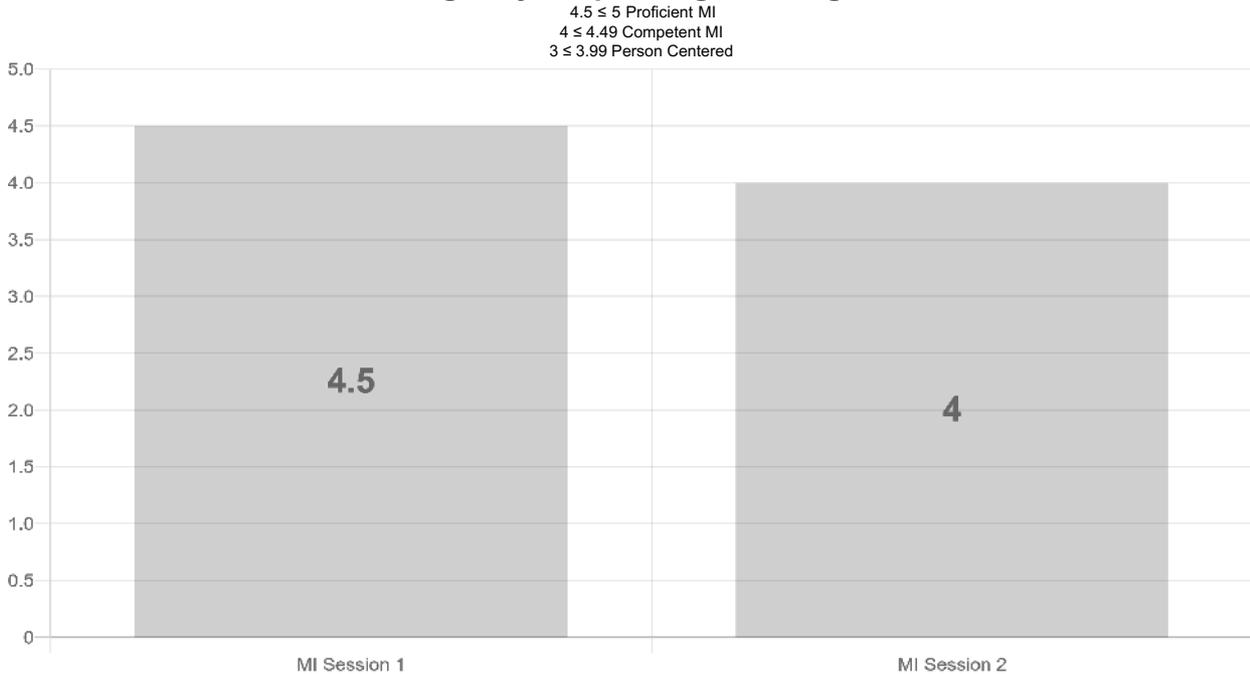
These timestamps show where you can listen for missed opportunities

# Progress in Motivational Interviewing

## Strategically Responding to Change Talk

This scale is intended to measure how well the practitioner understands the role of change talk (CT) in the change process and strategically responds to it during the conversation. The practitioner strategically evokes, listens for, responds to, and strengthens client statements of desire, ability, reasons, need, commitment, or movement towards change. Change talk increases, strengthens, and deepens over the course of the conversation. There is curiosity and exploration about why change would occur that increases the exploration of, readiness for and, possibly, commitment to change.

### Strategically Responding to Change Talk



## Indicators

There is clear awareness of the importance of acknowledging and evoking Change Talk  
 Preparatory (Desire, Ability, Reason, Need) Change Talk is elicited  
 Mobilizing (Commitment, Activation, Taking steps) Change Talk is elicited  
 There is consistency of response to Change Talk being offered by the client  
 There are missed opportunities to explore and deepen Change Talk  
 Sustain Talk is validated, but preference is given to Change Talk

Timestamps: 115-135, 320, 415, 818, 936, 1115-1206, 1920, 1946, 2151

## Opportunities for Improvement

Do not skip over preparatory (DARN) Change Talk to jump to mobilizing (CAT) Change Talk

Timestamps: 539, 1758, 2048

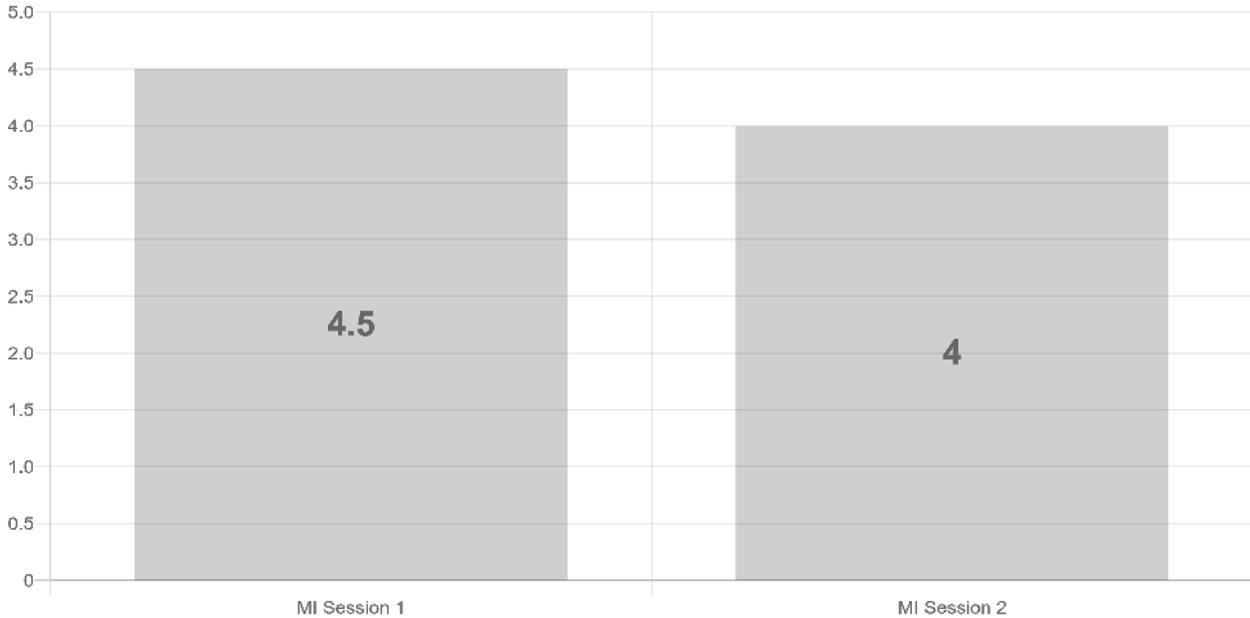
# Progress in Motivational Interviewing

## Supporting Autonomy and Activation

This scale is intended to measure the extent to which the MI practitioner encourages and supports the client's autonomy and freedom to choose, as well as empowering, addressing, and affirming the client's self-efficacy and personal agency. The practitioner works from an assumption that individuals have an innate desire and capacity for evolution and growth. The practitioner operates from a strength-based approach that elucidates and supports the actuation of the client's goals, values, and choices.

### Supporting Autonomy and Activation

4.5 ≤ 5 Proficient MI  
4 ≤ 4.49 Competent MI  
3 ≤ 3.99 Person Centered



## Indicators

The client's goals/values are clearly acknowledged as critical for sustained behavior change  
When searching for solutions, the clients ideas/insights are explored  
A viable menu of options is provided and/or eliciting of client ideas/insights  
Affirmations and expressions of support are provided

Timestamps: 227, 456, 802-818, 1052, 1855, 2123, 2300

## Opportunities for Improvement

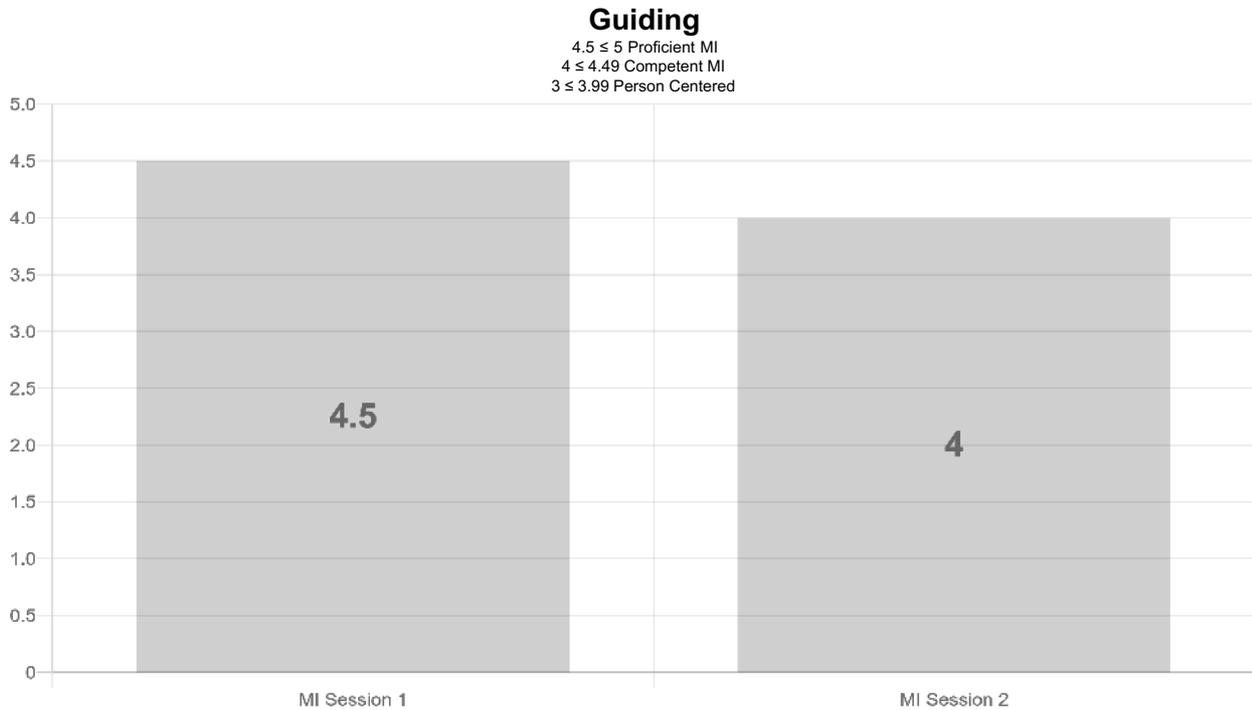
Work to activate the client's desire for growth and evolution  
Clearly, embrace the client's goals/values in the change process  
Further ensure strengths of the client are a focus of the conversation  
Consistently focus on strengths and provide multiple statements of support

Timestamps: 044, 2123

# Progress in Motivational Interviewing

## Guiding

This measures the practitioner Intention to navigate the conversation towards the goal of the referral, presenting problem, target behavior, or topic of concern. The client is the captain whose ship may be stuck, off course, struggling to maintain a course, or have no specified course. The client provides information, feedback and insights while the practitioner helps determine, chart, correct, and maintain a clear course by skillfully navigating the conversation towards a path of insight/solution/resolution.



## Indicators

- There are no instances of the practitioner directing the conversation
- The approach maintains an orientation and focus on client's agenda towards a solution/resolution
- The appropriate focus and shape of the discourse is regained towards the intended goal if the conversation loses course
- An environment is created that actively encourages client insight/solution/resolution
- There is no secondary agenda in the conversation
- There are brief episodes of wandering

Timestamps: 025, 255, 645, 930, 2105, 2227

## Opportunities for Improvement

- Clarify potential paths or approaches if presented with multiple or complex goals, or additional issues arise
- Commit to finding and supporting the client's ultimate destination beyond the target behavior

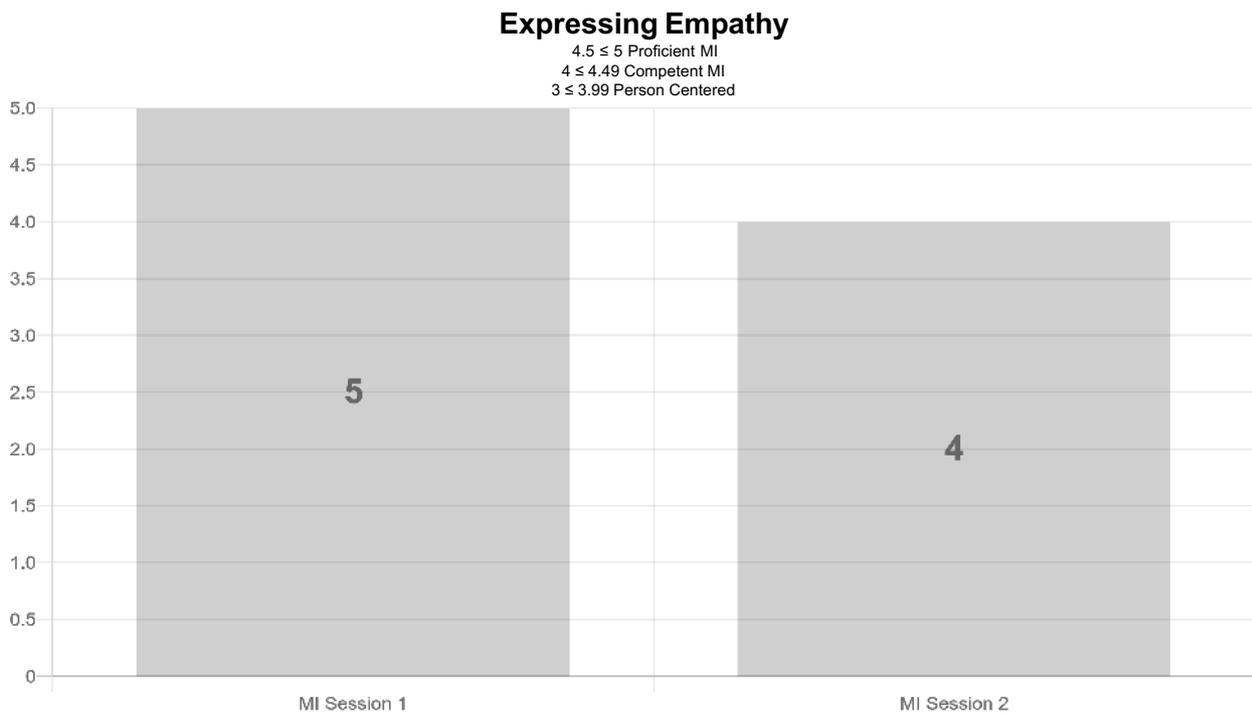
Timestamps: 1900-1946

# Progress in Motivational Interviewing

## Expressing Empathy

This measures the practitioner's Intention to actively listen without judgment; grasp the client's thoughts, feelings, experiences, and perspective; and, to convey that understanding to the client. This includes reflective listening, validating the client's reality, and all of the efforts the practitioner makes to understand the client's inner experience and effectively communicate that to the client.

Do not include practitioner self-disclosure, agreement with client stance, sympathy, warmth, or advocacy in this measure.



## Indicators

Accurate understanding of the client's reality is demonstrated  
Reflections effectively communicate the client's thoughts, feelings, and explicit world view  
There is a solid grasp demonstrated of the client's perspective

Timestamps: 145, 643, 936, 1115, 1930, 2151, 2227

## Opportunities for Improvement

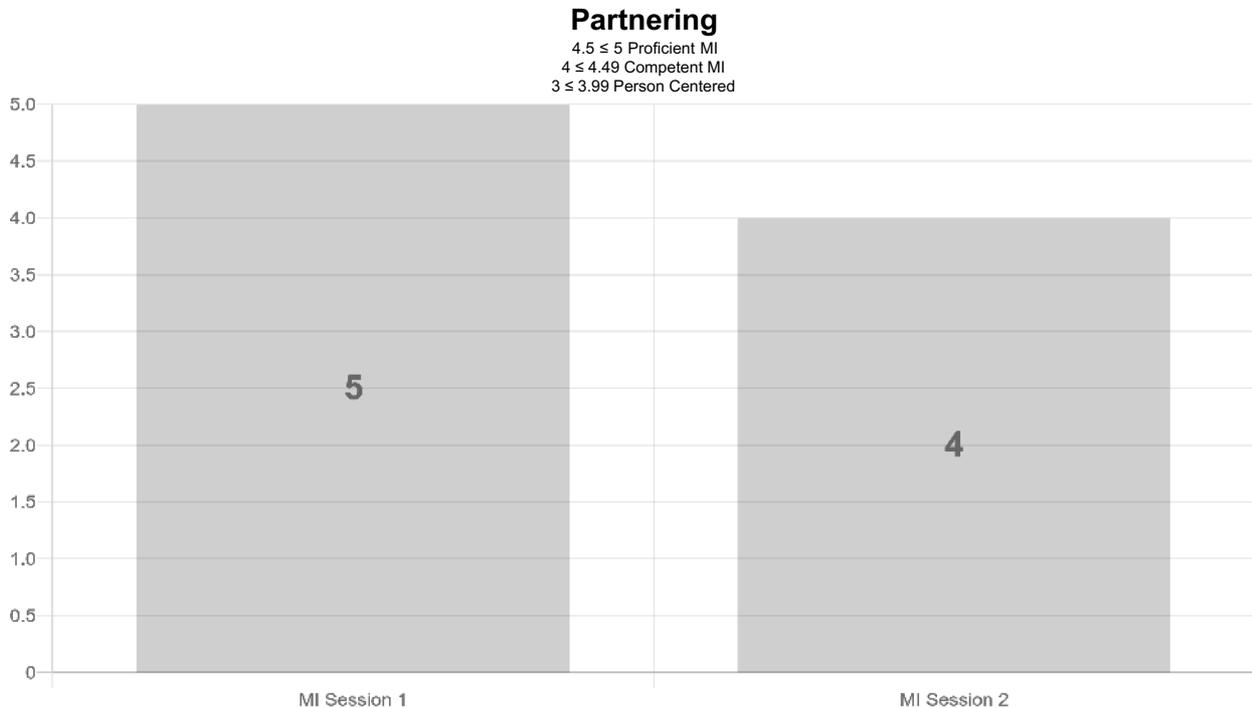
Consistently communicate a deep understanding of the client's reality  
Effectively convey the client's explicit experiences, perspectives, and implicit inner experience/world view  
Go beyond content to unspoken emotions, values, desires, and meanings  
Understand and demonstrate the client's perspective

Timestamps: 2048

# Progress in Motivational Interviewing

## Partnering

This scale measures the extent to which the practitioner fosters a collaborative process with the client as two equal partners who are working together towards the client's goals. There is a shared balance of power, wherein the client is the acknowledged expert regarding his life. The MI practitioner provides relevant and appropriately timed observations, knowledge, insights, and expertise that supports and advances client outcomes.



## Indicators

There is no sense of hierarchy  
 The client's outcomes are advanced as a result of the conversation  
 There is seeking and valuing of client contribution  
 The client is engaged in mutual problem-solving  
 There is no evidence of demonstrating the righting reflex

Timestamps: 435-449, 710, 722, 818, 952, 1907, 1946

## Opportunities for Improvement

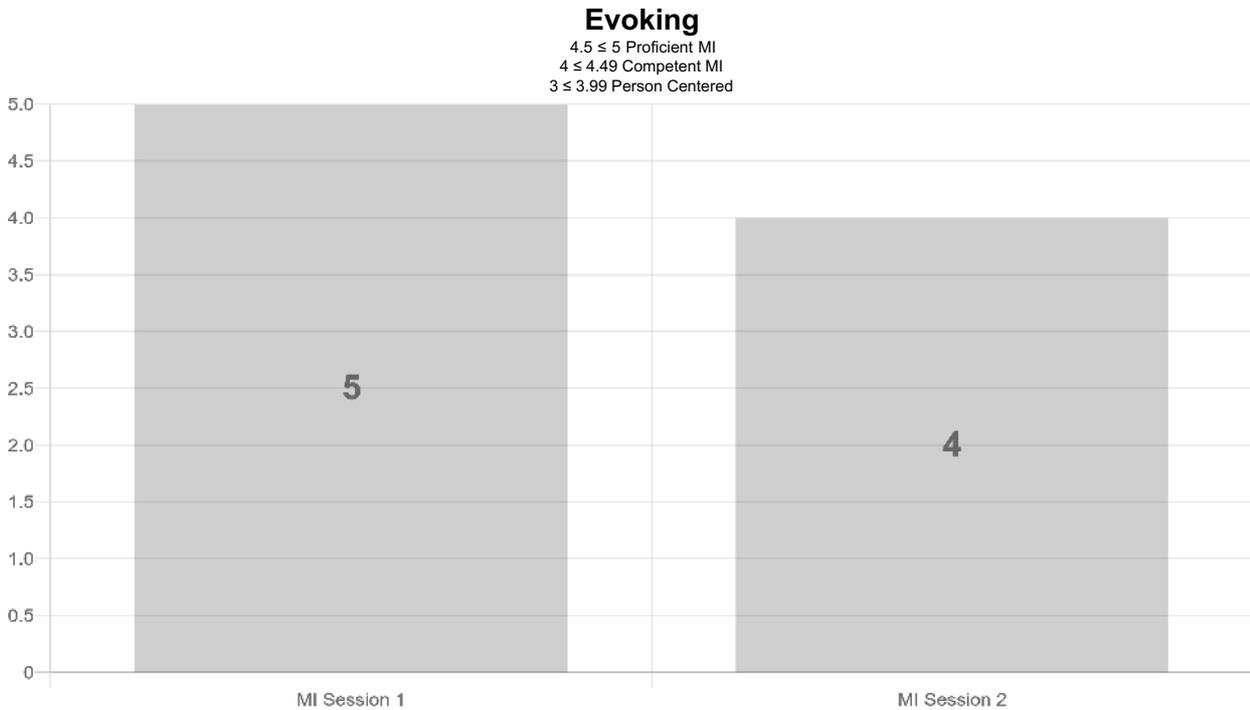
Defer to the client as the expert on her own life  
 Act as a key consultant working with the client  
 Resist the righting reflex  
 Elicit/evoke client's insights and ideas  
 Augment the client process with relevant knowledge and expertise when requested or if first ask permission  
 Re-engage the client in problem-solving if the client stalls

Timestamps: 103

# Progress in Motivational Interviewing

## Evoking

This measures the extent to which the practitioner elicits the client's perspective on his own thoughts, barriers, knowledge, feelings, ideas, motivators, goals, values, and solutions regarding the target behavior and change. The practitioner operates both from a place of genuine curiosity and from a belief that the motivation for change and the ability to change exists within the client and focuses efforts to skillfully elicit, explore, and expand those client perspectives.



## Indicators

- There is interest in the client's perspective
- There is curiosity and regular follow-up of client's perspective
- The question/answer trap is not fallen into
- Relevant sustain talk and change talk is explored/expanded
- There are a few missing opportunities to follow-up

Timestamps: 018, 255, 449, 710, 1000, 1208, 1946, 2105, 2151-2217

## Opportunities for Improvement

- Show deep interest in the client's perspective
- Explore/expand relevant sustain talk and change talk
- Take advantage of opportunities to explore/expand on relevant client perspective=

Timestamps: 626, 1815