

[00:00:00] Excellent. Let me first check with, uh, either Tracy, can you hear us?

Yes. Sorry. I hear you. I'm gonna keep muted and, uh, everything cuz I have residents that might pop in okay. No worries. Okay. But yeah. Thank you. Yeah. Pleasure to meet you here. Yeah. So yeah, well we have, um, Just a, a, you know, a section of time this morning to go over strategic reflections. So in sort of, I spirit of sorts, I'm curious, what had you sign up and what you already know about strategic reflections and what you want to get out of this?

Um, I have some ideas for some, uh, handouts to go over related to that topic, um, that we. That you might have already gone over. So I don't want to just go over things for the sake [00:01:00] of going over them, but I'm wondering, kind of what drew you to. This, this topic and what would be most helpful, um, for your particular setting or how you would like to apply that?

So if either of you wanna start, I see Tracy, you came on. Yeah, for me, I'm new to, I, uh, I just signed up with y'all about a month ago. I'm trying to watch all y'all's. Sessions and things like that, but, um, of course I need to practice it more for it to stick mm-hmm and it seems like strategic reflections are, is like one of the biggest part.

Uh, I've already got the empathy down, cuz that's part of me. So mm-hmm, , it's mainly, um, reflecting properly. uh, is, is I think the struggle for me to cause I'm a coach. Oh yeah. I work at a home with gals that have aged out of foster care. Don't have a safe place to live mm-hmm and uh, so, um, between the ages of 18 and 25 when they move in, but they can stay longer.

So getting out of that coaching mode of telling them what, you know, [00:02:00] why are you dating him? That is so dumb, you know, to doing the strategic reflection. I'm. So much better results. I know. Uh, so I, um, yes, I've seen your, uh, some of your videos and I've printed out stuff from your site. Uh, so I'm mainly here just to get it reinforced and better ideas on how to be better.

Okay. Okay. Yeah. Well with particularly, yeah, the empathy you're bringing up, we can talk about this concept, um, and deeper into it. You're obviously in a, in a helping area and you're used to helping in a particular way. Um, and so this is just a different way to go about giving voice to. You know, uh, something else than a solution, right.

And that there's a, there's a place for that. So that's one way of using a strategic reflection is to express something from their perspective. For sure. And, uh, then there's also this concept too, of guiding and guiding the conversation with

the strategic reflection. We can talk about that too. Yeah. [00:03:00] Um, you know, paying attention to talk about change as well.

Talk about sustaining them. If there's a place to be even higher in strategy while we're aware of what we're paid attention to and, and, uh, getting down that track, we can definitely go into that as well. If that will be helpful. Yeah, that'd be great. We spend most of our trying kind. Time, getting them motivated to do what they need to do.

You know, whether it's not spending a thousand dollars a month on door dash mm-hmm so that they can buy a car or, you know, , you know, uh, things like that, you know? So it, they have these goals that they. They don't reach them because they they've never had anyone invest in them, you know? Yeah. You know, and so the, the whole poverty mindset has just taken them over.

Yeah. No true. That's, that's really important cuz there's a different kind of a reflection too. That's called uh, uh, where you highlight that there might be a discrepancy. So that's where. [00:04:00] You're not developing discrepancy per se, but you're highlighting potential discrepancy. And so instead of, um, seeing that person, that you are the source of motivation for them, that you see them from this place, that they're their own source of motivation and that they're motivated already, and I'm there to help them align their behaviors with their.

Priorities motivations values. Then it's easier to come out with kind of the exact idea you just gave, which is, it looks like some things are getting you what you want. And then on the other hand, it looks like what you were talking about with your freedom and transportation and getting around and all this, it looks like that's not going the way you want it and really making it about this sense of their behavior.

Is in certain areas. So affirm that if you would like, but is not, maybe in other area is giving them what they want. And so I just wanna highlight that as we go to [00:05:00] that, that type of a reflection, it means means to be more supportive than confrontational, you know, and that then it comes from a place of seeing you as motivated rather than seeing you.

My job is to get you to be motivated. And then that's where the solutions and ideas come from. So just that shift of a paradigm might be helpful as well. Right. And the writing reflex that you, I love how y'all have, have examples of you thinking this, but this is what you need to say. I watched some of y'all's videos, like what you wanna say, and then you have to take a deep breath and go, okay.

I need to reflect . So, but I'll be quiet now. Okay. Yeah. Well, we, we just got one other person with drew, so I want check with drew, but Tracy. Yeah, we got, uh, it's not like we have a huge group, uh, today to have to get around. So feel free to, uh, chime back in with that. Um, so drew for you then, um, yeah, Tracy's, uh, pretty open, more [00:06:00] specific, more than super specific, but I'm wondering for you, what's been your exposure to strategic reflections, your practice, um, and what you want to get out of this with your application.

Yeah, I, you know, I, I'm constantly trying to, um, change behavior. Uh, we, I'm a probation officer, so we're looking to reduce recidivism and a lot of that has, well, all of that has to come from, uh, the individual. And so when I meet with them, Um, after my initial meeting with them, uh, I, I meet again, I have a second meeting and we go over things that they said, and I use what's called a, what we generated as a feedback wheel.

And we, we go over things that they've said, things that they felt. Um, and I just, I, yeah, just, uh, like Tracy said, just practice to try and, and, and get better at it. Get more, uh, insight from different perspectives as to how they might go about doing that, [00:07:00] getting them to, uh, getting the individual to reflect more on what they want to do as achieving their goals and seeing how, uh, the behavior that we're trying to change is inter interfering with them, achieving the goals that they, they want to get to.

Mm. Okay. So again, like, like Tracy, then that there's this, uh, intention to have a conversation about change. You're trying not, you're, you're recognizing that that is within them to do, but then there's also gonna be competing motivations, uh, in that process is the way that I was hearing you talk. Yeah.

Yeah, absolutely. You know, that's the thing is that, um, I meet with them at most once a week. I try and put things in place and, and mind you, I know there's a, there's a, a lot, I don't wanna badmouth anyone. There's a lot of peers out there who, who find that, um, it's [00:08:00] their job to make sure that this person doesn't do certain things or this person continues to, um, Act in a, a prosocial way.

And I'm I take it. I, I, I try to break it down more. It's sort of like, look, I'm not, I'm just trying to, if, if you decide, if you stop and think about something and decide to go through that door, I just wanna make sure that you stop and think about the consequences of going through that door before you go through it.

If you get in the habit of doing that, and then you make a, and I never put it to him this way, but you make a decision to do the antisocial thing versus a pro-

social thing. Um, my goal is to make sure you stop and think about it before and be okay with the consequences cuz uh, that's, that's part of being an adult.

Um, but. A lot of times, a lot of the times that I'm the things that I'm fighting, things will go well when I'm working with the individual, but then they go home and they're dealing with the negativity and the, and the, [00:09:00] and the antisocial behavior of not just friends and siblings, but parents, um, And so it's a, it's a, you know, it's sus you know, constantly fighting that, but, uh, but if I'm able to what we call finding the hook, if I'm able to find the hook for them to say, meeting these goals, Is more important to me than living up to the expectations of these people that I shouldn't be hanging around.

Anyway, um, you start tipping the balance a little bit and you can possibly get them to start working on things, to keep them from repeating the same type of, uh, criminal behavior. Mm-hmm mm-hmm yeah. You're you're, you're bringing up this, this place tree that's really important to recognize, which is. That them repeating.

This is something that is not just what I might be [00:10:00] not wanting for them. It seems to be that this doesn't be what this isn't. What they're wanting for themselves is to repeat this behavior. Yeah, that's correct. Uh, sometimes, um, you know, I've, I've met the occasional kid whose goal is to continue to Rob cheat and steal, you know, and, and work at a gas station or, or just have no ambition at all.

And then that's, that's where you really have to do some digging. If they'll allow it. Yeah. Um, yeah, for the most part, if you, you it's, you have to tap into, what's gonna motivate them to change. Mm-hmm mm-hmm yeah. This, this is really important that, that this is on the table for both what you're talking about.

And you, Tracy, it's easy to, if there is antisocial behavior or something, that's obviously creating a lot of disruption or discord. A lack of harmony in someone's life. It's easy to have that judgment of well that's wrong and I'm right. You know, the writing reflex [00:11:00] that Tracy was bringing up, um, one thing, and then I'll propose some of what you were talking about.

Maybe TAing the chat things. Um, one thing is that if I were talking with you to put this in out of that context and we were having a conversation about change, and I was, you know, a healthcare provider in that context, I was talking with you and I found out that you weren't perfect, you know, in your diet and you consumed either certain junk food, things, or coffee, sugary things, or alcohol.

And I started to have the intention to get you to not do those things. You start to feel that, or you pick up on that. In some sort of a way, and that's what we're talking about is what would not be empathy. And we're gonna talk more Tracy to what you were talking about. Well, what does that mean? That's where we start to, we can be aware of these [00:12:00] things like you're talking about drew, but how do we.

Strategically reflect things from a place of the intention is them aligning their behaviors with what they want. And that's different to be strategically reflecting with the intention of, let me say this thing in a way that gets you to see that you are doing something wrong and that you need to change.

And that intention is subtle, but it's very, very distinct and people will pick up when you have leading either questions or reflections of, do you think that was the best idea or so you just don't care about, you know, um, Getting, uh, well, you could do something like you just don't care about getting, uh, a car at all because, uh, the food is so important.

The car doesn't matter anymore. You could say something like that, Tracy, in your situation, and that could be strategic. The more that comes from a place of can't you see you're wrong. Just be highly careful because that's [00:13:00] not the intent of motivational interviewing is to do some sort of technique in that way.

But those techniques can be powerful if it comes from a place of. Here's one way of looking at your landscape. That seems to be true for you. That the, the fast food has become more important, that short term satisfaction than you having the freedom to get around and drive that car. That just is more important for you right now.

You could say something like that. That's how this can look, but just be careful, right? Cuz that can easily. You know, get, uh, spun around when you have other types of intentions there that can create resistance is the point. So that I think drew to your point and Tracy, what you brought up, it's that it's important.

What's our intention. And that's what we're grounding in right now for first half of this is what's our intention. And I wanted to bring up related to that. And then we can go into either some practice if you'd like, um, or some, some concepts and some [00:14:00] handouts, if you'd like, depending. What you'd like to do, but I do want to bring up, uh, just what are we trying to do, uh, with our, uh, empathy?

And this is something that, uh, Tracy, you were, you were talking about here. I wanna it's in our PowerPoint slide here. If we intend to do this.

Here, then this is a specific thing expressing empathy. So Tracy, like you were talking about, you might have empathy, but to express it is to do these specific things.

So it's to actively listen without judgment, grasp their thoughts, feelings, experiences, and perspective. Convey that understanding. That's why we called it expressing empathy is to [00:15:00] convey that. And so whether you have it, you know, you might feel this emotional empathy, or you might sense that you have emotional concern or, uh, empathic concern for them, but then there's this cognitive part of us conveying and practicing that like you were getting that there.

Uh, Tracy. and then it includes reflective listening, but it's also some sense of honoring their reality, validating it and being, you know, having some sense of that could also be being curious and just caring to know about their reality as well. So what this is getting at here is also that sense of making an inference, that they might have an inner reality that they're not telling us, but it seems to be true.

And giving voice to that. So as long as this is something we use in the motivational under doing competency assessment, when you submit audios and get feedback and there's different qualitative, um, markers, and we have whole [00:16:00] scale, we go over, but I thought that would be helpful to just ground ourselves.

Here's the intention when we're talking about empathy and strategic reflections though, can be also used when you are guiding a situation as. When you start to think of metaphors like, uh, Casey will use, and you're thinking of someone whose, you know, ship is stuck off course or struggling to maintain a course or not having a specific course.

You know, there's a certain level that might be information and feedback, or it might be certain, uh, insights that the person, um, you know, is sharing. But you. Highlight what they want, what they care about. What's important to them. Um, and help reguide the conversation towards insight of what matters, um, solution or resolution, but to your point, drew how we do that, uh, is gonna be different than just getting into plan right away.

And so this is the [00:17:00] last thing I wanted to bring up here is that we can, we can have strategic reflections. About empathy and how it feels like yuck, stuck and difficulty and struggle. Or we can have this type of reflection that is about focusing it on their motivations and what they want. And what's important.

Or we can have, um, a strategic reflection that starts to more specifically make it about our third process here, which is planning. And that's what drew you brought. Where, when you start making it about planning, you might say something like, so you just want to feel more confident or so you're feeling like you have control over that particular thing.

That's gonna be different than focusing it in on their priorities or their competing motivations with the strategic reflection. So on the one hand, you're caring about this with your friends and respect there and still kind of the [00:18:00] rush you get out of that excitement of taking those sorts. You know, things when you're, when you're stealing like that.

And then on the other hand, you're finding that you're not getting to do what you wanna do when you wanna do it. The more you do these sorts of things. And so you're trying to figure out what matters to, you know, so these are all different kinds of strategic reflections, depending on where you're at in the process.

Be it engaging up front, be it focusing. Versus planning. And it's us kind of getting clear, where are we at in the process of what do we really want? So that just kind of grounds us in some basics of, of strategic reflections. And, um, on that same sheet, we tend to do more up front and then more questions kind of as we go.

But I'm wondering from here, um, Tata, a great idea for maybe we could get into some, um, practice since you both were mentioning practice or with the 10 minutes we have. Or we could, um, get into some more of the, um, concepts and the handouts, [00:19:00] um, and go over some of that. What would you prefer, uh, for both of you in the last time we got,

uh, I could say something drew, do you have a, uh, a preference before I take over? Um, no, no, no preference. Then I wonder if I could like, um, express the, as the resident expresses to us, John and you could reflect. Yeah. So I could kinda learn some reflections for yeah. Because I really do that, that, that have empathy for the person, you know, background, uh, without revealing too much, since you don't know me, I don't think I'll get into too much trouble here.

but so a resident that, um, born in another country doesn't have really any family, um, because the people that adopted her abandoned her. Uh, so, [00:20:00] um, The need for relationships is there, but she doesn't understand 'em at the same time because of the, a lot of the language barrier and culture barrier and all kinds of stuff.

Uh, so anyway, so what happens is, um, she makes good money and really could live on her own. You know, she could have graduated. She's been here forever and she graduated years ago, but she buys everyone's food and she. Why is herself food, but she doesn't want to eat alone. So she'll just spend 40 bucks this afternoon, you know, door dashing, something from a nice restaurant for another restaurant to get them to eat with her, you know, things like that.

So it's like, you feel the empathy of like, I can see that, you know, you're really lonely, but you're. Gonna live independently this way, you know, so, and she doesn't really make friends with those people. It's just, it's um, it's just a, kind of a sad state affair. So anyway, [00:21:00] but we want to motivate her that if she would.

Save her money. She could actually drive and go do these things a whole lot cheaper. She could still live the same life taking people out to eat, but how much cheaper would it be if you weren't door dashing, uh, or learn to make some meals and cook together? you know, so we would like to motivate her in a different direction.

Uh, cuz we still are working on the relationship skills. But mainly she's we, she, we feel like she's got a cut off the spending sometimes a thousand to 1500, almost her whole paycheck, you know, on food. Wow. Mm-hmm that's a lot. Yeah. Uh, Tammy, were you gonna say something? I just was, I just said that's a lot.

That's a, yeah, I know. I'm like, she spends more than I make because I work for a nonprofit

So I'm like, whoa. You know, she, she just works at Walmart, you know? So, um, but, and she, because she lives here, it's inexpensive [00:22:00] so she can do it. She has no other expenses. Yeah. Well, so. What I believe that you were asking for me is, is to respond to that with some sort of reflection or I'm gonna have, can I get you to stop for a second?

I have to answer a question. So yeah, go ahead. So, so here with this, uh, with our time that we have, as, as Tracy's doing that, what's kind of that grounding



thing that we were talking about with you drew. What's our, what's our intention. Right? And so what are we, what are we about to try to do? And this is where we could go around and have Tammy respond drew, you can practice as well.

And I can, and I can practice, um, what we are grounding ourselves in though here, Tracy, that I wanted to bring up is what's our intention. So if our intention is to get this person to change because they're [00:23:00] wrong and we're right. Just be careful. It's unlikely to be aligned with what MI and Bill Miller and Steven Rollick developed this to be about.

Right. And so just the words you were using there, just be aware, be careful just with that. For this person, you identified some values in there that all reflect, and I can reflect multiple times if you want for different styles. But, um, the reason I say that, just like drew was saying, we're helping people have informed choices.

And if I said, well, alcohol is inherently bad for you. The studies are wrong. That even a little bit is healthy compared to not. So you don't get to drink the, that the rest of your life. If that's my intention, even if I don't say that with you, but the whole time I'm trying to get you to do what I want you to do.

Just be careful. So I just can't say that enough from, from the, the, the technique of strategic reflections. Versus our intent and our mindset, because what I'm about [00:24:00] to do is do what you were starting to do there, which is start to look at this situation from the perspective of her and, and start to do that from this individual, which is different than just me, but I can also keep in mind that there's a destination and things this person wants, and that's what you were doing, which.

She seems to somewhat care about not being lonely. That's one component. She seems to also, uh, care about some sense of, I don't know, you could say independence or something like that. Yeah. You certainly do. And other people around her seem to certainly do, but how much does she, and that that's where we start to go.

Oh, well how about we interview her about her motivations? Hence motivational interviewing. Right? Right. And so when we do our strategic reflections in motivationally interviewing her, it's recognizing that I might need to start with this sense [00:25:00] of loneliness or this sense of whatever that is without, without the need to fix.

Right. And just get into. And yes, I can ask about it in this mini webcast. It's about making statements about that and what that must be like to be in, in her situation and how she's gotten so used to this way of connecting with people. I would say these sorts of things, right. And in her shoes, how you've gotten so used to connecting people with people in this way, it's hard to imagine how you would do that even differently.

And so what I, what I don't wanna do is like, have it be this thing that I have some magical reflection. Yeah. I know that. Yeah. No, but you're giving, you're giving great ideas. Thank you. Yeah. Well, you, you have this in you, Tracy. I mean, you, if you just put yourself in the same visual that I'm in right now, just close your eyes, whatever you need to do, and look at it from her perspective of.

Why do you think she does what she does and give voice to that? And that would be [00:26:00] for the sustaining side. So that's not bad. It's just is more on the side of, of keeping it the same. Now then when you go over to the other thing of independence or how she, um, something that might be competing with that, when you think of what drew was talking about, well, like a car and she would like to move out.

Yeah. And that could be, that could be it. Or she. Still care about connection more than that. Right. We don't know, but it's not presuming that, that I'm trying to have us be crystal clear about that. If we presume that, then we're gonna try to just bump them and get them to see. Right. But it's really making that inference and going like, and it sounds like you also want insert what you just said.

OK. You also want this freedom and independence. That's important to you. And then. Yeah. And then, then there could be others that bring up too, that, uh, with the friend thing you could bring up. And even though you get that connection for a little bit, it looks like it doesn't happen for a long time, [00:27:00] so you just constantly keep seeking it.

And so you want to figure out a way to have that sense of connection, but also freedom and independence in the long run as well. You just haven't figured out a way to do. That isn't just continually doing kind of the same thing for a longer term sort of friendship or relationship. Right? So that now you've developed that there might be a discrepancy between this long term sense of connection versus this constant short term.

and her freedom and independence. That could be one way. I'm seeing Tammy. You, you threw in something else here. Yeah. I, I wanna throw in, um, I'd said

there's a lot of security and comfort living here, but yet sometimes you wonder about what life would look like living on your own, cuz I'd also wanna explore.

Is she excited about living life on your own? Like on her own, like you mentioned, she could do all the same things on her own. Does she realize that. Or is there this anxiety about living on our own like, oh yeah, that seems like a great idea. . Yeah, but [00:28:00] the reality for me, I don't know what that would look like.

Mm-hmm yeah, I think that, there's definitely a fear of that too. Yeah, mm-hmm yeah. So I think there's, there's some that you could explore about what that looks like and also what that independence looks like too. But again, this is the beauty John, in case you always talk about this is motivational interviewing.

There's so many different, great ways to reflect and so many different, great directions you can go into. So it just kind of depends on where your brain goes in that moment. Um, but this is kind of where my brain went is. Gosh. Yeah. Anyways, but mainly stick with trying to see what's out of her eyes. Yes.

Yes. Get out of my own eyes and what my, what I wish for her. Yes. John likes to say, get outta your own head. Yeah. yeah. Yeah. And, and there is a place to be aware of where are like still, you use your professional perspective, where are we at in this conversation? Do I, do I [00:29:00] strategically reflect that? So you're not sure what that would look like.

And you're wondering how you would even go about that. If that was possible. Is is kind of different than me, uh, focusing in that might be more planning ish, confidence, ish, whereas importance might be like, so you're trying to figure out which things matter most to you or how you would balance these things, or I guess how you would balance would be more planned.

But the idea is if I'm focused in on importance and motivation and getting clear on that, that's gonna be a different focus than getting. On the nitty gritty of the plan, right? Yeah. And so just those, the difference between those is something to keep in mind when you are in the professional seat. But if being in that professional perspective is taking you out of their perspective, then you, you, it means you're caring for them, which is how it sounds like you're commentating empathy.

Empathy is expressing things from their [00:30:00] perspective or feeling things from their perspective and then expressing it from their perspective. It's not just

caring. Right? And so it's that, that's the key distinction to start recognizing that you can care. And how do you shape that compassion to come outta you?

In this case, it's gonna be those strategic reflections from their perspective, which can also mean you say stuff that you are aware. That they're not aware of. Like, so you know, that you could be successful in having a place on your own, and you thought about that, you know? And so they didn't necessarily say that, but you believe that to be true from their perspective, then you could say that, but if you're saying it to like, Get them to see that they should see that that's that distinct difference that yeah, you, you got it.

I see something lit up for you there, but yeah. Yeah.

a lot of change up here [00:31:00] too. Yeah, I'm really excited about motivational interviewing, but it is really, I know it's easy but hard for me. I that's all, I, you know, I can put it I'm gonna say it's hard. I can see technically it's not so hard, but emotionally it's, it's really hard to keep. Getting out of myself.

Mm-hmm yes. Yeah. And it's, it's funny too, because again, as humans, that's our human nature to communicate from our perspective to communicate what we see, what we think. Yeah. But it's a completely different shift where we're now trying to communicate from their perspective, what they see, what they think and what they think their options are.

That's, you're rewiring your brain, which is really hard. Sometimes. Yeah. At 62, it's very hard. Really? Yeah. Yeah. Yeah. When you have so many years of they say this, or they do this and I do that. Yeah. It become just. [00:32:00] Uh, uh, uh, when you are in the rain and you have those divots in the, uh, road and you circle hydro plane, you know, it's like, just like shifting over with your tires.

You're always gonna go back there and it's hard to just stay on the bumps of, okay. I gotta not perpetuate the hydroplaning here and get off on the bumps and it takes some mindfulness. It takes an effort like you're getting at. And that is different than what we're used to doing, which is I have the same writing reflex as you, let me be egocentric and say, I, I, I, me, uh, all those sorts of things of that type of language versus going.

So, you know, Tracy, what you're really finding here is there is this emotional investment. And at the same time, it sounds like you're interested. Continuing to try this out, continuing to experiment with it. You know, I'm putting it in a way

that's still natural and authentic. Um, but about you and your perspective, the [00:33:00] way you are seeing it, what you are wanting.

And so that's that key shift that definitely is, is maybe easier said than done. But one thing I know we've talked about for years in, in the training, that might be helpful. And then, um, I would, uh, enjoy hearings any. Kind of takeaways or things that you want Tracy or drew you had from this is the simplicity of kind of like thinking of it, like just a two dance step thing.

How do they feel? What do they want, how do they feel what's important to them? How do they feel? What do they getting at? That's important that they're not safe. Right? And as we talk about it in trainings, one side of a coin is heads. As long as it's not a trick, a coin, the other side is tail. So if a coin is laying on the ground and they're giving you one side of that coin, as Casey would talk about with, with this being his, um, analogy or metaphor that then if they're telling you this is the yuck muck stuck, they don't like.

With being kind of staying here and [00:34:00] how difficult it is, it's easier to reflect and you want to get out of this situation. You want, you know, for Drew's situation, you care about your freedom. That's why you would even talk to someone like me. There is a rush, you get outta some of these things, but you're also getting at that.

On the other hand, you want to just. Be your own person and not have to talk to people like me and, and have people off of your back, you know? And so there is this difference. I think you brought up a great example of it's a little harder to get crystal clear. what is the, the sides of the coin, but you going in there to discover, okay, I'm gonna discover this with the person and look at it from their perspective with using strategic reflect.

To look at it from their perspective more deeply, rather than to technique them more. Uh, technically that, that, that key difference would be, uh, hugely different for the type of outcome and the likelihood the follow through that they'll have with it. [00:35:00] My biggest takeaway is empathy was more than I, I believed til till today, you know, that empathy, isn't just that I feel, but that I'm seeing, you know, That basically, you know, that I'm yeah.

Truly getting in them, you know, like feeling, you know, getting not like, yeah, I can see how you feel that. And it hurts. That was still about me. It hurts my heart to see her struggle. That's where I've done. It just hurts my heart. You know, I left so much better for, so rather than it hurts my heart because I'm seeing through your eyes.

Yeah. Mm-hmm so, yeah, Tracy, that's huge. That's in the intro. We go over the difference. Um, compassion, sympathy and empathy, and there's gonna be some Venn diagram overlap. And when you get into empathy, there's, uh, empathic concern, which is that caring heart. There is a sense of feeling what they're feeling and rec and, and having that move through you and [00:36:00] trying to embrace that.

And then there's, that's called emotional empathy and then there's cognitive empathy, which is what we're talking about to now convey. What that must be like with that sense of care, you can sense from that, by going into their reality. and that sense of feeling what you're feeling from their reality and give voice to that.

And those are the components that make up empathy. And so it's really just channeling that compassion. You have more towards empathy then channeling it more towards me. I, how I feel about your situation. Which is so normal and natural, and we all do it. I'm sure. Consciously or unconsciously. I slipped into that into our conversation today.

It's just so normal and natural, right. To not beat yourself up for it. So that's a huge takeaway. Okay. Drew, what about you? What are some of your key takeaways for today?

If you're still there? I forgot. Sorry. I forgot to unmute. You're good. Um, yeah, just, uh, just reinforce. [00:37:00] Um, what, what you basically just said down, just reinforcing that it's not, um, To, to reiterate everything that, that they've said that they want to do that, um, to focus on the, the reason that I'm meeting with you is to look at your goals and what you wanna achieve and putting it in a, in a way that's, uh, almost like a question.

Well, you did, you did say that you were interested in this, is that not your goal anymore? And. Yeah, I, I am interested in graduating from high school. Oh, okay. So that means something to you. You want that diploma? Yes. Okay. So how is skipping school getting you to, to achieve that goal? Mm-hmm and, and, and put it and, and trying to get them to, to put it back on themselves and realize that it's not, I don't wanna sound like, like, um, you know, I wanna.

Empathetic, not apathetic, but I don't, I don't, you know, realize that if that I don't want them to think that, oh, it doesn't, he doesn't care if [00:38:00] I graduate or not, but just making sure that I emphasize that it's not this isn't my life or my goals. This is yours, and I'm trying to help you achieve yours. So

how, if, if skipping school is how you can graduate, then explain to me how that happened.

Mm-hmm mm-hmm so, and, and that's just an example. That's what, when, um, I was trying to relay, relate to what Tracy was saying with, with her situation was something that I could deal with. And mm-hmm um, that's what came up. No, that makes total sense. Yeah. Drew and that's a really interesting concept that no one has brought up in any trainings before.

Um, over the years of. The, um, connection between being so empathetic might come across as apathetic. That's a very intriguing and deep, um, conversation. I think we could maybe flag that to maybe for like a podcast there. Um, that's a, a really, really interesting one. Um, But yes, Tammy's saying, and sometimes you wonder [00:39:00] about skipping.

Yeah. I drew what you said, just kind of resonated with me. And I was like, okay. So this is where I kind of go reflection wise. You know, we wanna highlight the skipping school might not be in alignment with his goals, but we need to do it in a way, like you said, that helps him have a little more ambivalence about it.

So that was just. Statement. I like to practice too. Yeah, no, that's great. It's very helpful. And what Tammy's doing here that I want to point out drew is you can see here how it's a statement rather than another question. Yes. And so it's not to say that questions are bad when people go through the intro, for whatever reason, sometimes they'll just have this connotation, like questions are bad or you can't ask questions.

Like, no, it's just our default, like Tracy was getting at would be these statements. When you're in that moment, drew a question communicates. I don't quite understand you. I don't quite get it. Whereas a statement steps in their shoes and goes, and sometimes you wonder about how skipping school will help you get to your goal of [00:40:00] graduation.

There's just a higher likelihood there that when you step shoulder to shoulder with that level of a strategic reflection of something unsaid behind this Bush over here in the painting, that's unsaid, but you give voice to. Now there's a higher likelihood. They don't need to feel as what's this person's, uh, agenda of why they're asking it.

What's this person wanting to get me to see which even though your, your, uh, intentions seem very pure there drew by jumping to the, how does this fit with

that? Especially earlier on in a conversation, um, or without a lot of, uh, tons of empathy there, it can be threatening. It can be not safe. . And so when you say something like what Tammy's getting at here, and there's something about you, that's thinking, how does this fit with this?

Or there's part of you on the one hand this on the other hand, that there's so many ways to frame it, but when you do it, like Tammy did, there's just a much higher [00:41:00] likelihood for them to internally process it and be real with you out loud and talk about the real stuff. So you can dive in and guide towards the real motivations and the real things that they care.

They would hear themselves speak about it as you reflect it, they would be more likely to be invested in whatever their true motivations and priorities are. So drew that's a that's um, one way to reframe, uh, what Tammy was putting there. Do, were you seeing that in the, uh, chat? Uh, yeah. And in fact, when I saw, when I saw her comment, I was, I, I.

Go back to some other trainings that I had and thought, oh, yes, that's right. I can just reflect in statement form, um, from their perspective. And then, yeah, and I, I that's, the other thing is that I, I don't. You go to these trainings and it's sort of like, oh yeah, that's right. I can do this. And then I do it for a couple weeks.

I don't see kids. I don't have that many kids on my caseload. So about a month later, I'm glad I can go to [00:42:00] these cuz it's sort of like, oh yeah. That's uh, that's right. I, I can redo that. In fact, I'm gonna go see that kid today. So I'm gonna use that, that statement probably if he brings it up. Perfect.

Perfect. Excellent drew and yeah. Taylor, thanks for, for throwing in. And yes, the, the practice is something we could do in future mini webcasts too. Um, but yeah, drew, well, I was just seeing from Tracy in the chat, she, uh, had to go for another meeting, but she's gonna look up more on empathy on our website.

Uh, hopefully we consider this recording because I was gonna let her know too. We have a podcast on empathy with, uh, uh, Jonathan Dr. Jonathan singer, uh, from the social work podcast, I was just remembering his name, looking him up. Um, he was a wonderful guest and we go deeper into empathy with that, if that's helpful drew and, uh, maybe Tracy would find that helpful as well.

Cuz that's a, a very helpful one for empathy, but for now, uh, we're, we're definitely, um, at [00:43:00] and past our time, but hopefully it was, it was value added for you drew and uh, and for Tracy. And, um, yeah. Is there anything else



Tammy, that you wanted to add before we wrap up or drew? Just don't forget drew and then I'll mention Tracy too, but we've got the webcast with Casey on Friday.

So it's a full hour from 1230 to 1:30 PM to Pacific time. Okay. Yeah. Yeah. Thank you. Thank you. I I'm trying to navigate my way through the MI plus that we, we signed up for. So it. Still trying to figure it out, but I got, I got, I got on, I missed last month. I can't remember. I couldn't, I couldn't quite figure the directions.

And then by the time I looked at the clock, it was already like 20 after. Oh, well, so I, I took a little bit extra time this month. I figure okay. Figured it out now, but, um, yeah, I'm navigating my way through the MI plus, and I, I see that there's podcasts and, and, um, webinars and all kinds of stuff to look at.

I'll be, I'll be checking in on, on that on Friday. Perfect. [00:44:00] Thanks so much drew. We'll see you there. All right, thank you. Have a good one. Bye bye.