

**WELL-BEING@WORK**



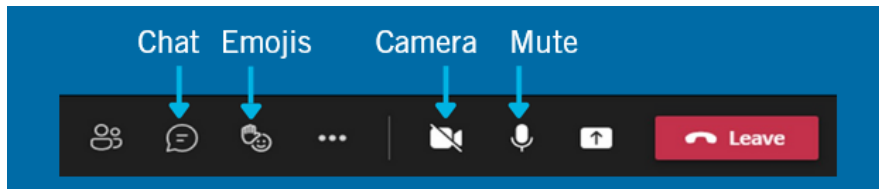
# Motivating Change in Others

Presented by Eric Antens

Carrie Beshears, Well-Being Manager  
Lisa Ocampo, Well-Being Coordinator

# Tech Check

- This session is being recorded
- Please keep yourself on mute
- Send your questions through Chat
- We will have open dialogue at the end of the training
- MS Teams controls



# Agenda

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- W@W Updates
- Motivating Change in Others
- Next Steps

1. Promote the Healthy Holidays Campaign & activities
2. Activity requests for KP and Fruit Guys is closed for Nov-Dec – Last day is 11/15
3. Submit Spotlights – Q1 announcements coming soon



# Eric Antens, LCPC

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As ComPsych's Senior Training Consultant, Eric brings over 30 years of behavioral health and group facilitation experience to the training department. He is an impactful trainer who is described by clients as engaging, passionate, knowledgeable and funny. Eric is a sought-after subject matter expert in areas including stress, conflict, trauma, communication, workplace violence, addiction and wellness.

Eric joined the ComPsych Training Department 14 years ago, and in that time, he has authored dozens of training programs and facilitated hundreds. He has provided expert consultation for diverse clients such as police cybercrimes units, hospital emergency department staff, human resource employee relations teams and fire departments, among others. Before ComPsych, Eric worked for over 20 years as a behavioral health clinician in a variety of settings, including hospitals, substance abuse facilities, child protective services, and his own private counseling practice specializing in trauma survivors and their families.

Eric obtained a Bachelor of Science in Psychology and Bachelor of Arts in Asian Studies at the University of Illinois. He earned a Masters in Clinical Psychology from the Illinois Institute of Professional Psychology and is a Licensed Clinical Professional Counselor.



# Motivating Change in Others

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# Agenda

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- How People Engage and Change
- Partnering for Change: Two Part Formula
- Listening and Reflecting
- Reflection Breakout Activity
- Asking the Right Questions to Engage Motivation
- Questioning Breakout Activity
- Summary

# Conflicting Parts and Change

- Change is difficult
- People have mixed feelings and objections
- Change occurs when we acknowledge and value mixed feelings and objections





# Helping People Change

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- People are more likely to be persuaded by what they hear themselves say
- When Key Players attempt to persuade it can bring out the person's opposite arguments (Power Struggle)
- Develop a collaborative conversation style for strengthening a person's own motivation and commitment to change through a two-part formula

# Two Part Formula

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1. Acknowledging, validating someone's present concerns through **listening** and **reflecting**
2. Motivating change by **asking questions** that empower



# Part One: Starting the Conversation

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- Begin with an observation: *“I’ve noticed...”*
- Follow up with a question: *“What is happening?”*
- Problematic beginnings:
  - “How are you doing?”* (greeting)
  - “How can I help?”* (person doesn’t know and/or doesn’t want to be burden)

# Listening: An Attempt to Understand (not persuade)

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- Ask yourself, *“How can I **understand** what this person is experiencing?”*
- Roadblocks to Listening:
  - Giving advice, making suggestions, or providing solutions
  - Persuading with logic, arguing or lecturing
  - Warning, cautioning, or threatening
  - Analyzing or interpreting
  - Reassuring, sympathizing, or consoling

# Listening: Reflecting Back What You Understand

- Reflective listening is making a guess about what the person means or feels
- It usually involves a **statement** using the pronoun “**you**”
- Contrast questions with statements:
  - “*You don’t think this is a problem?*”
  - “*You don’t think this is a problem.*”
- Reflective statements are more effective if you leave out words like “sounds like” and “seems like” or statements such as “What *I hear* you saying...”

## Breakout Activity: Reflective Listening

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### **Activity Instructions:**

Take turns reading the statements out loud and each person to provide a reflective response

# Reflective Listening Exercise

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- *“I can’t take this anymore! I try to be friendly, but I’m just met with a blank stare. This has been going on for months!”*
- *“I’d like to go back to school but I think I’m too old”*
- *“Every year I make a resolution to eat healthier but it doesn’t seem to go anywhere.”*

## Part Two – Motivating Questions

- When people have the opportunity to express their conflicts in a non-judgmental environment way they will often begin to problem solve
- You can assist this process by asking motivating questions:
  - **Desire** (want, wish and like) *“How would you like for things to change?” “What do you hope will happen?” “How do you want it to be different?”*
  - **Ability** (can, able or could do) *“How could you do that?” “What do you think you might be able to do?”*
  - **Reasons** (why, what) *“Why would you want to do that?” “What’s the downside of how things are now?”*
  - **Need** (need, has, importance, must) *“What needs to happen?”*



# Questions and Stages of Change

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Stage	Questions
Pre-Contemplation	- “What’s important?”
Contemplation	- “What are the pros vs. cons?” and “Why now?”
Preparation	- “What do you need?”
Action	- “What’s the plan?”
Relapse	- “What happened?”

## Breakout Activity: Motivating Questions

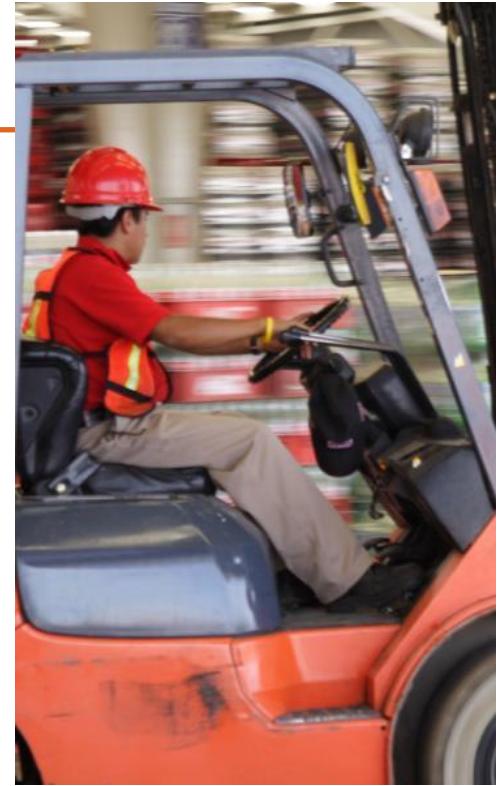
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### **Activity Instructions:**

Take turns reading the statements out loud and respond with a motivating question

# Motivating Questions Exercise

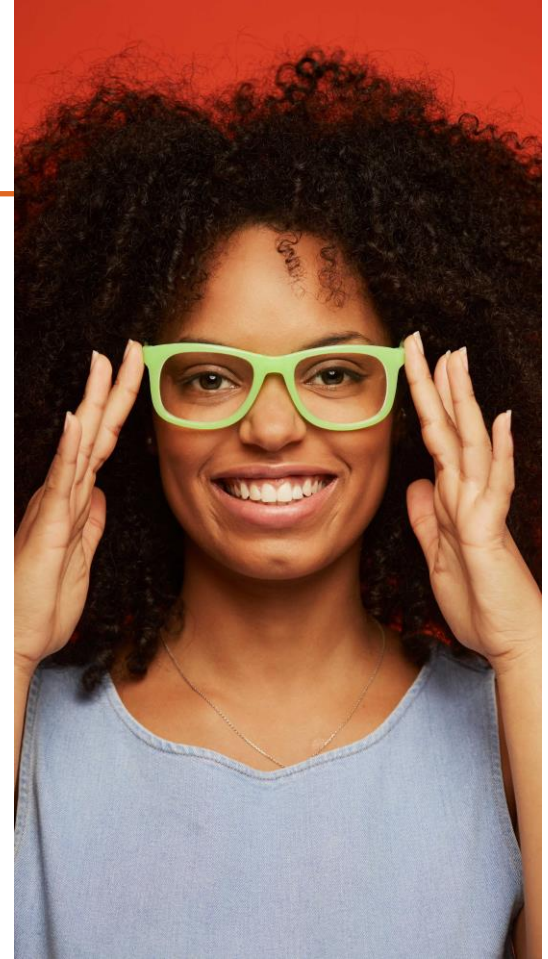
- “I feel stuck! I’ve been doing this job for the last 5 years and I’d love to try something different”
- “I feel frustrated, but I don’t know what do.”
- “I’m not at all supported. I feel very much alone with this situation.”



# Summary

To help people change:

- Begin by attempting to understand
- Reflect back the conflicts as you understand them
- Ask questions to motivate change



# Next Steps

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- Practice the “Two Part Formula”
  - 1. Listening & reflecting
  - 2. Asking motivating questions
- [Complete feedback survey](#) by – 11/18
- Promote Healthy Holidays
- Submit any last KP requests today – 11/15
- Start planning for 2023
- Next check-in meeting – Jan/Feb 2023