



Department of
Job & Family
Services

MOTIVATIONAL INTERVIEWING FOR CASE MANAGERS

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ACKNOWLEDGEMENT

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HELLO! MY NAME IS... OPHELIA STRICKLAND



ICEBREAKER



LEARNING OBJECTIVES

01

EMPOWER CUSTOMERS

Employ techniques to empower customers to self-sufficiency

02

UTILIZE OARS

Create a supportive, client-centered conversation

03

MANAGE RESISTANCE

Handle resistance with empathy

04

KEY TAKEAWAYS

Summary of this training

EMPOWER CUSTOMERS



SELF-SUFFICIENCY

Self-sufficiency shifts the focus from short-term fixes to long-term, sustainable change.



MOTIVATIONAL INTERVIEWING

- Collaborative, goal-oriented style of communication with particular attention to the language of change
- Designed to strengthen personal motivation for and commitment to a specific goal
- Elicits and explores a person's own reasons for change within an atmosphere of acceptance and compassion

MOTIVATIONAL INTERVIEWING



- MI has been applied and studied for over 30 years
- MI is being taught in over 43 different languages around the world
- There are over 200 clinical trials demonstrating the efficacy of MI
- There are over 1200 published studies on MI

MOTIVATIONAL INTERVIEWING

- MI is a **guiding** style of communication
- MI is designed to **empower** people to change
- MI is based on a **respectful** and **curious** way of being with people



MOTIVATIONAL INTERVIEWING

Motivational Interviewing can be broken down into 4 pillars:

- Engaging
- Focusing
- Eliciting / Evoking
- Planning



UTILIZE OARS



OARS

- **O**pen-ended questions
- **A**ffirmations
- **R**eflective listening
- **S**ummarizing



OPEN-ENDED QUESTIONS

- Only open-ended questions should be asked during the eliciting and evoking process.
- Example:
 - “*What is one career you’ve considered?*” instead of
 - “*Have you considered a career?*”



AFFIRMATIONS

- You are determined to get your health back.
- I appreciate your efforts despite the discomfort you're in.
- You're determined to make changes.
- Despite your difficulties, you're still willing to try.
- You are clearly a very resourceful person.
- Even though things are difficult right now, you try so hard to...
- I appreciate your openness and honesty today.
- That was a lot of work.
- You don't give up, even when it's tough going.
- You worked so hard to figure it out.
- It took a lot of courage to come in today.

REFLECT

- Ask the customer to reflect on the session.
- What did they learn?
- Do they feel valued and respected?
- Did they make improvements?



SUMMARIZE

- List the key points.
- Close the gaps.
- What happened in the session?
- What are the next steps?
- What does the customer recall from the session?

ACTIVITY: ELICITING & EVOKING

- If you decide to... How would you do it?
- What made you want to...?
- What worries you about...?
- What would be different in your life if you...?
- If you... How would you feel?
- On a scale from 0 to 10, how confident are you that...?
- How can we partner together to...?

MANAGE RESISTANCE



A blue speech bubble with a white background and a blue outline. The bubble has a tail pointing towards the bottom-left corner. Inside the bubble, the text "Have you encountered resistance with your participants?" is written in a bold, dark red font, centered horizontally and vertically.

**Have you encountered
resistance with your
participants?**

ROLL WITH RESISTANCE

**Direct
confrontation
creates barriers**

**Do not view
resistance as a
negative outcome**

Ask questions

**Involve the person
in the problem-
solving process**

**Explore the
reasons behind
the resistance**

EXAMPLE

Jessie comes into the office. You have been working with Jessie for several weeks now and things have been going well. Rapport has been established, engagement is high, and goals for progress have been created. Today, Jessie tells you that they do not think they are going to be able to complete the 3-month training course.

EXAMPLE

“I have tried to manage my work and training schedule, but I cannot do it. It is too hard with all of my current responsibilities. I think I have chosen the wrong path. I thought I could balance this, but I am not doing well. I mean, I really want to be successful, but I also don’t want to fail. Can we look at a different direction?”

ROLL WITH RESISTANCE



- Reflective listening
- Summarizing
- Listening for change talk
- Developing discrepancy

FEAR OF CHANGE

Explore Ambivalence

- Normalize fear
- Discuss without judgment
- Review pros and cons of change

Break into Manageable Steps

- Create a realistic action plan
- Identify achievable short-term goals

Normalize Fear / Emphasize Growth

- Acknowledge that fear is a normal response
- Reframe it as a sign of growth

KEY TAKEAWAYS

- ✓ Empower customers toward self-sufficiency
- ✓ Utilize OARS in Motivational Interviewing to create a supportive, client-centered conversation
- ✓ Effectively manage resistance from customers with empathy to reduce conflict and promote open communication



FEEDBACK SURVEY





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