

# Listening for Change: Motivational Interviewing Techniques for Client-Facing Staff

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# Using Motivational Interviewing to Address Vaccine Hesitancy among Resettled Refugees

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# What is Motivational Interviewing?

Technique to explore ambivalence & enhance motivation to change behavior.

## Key Skills

Open-ended questions

Affirmation

Reflection

Summarizing

# Using MI during Cultural Orientation

## Open-ended Questions

What are reasons people may or may not want to get the vaccine?

If you have received the vaccine and feel comfortable sharing, what was your experience like?

## Reflection & Affirmation

Validate concerns

Allow clients to dialogue with one another

# Client Case Study

1<sup>st</sup> encounter: indicated he was not ready

2<sup>nd</sup> encounter: shared concerns about brother

3<sup>rd</sup> encounter: shared concerns about his own health

## Benefits of MI

Meet people where they are

Listen, not lecture

Target & tailor

# Thank you!

Please make sure to visit the NRC-RIM website (<https://nrcrim.org/>) for the most updated information, guidance and resources for Covid-19 community support for Refugees, Immigrants and Migrants