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

1st encounter: indicated he was not ready
2nd encounter: shared concerns about brother
3rd 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.