



DEPARTMENT OF
CAREER SERVICES

Workforce Issuance

100 DCS 14.312

☐ Policy

☒ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
Title I Administrators
MassHire Career Center Directors
Title I Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: January 16, 2020

Subject: **Motivational Interviewing Training**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners of the upcoming Motivational Interviewing training session.

Background: The Executive Office of Elder Affairs is sponsoring a two-day Motivational Interviewing (MI) training for workforce development staff working directly with job seekers, consumers, and clients who require assistance in making life choices.

Motivational Interviewing integrates an empathic style of interviewing with behavioral strategies for helping clients make life decisions. Participants will learn key principles, techniques and tools of motivational interviewing. Staff from Career Centers and partner agencies who work directly with job seekers, consumers and/or clients should attend this training. This includes employment counselors, career associates, case managers, and supervisors. Optional attendees include Operations Managers, Career Center Directors, and appropriate Workforce Board staff.

This two-day training designed for professionals is an introduction to MI. Participants will learn specific skills and strategies that they can begin to use to have more effective and satisfying conversations with clients about making changes. The training includes information about the background of MI as well as the specific MI skills. The training includes time to practice new skills, so participants understand the skills and feel confident to use them in their work with clients. Topics include:

- The Spirit of MI
- OARS Skills (*communication technique*)
- Recognizing and Responding to Change Talk and Sustain Talk

The session will be held:

Wednesday and Thursday, February 19th and 20th, 2020

9:00 a.m. – 4:00 p.m. (*each day*)

MA Division of Fisheries & Wildlife, 1 Rabbit Hill Rd, Westborough, MA 01581

Registration for this training is for February 19th **and** 20th from 9am to 4pm on each day. Participants must commit to attending both days at the time of registration.

Action

Requested: Please share this issuance with all appropriate staff and ensure that they register for this training. Staff must register for this training in advance through Eventbrite (link provided below):

<https://www.eventbrite.com/e/motivational-interviewing-training-tickets-90154086299>

Attendees are encouraged to arrive on time the training will begin promptly.

In case of inclement weather or to check if there have been any cancellations, please call the MassHire Department of Career Services Training and Meeting Message Line at 617-626-5250.

Inquiries: Questions regarding this training should be directed to Olga Yulikova, ELD Olga.Yulikova@MassMail.State.MA.US, 617-222-7459.

Effective: Immediately