



Workforce Issuance

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☐ Policy ☒ Information

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

cc: WIOA State Partners

From: Diane Hurley, Acting Director
MassHire Department of Career Services

Date: November 22, 2022

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 and job readiness. 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

This training will be interactive, with time to observe, practice, and debrief concepts through varied learning activities, including breakout rooms and the use of a participant workbook. Because of the focus on skill application, we ask that all participants actively participate in both sessions from an individual computer with audio and video capability.

The sessions will be held virtually:

Wednesday, December 7, 2022 - 2pm to 4pm

Wednesday, December 14, 2022 - 2pm to 4pm

Action

Required: 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).

Please note: the training space is limited, so please share the registration page with your networks asap:

<https://www.eventbrite.com/e/2-day-motivational-interviewing-technique-training-tickets-470459776857>

Attendees are encouraged to join on time. The training will begin promptly.

Effective: Immediately

Inquiries: Questions regarding this training should be directed to Olga Yulikova, ELD
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