

This video discusses motivational interviewing (MI), a conversational approach designed to enhance motivation for change, which originated in the context of alcohol abuse and has expanded to various areas including healthcare and employment support. A study was conducted to assess the use of MI in a government agency focused on helping unemployed individuals secure employment while providing financial support.

The approach consists of two key components: a relational aspect that emphasizes empathy and partnership, and a technical aspect that focuses on eliciting "change talk," or language that expresses motivation for change, while reducing "sustained talk," which expresses resistance to change. Effective MI practice requires recognizing and fostering change talk during conversations with clients.

The study involved five staff from a government agency who received training in MI, followed by ongoing coaching. Conversations were recorded to analyze the staff's communication styles and shifts in client language before and after MI training. Before training, staff demonstrated low relational and technical skills, focusing more on sustained talk. After training, their relational and technical skills improved significantly, leading to a notable increase in client change talk.

The results indicated that MI led to more motivational conversations, potentially increasing clients' motivation to seek employment. Suggestions for future research include linking MI practices to actual employment outcomes, exploring the effectiveness of MI training in broader organizational settings, and assessing the applicability of MI in other government services such as housing support.

Overall, the study shows the promise of MI as a beneficial tool in supporting unemployed individuals and suggests that training in MI could enhance outcomes in employment services.