

“I Hear you.”  
An invitation to move  
towards “You Heard me.”

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## Carl R. Rogers, Psychologist

It is astonishing how elements that seem insoluble become soluble when someone listens, how confusions that seem irremediable turn into relatively clear flowing streams when one is heard. I have deeply appreciated the times that I have experienced this sensitive, empathic, concentrated listening. -Carl R Rogers

# Learning Objectives

- Definition and history of Motivational Interviewing (MI)
- The spirit of MI and the basic skills of MI
- A deeper dive into complex reflections
- Practice complex reflections



# Motivational Interviewing

Motivational Interviewing is a particular way of talking with people about change and growth to strengthen their own motivation and commitment.

Stephen Rollnick and William R. Miller

MI began in the 1980s in a substance abuse program when Dr. Miller saw the confrontation style of therapy was not successful.

# Motivational Interviewing

- The efficacy of MI has been documented in hundreds of controlled clinical trials, and extensive process research sheds light on why and how it works.
- Currently more than 2,000 controlled clinical trials



# Spirit of MI

- Partnership
- Acceptance
- Compassion
- Empowerment



# Skills and Focus of MI

- Open ended questions
- Affirmations
- Reflections
- Summaries
- Ambivalence
- Change talk
- Sustain talk

## Group discussion about Listening Quotes

- Please review the quotes that are at your table.
- At your table, share which quotes spoke to you and why
- Share with group your thoughts on the quotes.



# A Deeper Dive into Reflections

- The inner and outer components of accurate empathy
- Developing empathy- the ability to understand and *feel with* what others are experiencing
- Constructing accurate empathic responses

# Accurate Empathy

- An active interest in, and effort to understand the others internal perspective, to see the world through their eyes and the conviction that it is worthwhile to do so.

# Benefits of complex reflections

- Affirms the dignity and worth of the person in front of you
- The beginning of a collaborative relationship
- Empowers a person to figure out their next step.
- A person may be more open to hearing you, once you have been heard.

# Benefits of Complex Reflections

- Can bring down the temperature of the room.
- Sometimes all that is needed as it can bring forth an answer that is already in the person.
- Can calm the fight or flight response (commonly seen as defensiveness)
- Makes the world a better place

# Developing Empathy

- Genuine desire to understand the person's perspective
- Curiosity about what the person is thinking and feeling
- Understanding and accepting that you don't already know what you are going to discover
- Active interest about what the person is experiencing from their own point of view
- Helps to have an uncluttered focused mind.

# Roadblocks to Listening/Empathy

- To be supportive
- To get to your turn to speak
- To convince
- To help
- To educate
- To set right
- Develops a working alliance

# Accurate empathic complex reflections

- More than restating what the speaker said.
- Makes a guess about what the speaker means
- Infers *meaning* in what was said
- Reflected back in new words
- Adds to and extends what was actually said.

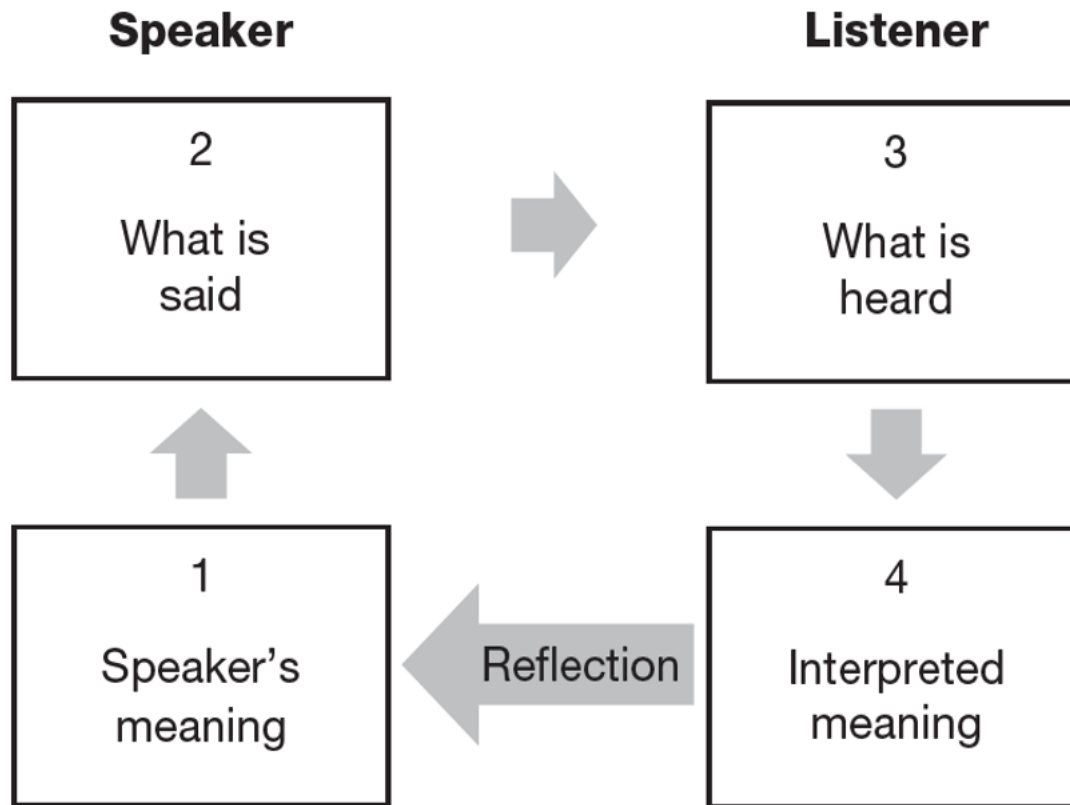
## Accurate empathic complex reflections

- *continues the paragraph* that the speaker has been developing
- Saying the *next* sentence rather than repeating the last one.
- A complex reflection may also reflect perceived feeling behind what the speaker said, suggest a simile or metaphor.





# Gordon's Illustration



## Forming Reflections using You...

- Step 1- I heard you say...
- Step 2- Eliminate “I heard.” and “say”
- Insert your guess on emotion or thought
- You are surprised!
- You are disappointed.
- You wonder what is next.
- You (enter your guess here.)



# Forming Complex Empathic Reflection Exercise

1. Set your intention.
2. Use empathy as defined to understand the message.
3. Share you understanding of the message.
4. Repeat as necessary

# Debriefing

- How was the experience?
- What are your take aways from this presentation?

Thank you!

