

# Engaging the Whole Person

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# Engagement

Spirit and Mindset

# THE “WAY OF BEING”

**Partnership/  
Collaboration**

**Acceptance:**  
Unconditional  
Positive Regard

**Empathy/  
Compassion:**  
“Being with  
their pain then  
caring to help”

**Evocation:**  
Drawing out  
rather than  
“putting in”

# Resetting Perspective

Positivity can shape interactions with colleagues and clients

Studies show that intentional positivity is correlated with positive mental and physical health outcomes

But...

Approach cautiously

Positivity does not alter someone else's circumstances, only influences the narrative



# If Positivity Backfires...

Persons are at the place they're at  
Overt or unwelcome positivity can  
be a detriment

Modeled positivity

Shift from offering perspective to  
recognizing strengths



# Strengths Definitions

1. the quality or state of being physically strong
2. the ability to resist being moved or broken by a force
3. *the quality that allows someone to deal with problems in a determined and effective way*
4. a quality or feature that makes someone or something effective or useful
5. the power or influence of a group, organization, etc.

**Strengths  
Development**

**Descriptive**

**Contextual**

**Functional**

# The Connections

Artistic



Potter in a guild



Sells pottery, is a  
Potter

Descriptive



Contextual



Functional



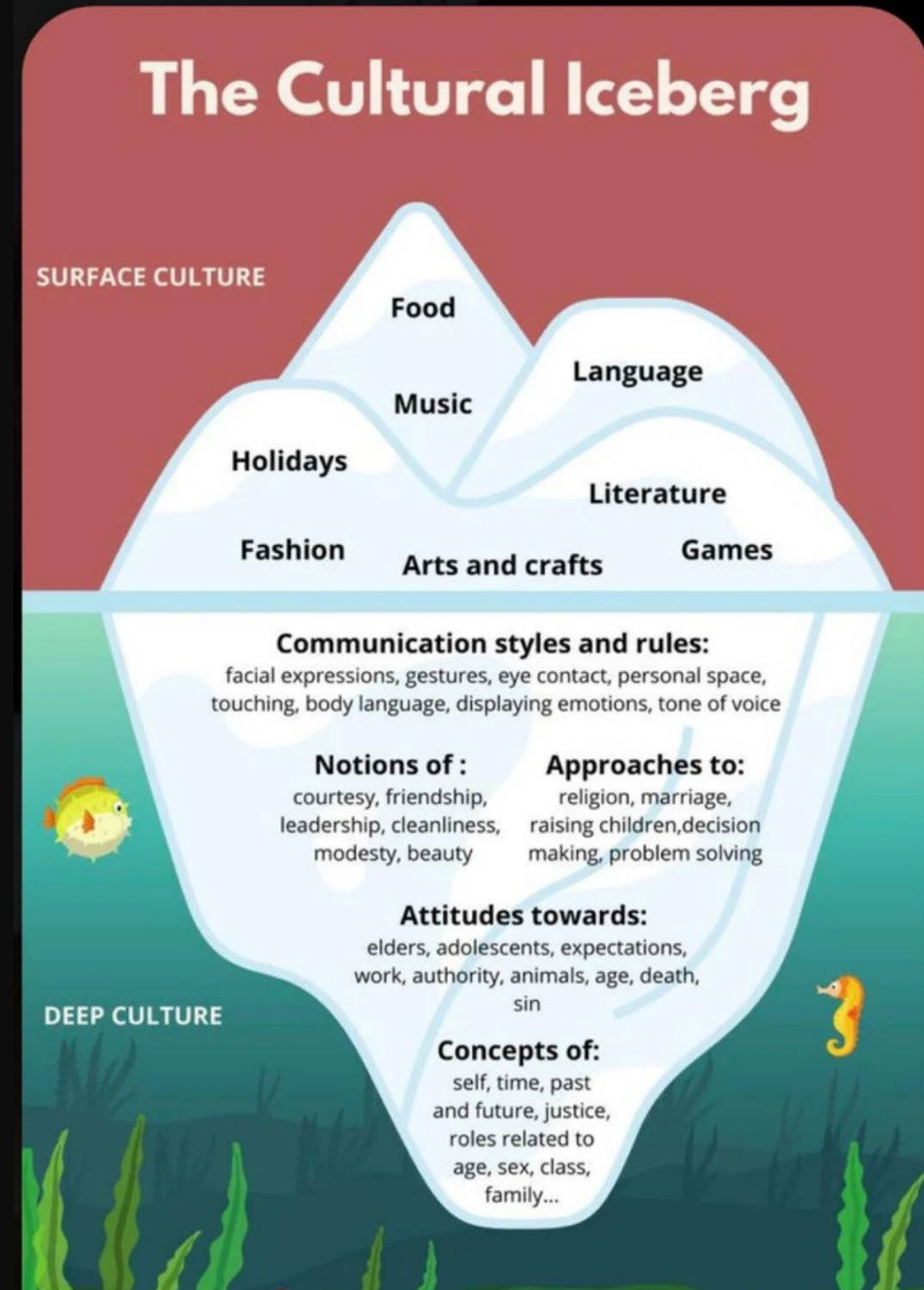
# Managing Bias

Culture and Communication

# Extrinsic/Intrinsic

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- Culture is functional
  - We can observe certain things
  - We cannot assume what something means within that cultural context
  - Getting below the waterline is about relationships
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# COMPANY CULTURE ICEBERG

## Inclusion

- Building a practice culture means awareness of the intrinsic aspects of an organizational culture
- What are some ways to understand intrinsic culture in your organization?





# Cultural Transformation

The iceberg model of culture is about understanding others

Cultural change does not happen by changing others, it happens by starting with self assessment

Why is it difficult to change practice, even when logically the choice is a clear improvement or desire?

# Some other ideas

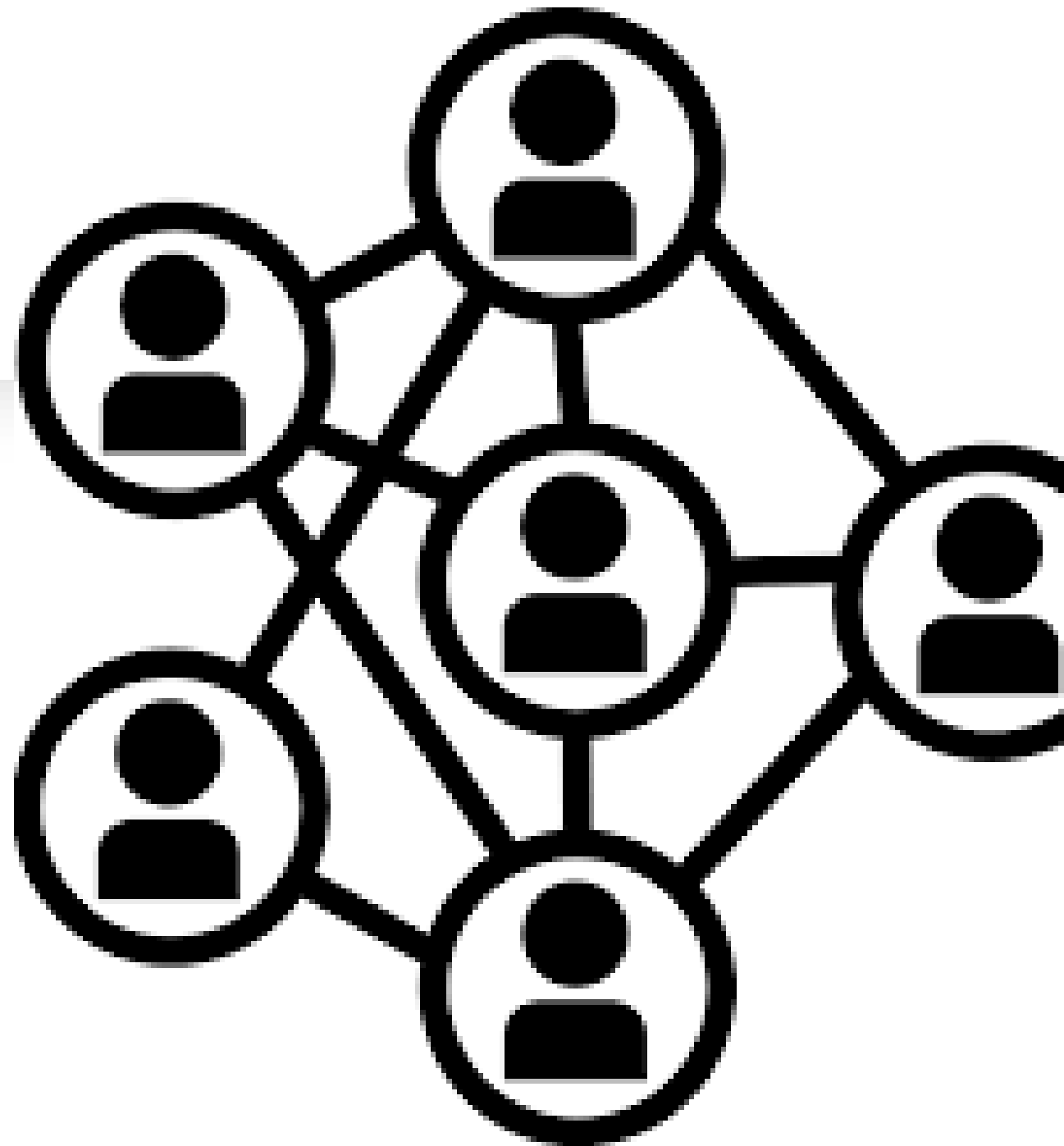
Culture is functional

We “swim” our whole lives in contexts which shape our beliefs, behaviors, and worldview

Cultural Materialism posits that most practices and beliefs are rooted in improving access to resources and reproduction

Shifting belief > shifts relationships > shifts access and may contain intrinsic barriers

So how do we approach change?



# Let's talk about memes

What are they? How do we all know and maybe don't know?

The roots of bias?

# Meme Definitions

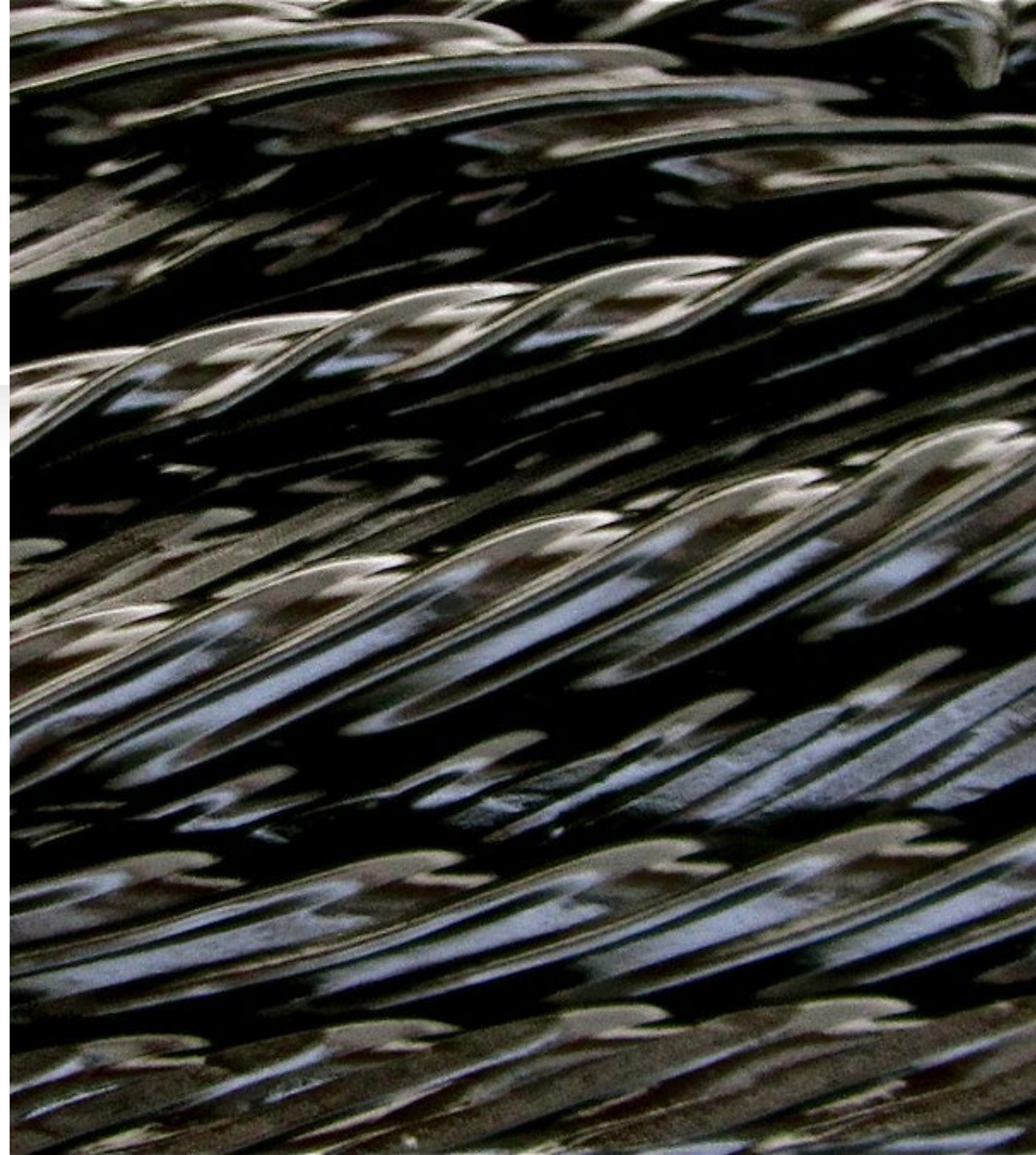


an image, video, piece of text, etc., typically humorous in nature, that is copied and spread rapidly by internet users, often with slight variations.

an element of a culture or system of behavior passed from one individual to another by imitation or other nongenetic means

Thoughts?

- Feelings?
- Nostalgia?
- Hunger?
- Revulsion?





# Communication Techniques

Recovery oriented talk



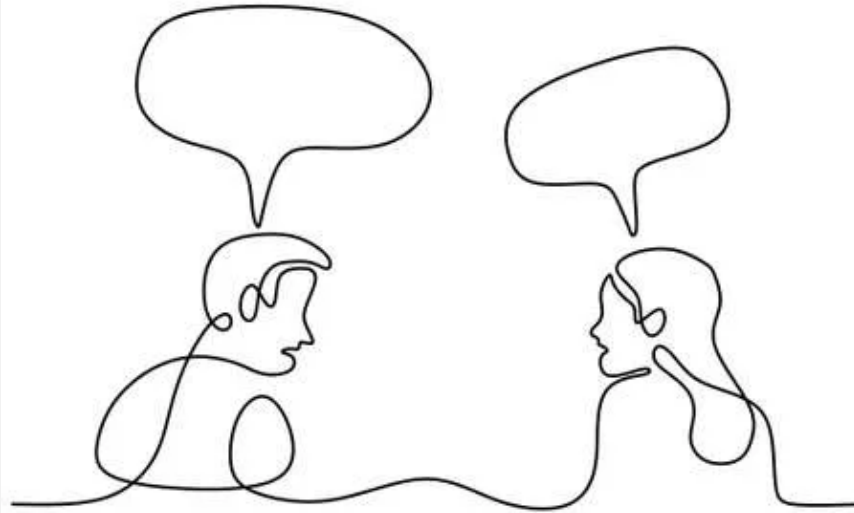
# STAYING IN CONTACT WITH CHANGE THE MI CONVERSATIONAL STYLE





## SCALING

Used to get an idea of where someone is relative to Readiness, Planning and Motivation



Questions framed  
to elicit  
information from  
the respondent

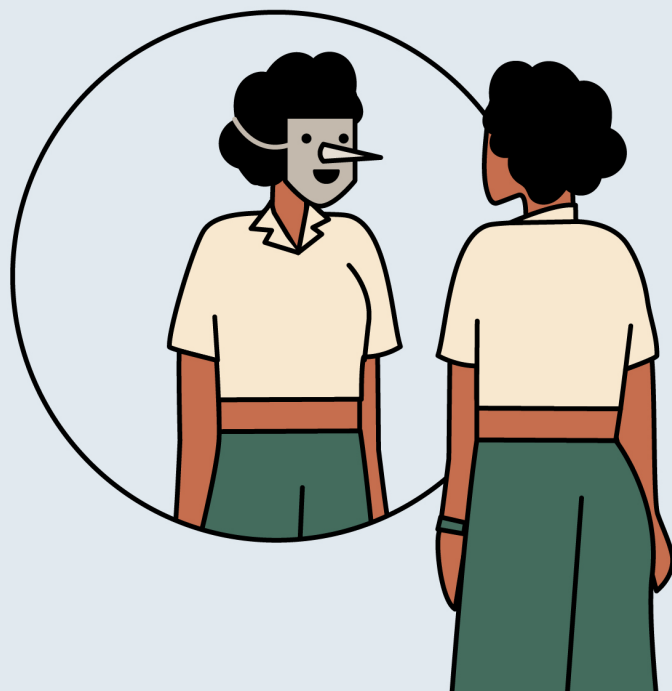
## OPEN-ENDED QUESTIONS



# OPEN OR CLOSED?

- How old are you?
- What time is the training done?
- What interests you about Motivational Interviewing?
- What compels you to help others?





Giving statements  
back to the  
respondent.  
  
Simple or  
Complex

## REFLECTIONS





# Are other emotions or information hidden under the surface?

Well, of course! Reflections provide:

- Help with articulation
- Supplemental Information
- Additional perspective
- Opportunity for understanding
- Hypothesis testing – Context, Intuition, Cues







WOLFIGORN



Recognition of  
skills, attributes,  
accomplishments.  
  
Not praise!

AFFIRMATIONS



Beyonce

Oscar the  
Grouch

Justin  
Beiber

Josh  
Allen

Tom  
Brady

Big Bird

Aston  
Kutcher

Mr.  
Rogers

Kurt  
Cobain

# Parting thoughts



Questions?



# Thank you!

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