



Office of
Mental Health



Center for Practice Innovations^{SI}
at Columbia Psychiatry
New York State Psychiatric Institute
Building best practices with you.



I CONECT
Institute for Care Management,
Outreach, Networking, Engagement,
Connecting, and Training

THE IMPACT OF CULTURE ON MOTIVATION

Guiding Personally Meaningful Goals and Change Readiness



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OBJECTIVES

- Define how cultural humility impacts participant engagement
- Describe 2 tools that could be applied in working with individuals in a culturally impactful way
- Apply cultural humility in motivational interviewing techniques in the workplace



ICE BREAKER

R a i s e y o u r h a n d i f . . .



What are some of the
challenges of working with
program participants with
diverse backgrounds?



Why culture matters?



DEFINING CULTURAL HUMILITY

Cultural humility is defined as a lifelong process where the individual examines their own beliefs, cultural identities, biases and values as well as the beliefs and cultures of others to create an environment of respect and mutual understanding between each other regardless of our differences.

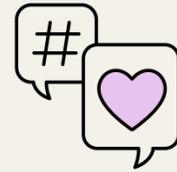




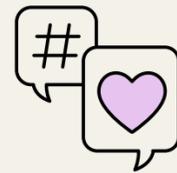
ASSESSING AGENCY CULTURE



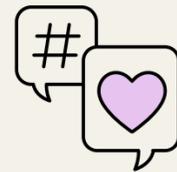
Best Practices for Culturally Responsive Engagement



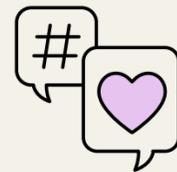
Practice curiosity over certainty—“Help me understand...”



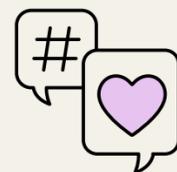
Always ask the question, even if you *think* that you know the answer



Asking permission promotes respect and choice



Asking questions empowers the person and explores how identity, history, and community shape goals



Asking questions makes you more knowledgeable and helps co-create goals that reflect shared understanding



How does using a
culturally humble
approach impact/support
how you motivate
participants in reaching
their goals?



INTEGRATING CULTURAL HUMILITY IN MOTIVATIONAL INTERVIEWING



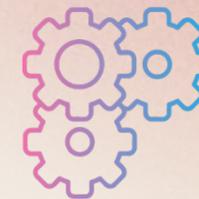
Evocation: Draw out what already matters to them.



Acceptance: Honor where the participant is culturally & emotionally.



Compassion: Lived experience informs behavior.



Partnership: Collaborate, don't direct.



THE SKILLS

O F O A R S :

B u i l d i n g C o n n e c t i o n
t h r o u g h C o n v e r s a t i o n



O: Open ended questions

- Invite reflection & storytelling rather than “yes/no” answers.
- Encourage exploration of beliefs, values, & motivations.



A: Affirmations

- Recognize strengths, efforts, & values.
- Build confidence and highlight progress.



R: Reflective Listening

- Demonstrate empathy by mirroring meaning & emotion.
- Helps clarify understanding and deepen trust.



S: Summaries

- Tie together key points of the discussion.
- Reinforce insight and next steps.



CULTURAL FORMULATION INTERVIEW TOOL



QUESTIONS TO BUILD RAPPORT & UNDERSTAND PARTICIPANTS' BACKGROUND

- *How are you doing today?*
- *Did you find the office okay? Do you live in this neighborhood? Where did you grow up?*
- *What brings you here?*
- *What's your experience receiving behavioral health services?*
- *What was it you didn't like about your prior experience?*
- *What might have made your prior behavioral health experience better?*
- *Tell me about yourself.*
- *What do you consider your greatest strengths?*
- *What are the primary areas you would like to focus on?*
- *How do you hope to see yourself in the future?*



TAKEAWAYS



- **Empathy:** Recognize unseen cultural influences on motivation.
- **Grace and Humility :** Accept that growth & readiness look different for everyone.
- **Action Step:** Reflect on your own assumptions about motivation and change.



What's one action you'll take
to bring more empathy and
cultural humility into your
work?



THANK YOU

Feel free to send in any questions to
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