

Coaching Session- Beginning Use of MI Practice

CASAT: CASAT Podcast Network Lions and Tigers and Bears MI is brought to you through a collaboration between The Mountain Plains ATTC and NFARtec In episode 35, Paul and Amy welcome a guest for a sample coaching session on the beginning use of MI practice. For episode resources, links to episodes, contact us and other information please visit the Lions and Tigers and Bears MI website mtplainsattc.org/podcast.

Paul Warren: Lions and Tigers and Bears MI An interactive podcast focused on the evidence based practice of motivational interviewing. A method of communication that guides toward behavior change while honoring autonomy.

Amy Shanahan: I'm Amy Shanahan.

Paul Warren: And I'm Paul Warren and we've worked.

Amy Shanahan: Together over the past 10 years. We've been facilitating MI learning collaboratives and providing trainings and coaching sessions focused on the adoption and refinement of MI We're also members of the Motivational Interviewing Network of Trainers. Join us in this adventure into the forest where we explore and get curious about what lies behind the curtain of MI

Amy Shanahan: Hi, Paul.

Paul Warren: Hi, Amy.

Amy Shanahan: I'm joining you from a different studio right now. the opposite ends of the earth, it feels like. No, I'm down here in Florida and I'm not usually there.

Paul Warren: You have a studio in Florida as well.

Amy Shanahan: But I know that, I'm excited and I don't want to speak for you, but you are going to introduce our next guest who comes from, who hails from British Columbia. Yes, Yes. O yes.

Paul Warren: Well, we will let Brittany Godin Godin introduce herself. That is the French pronunciation, I was told. We will let Brittany introduce herself. And I would also like to share. I am thrilled, thrilled, thrilled, thrilled that Brittany agreed to join us for this episode because we are departing and moving into a particular sort of use of a demonstration in this particular episode. And we'll say more about that as we go forward. and I'm thrilled that, that Brittany is joining us to try out this experiment in our, episode today. So Brittany, thank you again for being willing to be here. And please, please introduce yourself to our listeners.

Brittany Godin: First of all, your French pronunciation was bang on, Paul. You did it. I believed in you and you did it. So, thank you so much for having me here today. I did not hesitate, Amy, when you emailed and you were like, what do you think about being a guest? I was like, yes. So, yeah, thank you so much for having me here. Im truly honored to be here.

Amy Shanahan: Beautiful. Well, you are being completely humble by not telling the listeners about your wonderfulness, but I'll share a little bit myself if you don't mind that I met you, Brittany, and listeners and Paul, doing an MI training together at first, I think

that was our first. Yes, our first encounter. And your poise and your welcome smile and warmth and invitation. I felt like I was part of the team instantly. And then I had the privilege of not only training beside you, it felt like even though you were a lead trainer, I was coached by you learning skills for brief action planning. And I won't spend too much time about any of that other than to say I would want you to walk alongside me learning and practicing my skills any day, every day. It felt so safe and comfortable, and I felt like I wanted to continue to learn. And I think it's apropos, for this conversation and why we invited you, Brittany.

Brittany Godin: hey, I'm getting, like, all the warm tingles in my heart because so many of the things that you've just shared are the same kind of experiences I've had from meeting you for the first time as well. And one thing that stands out to me is I remember volunteering, to become a mentor. And you are kind of the guru who gets to do some of that stuff for the mint. And, I'll never forget that. Your response when I was like, yeah, I think I want to do this. And your response came back beautiful, Brittany like just, just bubbling of excitement to have volunteers to do that. And I was like, I really like this, Amy. So thank you. The feeling is mutual.

Paul Warren: Well, I'm honored to be here with both of you. And to Amy's point, Brittany, it's intentional that we invited you to join us for this episode, particularly because this whole series of podcasts has focused on coaching. And as Amy and I were developing the structure of the series of six episodes, we really felt that it was important to do something about the beginning use of MI practice. So folks that are new to MI and how a coach can effectively support, guide and intervene individuals who are at that stage of their journey, their learning, their growth with motivational interviewing. And we really thought, given that we're going to try this new structure of a demonstration, that you would be an ideal model for how a coach can, in an MI consistent way, engage with

somebody at this, special and sort of critical moment, because I don't know if either of you have had this experience. Some people have told me when I've encountered them in trainings, that they've had very negative experiences in training and with coaches around motivational interviewing. And it's left, a really bad impression on Them and coaching can be such a powerful tool in growth of using this evidence based practice that we really felt it was important to dedicate an episode specifically focusing on the beginner. So again it's part of our coaching series. Our focus in this demonstration and in our conversation will be on someone who's in the beginning of their use of the practice of motivational interviewing. And the way it'll work is the three of us will talk a bit about our experience, what we know about folks in this particular stage of development. We'll have our demonstration of a coach working with a beginner and then we'll step out of that demonstration and we'll talk about the demonstration, we'll talk about coaching and then we'll try and tie it up by really emphasizing some of the points that come out of our exploration today.

Brittany Godin: Sounds wonderful.

Paul Warren: Let's hope so. So perhaps a way to begin is to spend a little bit of time before we jump into the demonstration about what our thoughts, what our reactions are about people who are at the beginning, maybe they've gone to a training they haven't had coaching before necessarily and they've made a decision that this is something that interests me and I'd like to get more support so we can start there.

Amy Shanahan: You know what, I was wondering if I could put a little plug in for your beautiful work. Brittany, besides being a wonderful coach and co trainer and trainer in motivational interviewing and other things that you also work for a beautiful organization called the center for Collaboration Motivation and Innovation out of British Columbia,

Canada and a wonderful Canadian friend of ours. We love that. Thanks for still loving us. you that you've done a lot of this work. So you have, you know maybe you could start there and maybe share some of your experience about what some of the activities that you do for the center and, and how that relates to this beautiful intro that you just offered.

Brittany Godin: Paul. Yeah. thanks.

Brittany Godin: We say CCMI because Center for Collaboration Motivation. Its like a Dr. Seuss novel essentially. Its like a tongue twister. So yeah, Ive been working with CCMI since 2012. Its kind of an inception of what it was and it was formed by a few individuals, Dr. Kathy Rhymes and Connie Davis and some other very brilliant minds that came before us had experience working in both the US and Canada and just they really noticed the nuances of the differences between privatized or public owned kind of healthcare systems and what that could look like to provide better care. And so looking kind of fast forwarding they were both Involved in the mint. They were both MI trainers. they had a, ah, huge curiosity of how they could bring us into a lot of the work they did. And alongside that they were looking at co developing with some other individuals. This thing called brief action planning as well. So how I got involved is I was a nerd. I ah, love my research stuff and Connie knew me through family, friends and stuff like that and she just said hey, we need some guinea pigs to do some of this research. And I know you love this stuff. And of course no different than the podcast. It, it was like yes, put me in coach. Absolutely. So thats how I got involved in CCMI was the research capacity of the evidence based action planning. and naturally at the time I was working as a community probation officer in NBC and my specialization was personal harm offenses. And so with those personal harm fences, a lot of difficult conversations came up. And we had been trained through one of the institutions that they send us to is like

newbie probation officers, some beginning to, they call it intermediate MI training. the interesting thing about that is that I was introduced to MI M as a way to manipulate offenders'not the spirit of MI And I had, I had an amazing professor back in university who had taught us a little bit about MI and you know, William Miller and Stephen Rolnick and how this was being overlapped with cognitive behavioral therapy. At the time it was kind of just starting to blend together with other modalities. And I was like this doesnt match my understanding. What MI is. So again being a nerd, I now call myself an Am I nerd. I went in into kind of doing my own research around it to discover that that's not what MI is about. It's not about getting the person to do what you want them to do, whether it's a client or a patient or an offender, right person who's involved in the criminal justice system. And so I kind of decided at that moment that I was going to take my own path and how I was going to be with people. And so it was kind of lined up beautifully for me to be doing this work with this nonprofit and digging into more of the research and then expanding my horizon on MI and then also deciding how I was going to show up for my clients, my colleagues, my family members. Because as we know MI is not just a working professional thing. It starts to work its way into all the other kind of, you know, veins of your life in a really healthy way as well. So Thats kind of how I came to be kind of even a bigger MI nerd. And so I rightfully say that and I take ownership of that and love it.

Paul Warren: And yeah, you know, it makes sense hearing some of those details. And I didn't know all of that about your experience, that coaching would also be a natural alignment for you because as a parallel, and we've discussed this on other episodes, coaching is not about getting the person who's receiving the coaching to do what we think they should be doing as the coach. It's about meeting them where they are and helping them to raise their awareness and to make a decision about maybe where they want to focus. And if we are offering feedback, we're doing that in an am I consistent MI

spirited way.

Amy Shanahan: And I wonder if that's been your experience. Brittany. I share a situation where I was coaching a gentleman from the Justice Services and he was brand new to MI and he changed his job. He was in, Child and Youth Services, we call it different things in the states. In different states. So I think it's pretty universal in general saying Child and Youth Services when children are, being questioned and put into foster homes. And this gentleman's skills were not in line with am I consistency. And when I first coached him, I remember thinking, oh dear, where should I begin? And then I thought, well, I know where I should begin with him. And I invited him to talk about what he remembered from his training and what he'd like to focus on in the coaching. And it was interesting because in my mind, when we were practicing together, the word interrogation kept popping into my head and I kept telling myself, don't say the word. It's kind of a judgmental word. Don't say the word. and I didn't. And we walked together along and he shared some skills that he wanted to focus on and had some questions. And he goes, you know what I used to do before I was doing this? And I said, no, I don't. And he said, I was a police officer and I was trained in interrogation. And it was such a beautiful trajectory. And I like to tell that story because I'm human and I had thoughts. And I also had to tell myself it's not about me getting him to go somewhere or be somewhere that I think he should be. and it was just so beautiful. And working with him for even just a few sessions, he went from what we would consider an inconsistent practitioner to in a person centered place because he was so curious about wanting to communicate differently.

Brittany Godin: Yeah. You really saw the strength that he could have from his past experience. And you were able to, as a coach, walk alongside him to help him bloom that. Amy, I think one of the things that often pops up in, even in our MINT world is this

idea of genuineness, authenticity, or countor. And, like, if you actually look up the word candor in the Oxford dictionary, it very much speaks to, like, almost like speaking to the intuitive, almost. I think so often with new MI learners, and, I mean, everybody's heard this. I want to get it right. Just give me the algorithm, the recipe, whatever I need to do in order to do this stuff. So that way I can go back to being a nurse or a psychiatrist or a pharmacist or a peer support or whatever it is that they're doing in their helping roles. And so often, one of the first things I often share with them is I just want to let you know that when we're talking about any of these skills at all, like, you already have these amazing skills, or what I always call, like. Paul, you heard me say, like, mad skills. You've got mad skills. And what you're looking to do is you're looking to find this way of integrating the things that you already know, your own expertise, which is, of course, what we learn in mi. Right. People have expertise of their own, we bring expertise, and together they become that superpower. And so it's no different when we're coaching that that same layered effect would happen. And so I often will say to people, practice is not about perfection, it's about presence. And so if we can trust the intuitive of what's happening in the moment, really listen to it, like your heart and your head is telling you that will guide your skills. And I think so often we don't put enough emphasis on trusting that intuitive because there's not always a place for that in, like, empirical data. How do you measure that? You know, that kind of stuff. And yet that is the way to really engage with a human being.

Paul Warren: Yeah. And the thing that I love about what you just said is it helps that person to realize that they're coming to the table with something, which, of course, is absolutely parallel to what we're trying to do when we're using MI, practicing MI, when we're in conversation with somebody about a change they may be considering, they do have strengths, they do have the capacity within them, and we want to help them to tap that, to touch that, similarly to someone that we're coaching as well.

Brittany Godin: Skills.

Amy Shanahan: Mad skills. Yes. And Also a level of curiosity. I would imagine many people who come to the coaching space are intrigued and curious perhaps, and want to learn more, know more, try things on.

Brittany Godin: Yeah. And they're going to be nervous. They're going to be nervous if they're coming in the first time as a newbie-MIre. I mean, especially if they're showing up with Coach Amy, Coach Paul. They've been doing MI for a long time. We don't want to talk about power and differential. When you have more experience, there is a power differential there. So acknowledging that and how do you create that equal playing ground for that person and that space for that gentle curiosity on both sides, the coach and the person approaching their skills, however they might be thinking about it or just even starting with a conversation, it can look like many different things.

Amy Shanahan: So I love that you point out the power differential. I think it's an important thing to acknowledge and just like we would when we're talking with a, ah, client, a patient, a person who's trying to change when we're coaching with someone, we try to come together in a collaborative way as maybe having more experience. Practicing MI doesn't mean we're better than or different from any other way that you come together with your mad skills and you'll decide which ones you're going to polish up or bring out or ones that you're curious about and working together and trying to level, if you will, as much of that differential in power that you can. Because I think it's inherent. We come you know how to do this. And I remember practicing, the brief action planning with you, Brittany, and certainly despite your warmth and beauty, I was nervous. I came to the table nervous. I know I'm being watched and evaluated and just the way that you eased into that and having that knowing heart, of that nervousness

just kind of guided that. And I don't have to tell the listeners they can hear the warmth in your voice when you speak that that matters a lot.

Brittany Godin: Yeah. You know, it's funny, as you were talking about that, it, it very much bring me back to being a brand new probation officer. Like so brand new. You're into this role all of a sudden. I was working with people that were double my age with like a rap sheet that was longer than my age at some point in S. And so I realized very fast in my life, I think it was 20 or 21, I was quite young that these people that I was working with had way more life experience and way more story and way more trauma and way more celebration that I could ever imagine. M so very early and I got to work with a lot of Indigenous clients too for like where I was positioned first. And Indigenous people talk about this thing called protocol. And so it's kind of again it comes back to how do we want to be with one another, how do we want to talk to one another? What is kind of the expectation? What is the intention that we put into every conversation we have? And that really kind of is always in the back of my head as a coach. Like how do I want to show up to that new learner? And where we are in B.C. in Canada, we do acknowledgements. So where I'm actually from is St'at'imc First Nation land. And it was the St'at'imc First Nation people that so early in my career embedded this idea of protocol and this intentional way of being with other humans. And so I'm grateful. I'm grateful that I get to carry that, that I learned that and I get to pass it on to others. because probably without that experience, without working with certain individuals, I may have had a very different start. And so I want people to have that hungry start and that excitement and that curiosity and Paul not get turned off about AMI M because am I has so much to offer the world if people can kind of see what it's about.

Paul Warren: you know, I can't help but also think about am I as an evidence based practice because it is an intentional way of being with people. When we're learning mi,

when we're practicing MI, it is relational as well as technical. And sometimes the war between those two aspects or the confusion between those two aspects. But ultimately it's the integration of those based on the foundation of intentionally choosing to interact in an MI congruent MI spirited way. And that's kind of embedded in the practice of motivational interviewing. And it's unfortunate because I think a lot of training focuses more on the.

Brittany Godin: Technical elementsiv words ask, offer, ask, like all that kind of stuff. And then people come out saying, well, I already knew how to do open ended questions. What this teach me anything different?

Paul Warren: Exactly.

Brittany Godin: The second a learner has this idea of I already know it as opposed to some of this might be familiar to you and then they can kind of compare and now they're curious about what's familiar, what's not that type of stuff. second, we have that mindset, if I already know it, then we stop listening.

Amy Shanahan: And what a beautiful am I consistent way to start. Because I was thinking as you were talking about being a new probation, officer. I was thinking about being a new MI practitioner, that I was in my head technically, I was teaching the aspects of it and thought I got this. And then when I started practicing with coaching and feedback, I was like, oops, not so much. And there were pieces, though, that I did have, to your point, and a lot of pieces that I didn't connect. I didn't connect the dots, I didn't put it together. And I actually remember learning and coaching and practicing. When Paul and I first met. When you and I first met, Paul, and certain light bulbs were going off like, oh, and I learned so much from you, Paul, about making those

connections between the technical aspects and the intentionality was, so powerful. I take from you and. But you couldn't have given me that in the first few weeks or the first few months. I was stuck in my head in the. Like you said, the skills, the orars, the ask off offer ask, which I didn't even have that back then. But.

Paul Warren: You know, it makes me wantna go back to. Maybe before we jump into our demonstration, it makes me wanna go back to just for a minute because I feel this is maybe it's, univers. Well, universal is perhaps too strong of a word. I was struck by this, I'll put it that way, this notion because I've experienced it so much in trainings that people walk in a wanting to get it right and be perfect. And they're so hungry for just tell me what to do and then I'll follow. And I love the word that you use, Brittany. You know, I'll follow the algorithm, I'll say the reflection exactly the way. And again, helping people to ease their anxiety about that. And it also made me think, you know, as the coach, maybe I've practiced MI a little bit longer than you. There's no one way to have an MI consistent conversation. So, you know, just because you've practiced it maybe longer, you have a certain degree of awareness and that helps with being able to coach. But ultimately you're not there to tell the person what they're doing, quote, unquote, is right or wrong. And I think helping people to move away from this notion of that I have to be perfect and I just have to figure out the formula could be something that beginners really come to the table with those, you know, the pressure of those two kind of very heavy elements.

Brittany Godin: Yeah, well, and I think learners come to the table with so many different mindsets too. I mean, I think we're getting better at recognizing that adult learners don'tn learn the same. Right. And it's more than just visual and auto. Like we talk about neurodiversities like that. And so if a pattern has helped somebody learn and all of a sudden're saying, no, am I is whimsical. There's intention and there's strategy, and yet,

you know, it's flexible, but it's annoyingly flexible at times, so it makes it hard to learn. And so again, talking to candor and genuineness, it's like, yeah, M am I is beautiful. And you can already see how this is going to fit into your work and your home life and whatnot. And it feels like coming home often to the reason why we got into helping professionals in the first place. Because it's like, oh, yeah, that's that human connection that I was so curious and excited to be a part of when I chose nursing, when I chose this, when I chose to be a probation officer, a teacher, whatever it is. And lots of times through systemic pressures and bureaucracy and all that other stuff. Yeah, we do just get into the technique of do the skill, follow the algorithm. And one of the things that we know from the researchers out there is that you can't put MI into a script. You can't do it, because if you do it, then we're go goingna miss nuances of change. Shock and sustain talk and little pieces and stuff like that. And so I've even had learners say, I put it into an algorithm, Britt, like, and I m okay, show me. I get curious about it and. And then we get into a conversation and I get them using it, and then I'll give them change talk and then they'll immediately ask me about my barriers. So then I give them more sustained talk. And then I say, okay, what happened there? M well, we were doing like, we were going so good, and then we somehow ended up talking about sustained talk more. And I'm like, I wonder why that happened. And then it's this beautiful kind of blossoming moment to talk about how as an MI practitioner, we have again, so much power and control over where the conversation goes without even knowing that we can influence that conversation.

Amy Shanahan: Yeah.

Brittany Godin: So heartily. So, yeah.

Paul Warren: I can so imagine that moment, Brittany, that you were saying, where that

person, the light bulb actually goes on, where that person realizes, oh, my God. Because I asked about the barriers, I directed the conversation to the sustained talk. But that, I mean, we can help them have that revelation, but ultimately it's their revelation. Amy, I'm so sorry. I think you were going to say something. Go ahead.

Amy Shanahan: No, no. There's all so many beautiful morsels in this conversation and the things that you're mentioning, Brittany, about coaching newer people and diverse people, diverse learners. And you know, you mentioned neurodivergent folks and I've worked with folks that, that want structure. And when you're coaching new folks, it might help them feel safe and comfortable if you give them some semblance of an algorithm, perhaps focusing their coaching on four tasks or the four skills wherever you collaborate with them so that you give them some structure around how they want to learn. And adult learners come to the table with some defensiveness. Why do I need to learn this? Why do I. I'm already doing. All right, let's just.

Brittany Godin: Our mandated.

Amy Shanahan: Ah, what'that?

Brittany Godin: Especially if they're mandated. Because one thing that I don't agree with is mandating people to learn MI M Because that's the opposite of what.

Amy Shanahan: We're trying to do.

Brittany Godin: And yet so often because it is again, this gift and we can see it flourish and helping professionals so much that it becomes part of an orientation PA project project or something like that. Where Amy, you're going to go to this two day training or

Paul, you're going to do these fly webinars, whatever it is. And you, part of you becoming this helping professional person is you're going to go through. Am I? And so, yeah, they may or may not be ready for it.

Amy Shanahan: and maybe they were. Maybe they weren't primed for why this would be a good thing. And then us as trainers or coaches might have to help them navigate that defensiveness about why am I here? They might feel, you know, less than if someone thought they needed to communicate better or see no need for it. And how do you, in a group setting invite them to know, yeah, you already have these and I love that I'm going to keep remembering that you already have these mad skills. And we're not here to tell you that you don't. We're here to invite you to try other things on. And if you like it, you could take it. If you don't, you could leave it.

Brittany Godin: Yeah, one of the things I do a lot of is I train new trainers. And so there are people who have had experience with MI, they've been kicking around the soccer field for a couple of years and then their manager supervisor says we want to do more internal training. And so then they'll come to like a makeshift train the trainer. And so I get to train the Trainers and follow them over a period of five or six months. And to be honest, that's one of my favorite things to do because they get to be coded and coached and like, you get to be part of this flourishing journey for, for this person or people. And so often what I hear people say is like, you know this. I've drank the cult Kool Aid of MI M and I love it and I want people to know about it. And they're excited to go back and train and whatnot. And then they get into this position as a trainer where they think their job is to sell MI M. They're the used car salesperson and they got to sell MI M. And I was like, well, I was like, what do we know about MI like, if we are telling people what to do, if we are trying to shove something down their throat, even if it's AMI, we know how good AMI is. Right? Then what are people going to do? Like, if you're

pushing people, people are going to push back. If they feel like they're being sold something, they're going to kind of close off a little bit. And so one of the things I often will say is it's not your job to sell AMI? It's your job to show AMI?

Brittany Godin: So as a coach, as a trainer, again, research shows us one of the biggest things that people pick up AMI from is watching other people do AMI in a consistent way.

Amy Shanahan: Yeah. Beautiful. Well, that's a good intro segue, isn't it?

Paul Warren: It's an excellent intro segue into our little role play demonstration. And let me set the scene of the scene exactly. The scene will involve a coach played by Brittany and someone new to the practice of AMI portrayed by Amy. They will engage in their first coaching conversation and then after they've had a bit of a coaching conversation, we will call time and then three of us along with you hopefully will reflect on what was the conversation like, what did the coach do, what were some of the methods or ways of being that the coach brought to the conversation? And is any of what you heard relevant to possibly work that you could be doing as a coach working particularly with someone who is at the beginning of their journey in the practice of motivational interviewing? Brittany, Amy, before you begin, is there anything you'd like to add or anything you think I've left out in terms of setting the scene?

Amy Shanahan: I wasn't. Brittany's getting into the Zen mode. Listeners might not see that, but kind of getting present and in the moment. I think the one thing, I'll just put it back out there. We've said it several times. But for the listeners who are listening in, you're going to witness some beautiful mad skills from Brittany and at the same time notice that you have your own set of mad skills as a coach. So you may like some things and notice

your own stuff in what you hear from Brittany. So listen in for what you love and maybe what compliments your style. Because we're all different, we all have different styles. But that's the only thing I wanted to invite the listeners to kind of put their own zen on and know that they have their own don't like it.

Brittany Godin: That's okay too. That, that's the beauty of coaching is that we all do a little bit different and that's.

Paul Warren: Yeah. And, and hopefully if nothing else we've at least sparked your curiosity.

Paul Warren: Which is a hallmark of lions and tigers and bears. Hopefully we've, we've, we've sparked your curiosity.

Amy Shanahan: Yeah.

Paul Warren: So whenever you're ready.

Amy Shanahan: All right.

Brittany Godin: So thank you Amy for joining this kind of practice and feedback session today. Ah y m yeah, I'm going to be the coach or the trainer. Honestly you can just call me Britt or Brittany. I'm easy going with either one. And yeah, I'll just, I'll kind of lean into you to see kind of what feels right or what curiosities you might have coming into the session.

Amy Shanahan: Well, you know, the training was really good and I noticed some things

that were familiar. You know, I knew about the orars, the skills and I'BEEN thinking about those skills and trying to practice some and I noticed that I get stuck in my head a lot like am I supposed to ask an open ended question? Oh crap. I just used a close question and boy I thought, I thought oh, I got reflections down because I do that all the time, I reflect a lot and I actually I guess I need to think about that too. That's what I'm really curious about because I noticed that I ask more questions, a lot more questions and when I like had it in my head. So yeah, I think that that's something that I'm curious about is there was a lot, it was really a good training and I walked out all energized and then kind of like the air from my sale or my balloon kind of poof. When I was working with some clients after the training and I thought yesh, I'm asking a lot of questions and actually realized I'm giving a lot of advice and I don't even know where to be. Those are the, that's some of the clutter that I have. So I don't even know where to begin. But those are some things.

Brittany Godin: Well, I think you do actually know where to begin. You've already mentioned how thoughtful you are being about kind of the skills that you've already kind of started to glean out of this training. And those trainings are a lot. You kind of go in it, you get fire hose with a bunch of information and then you are trying to discern, well, what should I use first? What is going to be more helpful for me, in my role and for my patients and whatnot. And so you have actually already said some really beautiful insightful stuff, Amy. And if its okay, Ill just kind of summarize some of that stuff for you. Kind of understanding the role of ores and kind of using some of these skills. The fact that you're already using a whole bunch of reflections, that is so super cool because we know that in MI skills if you're using a lot of reflections, then you're probably doing some pretty good stuff in those conversations with your patients or your clients. as far as the question stuff goes, you notice that you're asking a lot of questions.

Brittany Godin: Well, that's something that we're all just trained to do. We are trained to be mad hatter, questionnair. Just question, question in question. And often that's just a symptom of time pressures, you know, systemic pressures. you've probably done one or two assessments in your life. Guess what? Assessments are based off of a whole bunch of questions. They're not often open questions either.

Amy Shanahan: Yeah.

Brittany Godin: And so you're kind of in this really exciting new exploratory place for yourself where you get to take some of the skills that you already have with some of the skills that you might be rethinking and finding a way to really bring them together like a puzzle piece. And the thing about a puzzle piececes that sometimes we try them and they don't fit. So we got to pick a new piece and that's okay. So this is a really beautiful place to start. and I'm curious where you see yourself kind of leaning into this conversation. What would serve you best today?

Amy Shanahan: I guess if I were going to commit to time and practicing and getting some feedback is really getting to the point. What you said that when we know that if we use more reflections and they said that in the training. And I then got out of the training and realized I don't. And I, you know, so I would like to, you know, spend some time. How do you do that? I mean, how do you get out of that habit of asking too many questions? You're right. I. I felt like I was doing the fire hose questions, like doing an assessment, and I was just having a conversation with somebody, and I was. Even then I got frustrated with myself thinking, gosh, I'm not even listening to this person. I just kept asking the next question.

Brittany Godin: And in the moment, you realize that this was happening, Amy. So it just

shows you the amount of self awareness and insight you have about how you're trying to find this integration of your new skills. So I would be more worried if you were like, yeah, I just asked a bunch of questions. I'm doing an M I. And you didn't realize that all this stuff was popping out for you, the fact that you've got all these kind of popcorn pieces coming up? yeah, it's hard to unclutter that mind. And you're trying to. Again, you're trying to integrate a lot of different things. So maybe it would be helpful to kind of give you a couple of options of what other people have done in practice sessions with me, and then you can kind of decide what fits best for you. Okay. Yeah. Okay. Well, one of the things that, I'm just noticing about you is that you are keen, you are hungry, you are kind of excited to see how this stuff is going to work for you and for the people that you're serving. So having that kind of gentle curiosity about it is really going to help drive you through any of these skills. And we don't have to be perfect in these skills. In fact, often in some of the trainings that I do, I show this one video. You know who Thor is. Marvel is the hot lo camera. Right. So often I will show this video of Thor, and he's talking to his buddy Korg, which is this rock guy, and they're having a conversation because Thor misses his hammer and Korg tries a reflection, and he gets it wrong. And Thor's like no, that's not it. And he tries another reflection and he gets it wrong. And Thor says, no, that's not it. And then eventually, like the third or fourth attempt, he does this really meaningful reflection, and it kind of pulls towards heart strengthening. And so often, I think we forget the benefit of correction sometimes means connection and our conversations. And so it's okay to ask that question and maybe not get it right. It's okay to do that reflection and maybe not quite hit the target because in that process of having those conversations and just trying the skills on, you're building connection. And that's what an M I is really about. That's that spirit that we talk about so readily. So you're doing some of that because you're thinking about it already's kind of neat.

Amy Shanahan: I never thought of it that way because I think I'm stuck in my head

about getting it right too, you know, and that's what we tried in a little bit in the training. And it was when I tried to do a reflection, sometimes my voice actually went up at the end or I said it sounds like a lot at times, and it just felt really unnatural sometimes.

Brittany Godin: Yeaheah. So as I was saying before, I can give you a couple ideas of how we might lean into this, and then you can let me know what feels like it kind of fits for you. Some people like doing a bit of a role play raas. Like I can play the patient or the client for you, and you can describe what that person looks like. I have a lot of fun with improv in this role, so I'm happy to play whoever you tell me to play. And then you'll just be yourself. And so it doesn't have to be anything too long. another option is to just literally break down what Reflections is and what those examples can look like and maybe some of the stuff you've heard. Then a third example, which works really well for some folks too, is very much specifically to tell me about maybe a case study or something like that that you are particularly thinking about. The ones that you almost want to carry home with you because you're like, oh, that conversation didn't go the way I wanted it to. Or maybe it went well and you're curious about was it what went well in that conversation further. So any of those ideas might fit for you? Or maybe as we've been talking, there's something else in there that you've been thinking about.

Amy Shanahan: Yeah, you know, I'm gonna have to go out on a limb and you know, I feel like I'm on a game show, but go out on a limb and pick what's behind door number one and try the role play. Because I think I like reflecting on case studies and stuff, but me talking about what I did doesn't seem to really help me polish my skills. And I'm nervous about it because role playing, you know, I't. I don't love R.E.M playing, but, well.

Brittany Godin: It takes courage to even want to do that in your first kind of practice and feedback session. A lot of people are like, ooh, that's the last thing I'm touching. So

here you are willing to jump into this icy colored water. Hopefully it's not too cold.

Amy Shanahan: Well, you had me at 4. And the mistakes. Yes, yes.

Brittany Godin: Absolute. Absolutely. So do you have a particular client or patient or person you would like me to play for you or just a little bit of a synopsis background that would fit your role, Amy?

Amy Shanahan: well, my background is in substance use disorder care, co occurring mental health. And I think the thing that I struggle with the most are the quiet people that don't say much and don't offer much and you know, they're not combative or anything, but it just feels like they just don't want to talk to me. And, and I think that that's where I then get stuck in the questions.

Brittany Godin: Okay, okay, so let me play that character. Okay. And I'll do the most respectful interpretation of that person. And you're going to be yourself. Just be a practitioner for what you know about MI M. And if it's okay that I ask permission to kind of pause this in the moment if there's like maybe a teaching moment or a learning moment rather than trying to like do it all and then remember what the heck we did. Because sometimes that can be convoluted and.

Amy Shanahan: Yeah. Oh, o. Sure, that would be, that would be good because. Yeah. Because sometimes if you stop me 15 minutes later, I forget what I did because I'm nervous.

Brittany Godin: Right. I'm the same way. For sure my brain keeps going even if.

Amy Shanahan: Oay that sounds good.

Brittany Godin: So I'll be, I'll be this client. let's say we've met before, so there's a little bit of report already established. You don't have to work from the beginning. Okay, so I'm coming back. We've established rapport. I'm comfortable talking with you. Okay. So the engagement piece is probably there and we'll kind of jump into where we go in the conversation. So thank you so much, Amy, for fitting me in. I know that it was a last minute appointment and I know I missed my last appointment, but I just felt like I really needed to come in today.

Amy Shanahan: Oh, good. I'm glad you did come in. You know, I'm wondering what's been happening. I know you had a visit with your probation officer and wondering what. What's been going on for you?

Brittany Godin: Not much.

Amy Shanahan: So how was the, how was the visit with your probation officer?

Brittany Godin: I mean, it was fine, I guess.

Amy Shanahan: What did you talk about?

Brittany Godin: Okay, so can I pause here for T M?

Brittany Godin: So right away you come in with warmth. Do you know how many questions you've just asked me though as your client?

Amy Shanahan: All of them.

Brittany Godin: Yeah.

Amy Shanahan: So you felt like three, I think.

Brittany Godin: Yeah. You're hearing yourself as these questions, which is interesting because this is one of the things you brought up to ask less questions. So often our reflections can actually replace a question. So sometimes one of the things that can be really helpful for people who are new to MI M is to think about what is the question I want to ask the person and how do I kind of morph that into a reflection? So I know you're giving me eyes. Like how the heck does one do that? So, can I give you an example?

Amy Shanahan: Sure. Please.

Brittany Godin: So you asked me how it went with my probation officer.

Brittany Godin: Instead of asking the question, how did it go with your probation officer? I might say reflection. Things went okay with your probation officer this week. And then what I'm going to do is I'm going to listen to see how that person responds. Maybe it did, maybe it didn't. Maybe I still don't give you much more. But what this does is it breaks that cycle of asking that question over and over and over again. So do you want to. Do you want to try that on and see how its.

Amy Shanahan: Yeah, because it ties into what you were saying that it. Because I was just kind of thinking in my head. But what if I'm wrong and it wasn't. Okay, but that's

what the Thor kind of analogy isly.

Brittany Godin: Absolutely. We might, we might get somewhere with that reflection. The interesting thing about reflection is that they carry actually a lot more weight than we realize.

Amy Shanahan: Sure.

Brittany Godin: So sometimes just trusting what that reflection can do, is pretty special. And what reflections can do for people when we're working with them. and even if they're kind of quiet, orrospective or however we want to describe that person, that character, is that it keeps the processing, the thinking on their side of the fence. It's their journey, so they get to process it the second we ask a question. Amy, there's no such thing as an assumption free question. We're telling people how to think about their process, their journey. Or reflection is a really nice way of just saying okay, from your perspective. Tell me your story.

Amy Shanahan: Okay, that's interesting. Never thought of it that way.

Brittany Godin: Okay, so let's. Will you just ask me a question? So, like, how's the rest of the week going? I'll respond from there. We'll continue our conversation, and you can try some of the stuff, and if you choose to.

Amy Shanahan: Okay, sure.

Brittany Godin: All right, so back into it.

Amy Shanahan: Sc. Okay, so.

Brittany Godin: All right.

Amy Shanahan: So, Yeah, tell me what. What's been going on since we last talked?

Brittany Godin: Well, you know, I'm with my probation officer. you know, I've got those conditions where I have to go to treatment program. Right. And, I guess if I don't go to this treatment program within, like, the next three months or something, then, you know, my, My freedom essentially can be revoked. And I'm really worried about that. And yet I also don't think that I'm at the place in my. My life right now where, you know, formal treatment is really the best place for me either. So I'm. I don't know.

Amy Shanahan: Yeah, you weren't. You didn't really feel happy about what the probation or officers asking you to do?

Brittany Godin: No, and I get that. It's not the probation officer asking me to do this. Like, these were conditions that were read out in court, and so I knew what I was signing up for. And I also didn't want to stay in custody any longer either. So it was kind of like pick the, you know, the lesser of two evils type of thing. And. And now, you know, because I said in court that I would agree to go to treatment, and I haven't gone yet. There's a lot of pressure, and, I mean, I've got so much going on right now. this is not my priority, if I'm honest.

Amy Shanahan: Yeah. So it sounds like you might be changing your mind.

Brittany Godin: Okay, so can we pause here?

Amy Shanahan: Sure.

Brittany Godin: Say that again. But say that it sounds like in your head and start with you for your reflection. Just try that on.

Amy Shanahan: You're changing your mind.

Brittany Godin: Yeah, yeah. Yeah. You know, I am. It's not that I'm changing my mind, because I. I do. I do see the. The purpose of, you know, sobriety and all that kind ofu. And I do want that. I just, I just. I can't give up, you know, all the things I've just gotten back. Like, I've only been out for a couple of months, and for me to then go from one facility to the next, it's a little bit daunting. And I feel like I'm not even. I'm not even settled out in the community yet, and then all of a sudden'supposed to Go and, you know, do this again. And it's a lot. It's a lot that they're asking me to do.

Amy Shanahan: Now. What do you want to do?

Brittany Godin: I'm not sure. And I think that's part of the thing that I'm really struggling with right now. I want to. I want to meet the courts, rules, regulations, mandates, conditions, whatever you want to call them. And I also feel like I can do this on my own. You. I've been able to keep myself alive this long, so obviously I'm doing something right.

Amy Shanahan: Yeah. So you know what you want want to do? you're not sure you want to do it the same way the court does want you to do it. Did I get that right?

Brittany Godin: Yeah. So, that was really beautiful what you just said there, Amy. Can I

pause again?

Amy Shanahan: Sure.

Brittany Godin: I'd like to break down what just happened there. You attempted what we call a double sided reflection. And, what I noticed is you kind of noticed where the change talk was in the conversation. You also noticed a little bit where I felt stuck or the thing was a struggle or difficult.

Amy Shanahan: Okay.

Brittany Godin: And so it would suggest us doing. Just because lots of times we want to end with that change talk. Because you're starting to pull change talk, need, want. You're hearing me say these words and you're hearing me.

Amy Shanahan: I didn't even know what that was.

Brittany Godin: I forgot. You're doing it. You're doing it, though. You're listening to the want, you're listening to the need, and you asking questions or you're doing reflections about it. So we want to help that person ride that, what we call, like the desire or the darn cats kind of train that. The change talk train. In order for us to help them do that, we want to put the change talk second and that double sided reflection. So we would start with the struggle. Like, you're not really sure that you want to do things the way that the court or your probation officer is asking, and you also see the value or you want to do this it backwards. Yeah, yeah, yeah. So if we flip it around and then one of the things that I heard you say kind of you tacked on at the end there is. Did I get that right?

Amy Shanahan: Yeah.

Brittany Godin: and that is a. Ah, good question. If, maybe we feel like we're not really along the path the same thing, or we're checking things out. And again, I go back to what we were saying in the beginning. Reflections have so much mighty power that they can stand in their own right.

Amy Shanahan: Oay.

Brittany Godin: So without Asking did I get that right? Trust that that double sided reflection is going to do that heavy lifting for you and then see what the person says back. If you want to ask a question after that, you still can. So, let's rewind. Try doing a double sided reflection. Start with the struggle, or what we call the sustained talk, the thing that's hard or difficult or keeping me kind of stuck in my rut first, and then change talk seconds and let's leave the question for now. Try that.

Amy Shanahan: Okay. I have to kind of get back into it because I'm forgetting all the things I just said. so you, you're not sure you want to do it the way the court is asking you to do it. but you still want to do something to make this change for yourself?

Brittany Godin: Yeah, I do want to do something to make my change. And again, I can't speak to what that's goingn to look like. And yet I really want to find a way where I can do it in my own way.

Amy Shanahan: Yeah. And that's why you came to see me, because you want to figure out how to do it for yourself?

Brittany Godin: Yeah. Yeah. And I mean, I don't even know what that looks like. And I don't know, maybe I'm just talking out of the blue here or something like that. And I don't really know what I want, but I know I don't want to go back to jail. And I know that I'm not ready for a formal treatment center. And I know that I just got my cat back and I love my cat. And I thought that I was never going to get it back from foster again. So I really want to find a way where I can make this work and make the court and the probation officer happy and, also find my own pathway, if that makes any sense at all. I don't know.

Amy Shanahan: Well, you're now wanting your freedom and that includes all these things like being with your cat and not having to go to like a rehab or something.

Brittany Godin: Yeah, yeah. Why don't we pause it right here? Okay.

Amy Shanahan: Okay.

Brittany Godin: So you, right from the kind of very end there, you were pointing out, a value which is kind of like, like a reflecting, almost affirmation there where you were pointing out that this is something that's really important to me, something that I value. And again, Amy, this is just test a testament to your listening skills. Picking up on some of that change talk, picking up on some of that sustained talk, picking up on the things that are important to your clients.

Amy Shanahan: Yah.

Brittany Godin: And so even if you don't realize that you're doing it in the moment, the way that you're listening, you're listening from the heart, from that engagement with that

human being, you're doing amazing in those moments. And it does not have to be perfect. It can be messy, and yet it can still be effective. How effective do you think this conversation was?

Amy Shanahan: Well, it felt messy because in my head, I was just, what should I say? And I. I don't understand change talk and sustain talk very well. And I'm happy that I picked role playing, so. Because, well, I'm not happy happy, but happier that I picked it because I feel better that I can do it. I just felt like I was not repeating what you said, but I felt like it was mechanical, like it wasn't in my heart that I was just trying to say back what you were saying. So it felt better, but it felt clunky, too.

Brittany Godin: Yeah.

Amy Shanahan: In my head.

Brittany Godin: Yeah. You're really wanting to come to this place with your MI skills and kind of integrating with your other skills this fluidity, this kind of natural. I'm in the conversation. I don't have to think about this. It just, I know what to do in the moment when I need to do it type of thing.

Amy Shanahan: Yeah. And I was watching the trainer, I thought, that looks so easy. You're just having a conversation. And then when I went to go do it, it was like, it doesn't feel easy at all.

Brittany Godin: Yeah. And you're actually pointing out, Amy, that everybody who I've ever done a practice and feedback session, and I'm talking to everybody, has. Has had the same experience. So you're not alone in this experience. And in fact, I was there. I

was a newbie MI person, and there's times where I see some of my colleagues and stuff on. I was like, oh, I wish I could be that good.

Amy Shanahan: Yes.

Brittany Godin: There's definitely those moments where, something's going to resonate with us that other people are using their skills and other moments where, h. I'm not sure if I would do it that way because we have colleagues that perhaps don't necessarily lean into, like, the MI spirit or, you know, that type of thing. So you're gonna really find how this fits for you. And so from this, though, even though it feels a bit messy, feels a little bit scattered, what do you think your next step is for your MI skills?

Amy Shanahan: Well, I think I'm going to continue on with trying on the. And the little things that you pointed out really, stood out to me, like not following up with a question. So, I felt like wanting to do that a lot. So I'm gonna try to at least try on the reflections and zip it when the question wants to come out. I guess I think that's probably where I should start because it was like bubbling up underneath the surface of I want to say is, did I get that right? Is that right? Okay. So I think I'm going to try more reflections without the question.

Brittany Godin: You really noticed that there was that urge there for yourself and you stopped it after we had a conversation. Yeah. Even if it's strong. And that might even be part of that writing reflex or fixing reflex or that, you know, let me help you. Darn it. That we all have. We all got into helping professional kind of, placement to help people. And so sometimes it just comes by us naturally. And the fact that you're noticing that in the moment, it just, it tells me how much you're thinking about how you want to lean into these skills. Amy. Yeah, that, ah, in itself, just noticing that being self aware of that and

reflecting on that is going to serve you so well as you continue to try on these skills.

Amy Shanahan: Excellent. Well, thank you so much. That was less painful than I thought it was going to be.

Brittany Godin: Oh you're doing all the work. I can't take any credit so well.

Amy Shanahan: I'm going to give it to you.

Brittany Godin: Awesome.

Paul Warren: All right, end of demonstration boys round of.

Amy Shanahan: Applause for our players.

Brittany Godin: Thanks Paul. thank you, Amy.

Amy Shanahan: You love Brittany. It is interesting that, you know, when we're coaching and helping folks, we try to invite folks to do real plays. And yet, I'm stepping into like a beginner's stance and felt the same feelings and some of those old feelings come up and how beautifully safe and comfortable I felt with you. But I just wanted to share that and thank you, Brittany.

Brittany Godin: Thank you. Yeah.

Paul Warren: So why don't we, why don't we take a little bit of time and kind of unpack. Yeah. If possible. think, think about the demonstration. Think about what we observed.

And I'll tell you, it's a really interesting thing to also be a coach and hear another coach engaging in a session with somebody. and I loved being able to do that and I worked very hard to keep my mouth shut.

Brittany Godin: What did you hear? Were you, what were you curious about?

Paul Warren: one of the things that I really, admired and enjoyed about, being able to observe in the way that I was able to observe was watching you discern what you were going to pause or comment on and what you weren't. And to me, one of the things that you, I thought demonstrated so effectively, and Amy's already alluded to it, was that this was a safe, respectful, strength based environment where it was okay for Amy to try this out or to try something else out. And you set that tone at the very beginning through the reflection of the strengths that Amy was already bringing to the conversation. And you, affirmed her awareness. You affirmed the process of integrating this information and trying to find the right puzzle piece. it was, it was. And that was consistent throughout every single moment that you had with this adult learner. Ah. And it was really, it was so wonderful to see that demonstrated so clearly. and I mean I could see it and hear it, and our learners will, our listeners will be able to hear it clearly, I think, in your tone of voice. so that's initially what I would bring to the table in terms of the unpacking.

Amy Shanahan: Well, if I could add, just from my experience as a recipient of that beauty is. And this is me as a human being. I'm not saying that everyone is this way. Every beginner is this way. when you affirm me, there were times where I was like, yeah, right, yeah, right. But at the same time, it did uplift me. It eased my angst. Even if my head said that's not true or I don't believe that, because we know affirmations are beautiful and not always received. Right. And I'm nervous and, and yet it eased my

frustration or my own self criticism that I was worried, that you were going to come at me with that's wrong. Or even though I know that's not your style. Brittany, as a person being coached, I'm thinking, oh shoot, she's gonna criticize this, that and the other thing. And you started every piece of your feedback, as I recall. And like Paul just articulated with a beautiful gift of an affirmation of what I did. Well, it helped ease the pain.

Brittany Godin: Thank you. Yeah. You know what's funny is I find, when I'm in these things, I kind of just black out and I just go with whatever happens.

Amy Shanahan: Right.

Brittany Godin: So I'm so grateful, Paul, that you're also here to say this is what I heard. Because I'm just like, yeah, I don't remember all that. And that's just the testament of how important it is when we are wearing that co-hat too, to be taking your own notes, to be, really, in the conversation with that person. And I think the intentionality, often of how we let the other person show up and glow and flourish in the conversation, we talk about building self-efficacy or self-confidence. That's essentially what we're trying to do in these conversations is we're building that person's affirmation and strength and everything, of course, and noticing what they're doing well. And we also want people, you know, leaving that coaching session saying, okay, I can do this, I am doing some of this, and here's where I'm willing to jump back in and keep going with it. And I think that's that right there is the gift. And so that last question that I asked you, Amy, like, what are your next steps in your AMI journey? And you're like, well, and the second people start to think about that, it's your process, it's your journey where you want to take it.

Paul Warren: You also did that at the beginning too, Brittany, because you gave Amy the space to be heard about what her experience was, and then you reflected, summarized her experience back. You even asked permission to summarize her experience, and you summarized her experience back to her, and then you invited her to exercise her autonomy about where she wanted to focus and what method she wanted to focus on. So again, I repeat that you were the absolute right person for this episode of the podcast because we really want to demonstrate how to be as consistent in the coaching, especially with somebody who's at the beginning of their journey, can be, ah, a powerful way to model what that person may want to do when they're speaking to their clients or their patients.

Brittany Godin: Yeah, it really gets me thinking about, again, like, some of the QI work I do and those process conversations, like you essentially in any coaching session or in any kind of feedback session, you are figuring out this agreement of how you're going to work with one another. And I think MI just gives us that layered skill of really honoring the human being and what they bring to the table and their strengths and curiosities and their nervousness and their wonderments and all of other stuff that they can bring to the table. And then as you said, how can we continue to model the consistency of spirit and MI? and what you just described was this idea of doing agenda setting. and you know what? I think I do that with everybody. I didn't even realize I was doing agenda setting with you, Amy. But again, it's embodying the actual skills of MI within the coaching session. And so what Amy is experiencing then with the coach is an MI conversation while talking about MI. So it's this meta. Multi-had. And that's intentional. That's intentional. How does Amy feel? How does she, come across nervous? I'm always watching people's eyes and body language and I'm listening to their voice as a coach because I want to see how things are resonating. And I think even at one point in time I'm like, yeah, I was like, and you're giving me a look, Amy, so

maybe I can give you an example. And because you will get that look from new MI M where they're just like, I don't believe you about that affirmation. Or okay, I hear the example that you're giving me but it's not fitting. And so it's like, okay, that's my opportunity then to take it one step further. And so there can be opportunities or missed opportunities even in coaching. And we don't have to coach somebody on everything they do. Can you imagine coming to a coaching session and all they do is you're doing this wrong and this wrong and this wrong and you should change this and this. And so when we talk about having those opportune moments of where am I going to get like the most kind of peace. And that was actually set by you, Amy. Like, I ask a lot of questions.

Brittany Godin: Do reflections. I want to do more than that. So you know what that was. That became my goal. Your goal became my goal in the coaching session.

Paul Warren: Yeah, I really want to go ahead, Amy. I'm sorry.

Amy Shanahan: I was just curious about the. The. I noticed being coached that I think it was a point where I started with sounds like and ended with a. My voice went up at the end and I don't. I was kind of in the role too. Zoning, like playing. And I thought, oh, there was a good common thing that we hear. And, and you didn't take on both things. And that was beautiful because I realized, wow, that felt good being coached to just that one thing. It didn't feel overwhelming. It's not a lost piece of. And you told me that the reflection was beautiful. And try it again with the sounds like. And I put my voice up at the end again. And you didn't go there again. You just let it be. And I think that that's a beautiful way to model MI as a coach. You're not trying to get me to make it all perfect. You just hung on one thing and said, hey, you don't need that. Try it on if you want. And you Offered ask my permission if I wanted to honor my autonomy.

Paul Warren: That discernment about what the focus is going to be in the conversation. I, mean in any conversation. Of course it's important and it's critical. I think it's especially important. And this is just my two cents with somebody who's at this place in their journey, because ultimately they could feel really overwhelmed and they could leave the coaching session feeling like, I'm as overwhelmed and as freaked out as I was trying to get this right. And from my, eyes, ears, heart and gut in observation of that, I didn't get the sense that Amy left the session overwhelmed at all.

Amy Shanahan: Yeah, no. And, on the flip of that, I didn't feel overwhelmed at all. I actually felt energized to. And it had a desire to want to keep going, to want more, to want to keep. It could be part of my curiosity, but I know for sure it was that wrapping up because I was feeling like left raw or now what? In my head, before you even said, what would you like to do next? So it's like, okay, there's a place to go next.

Brittany Godin: Yeah, yeah, absolutely. And are either of you familiar with Erin Myers? She's done a lot of work in and around, like culture mapping, so how people have conversations in different languages and cultures and stuff like that. so this is my newest obsession and nerdness. Okay, if I.

Amy Shanahan: Another podcast episode coming?

Brittany Godin: Yeah. Yeah. So, so she's done a lot of really cool work where she actually specifically looks at, again, like, how the person's responding or how the feedback happens. And she talks about, in her books and her research, that there are particular ways to give feedback to particular cultures even. And so we're talking about, yeah, we're talking about giving feedback to people. If we don't have that conversation outright at the beginning, how do you want this to go? Like, give the ma.

Amy Shanahan: How do you want to be coached?

Brittany Godin: All those things that we just do so naturally in an MI conversation, even in MI coaching conversation, then what happens is we actually, we missed the mark. I might have not known to listen to Amy's multiple questions. I might not have known to listen for that. It sounds like the reason why I picked up on that, amongst obviously the coaching experience that we all have is specifically because that's one of the things as a learner, Amy, you pointed out, you said, I know you're not supposed to say. It sounds like. And that's just something I talked away. And so you actually, as the Learner, the new MI learner practitioner. You set kind of what the pathway of this conversation was going to be. And I knew we couldn't do at all, but I was like, okay, let's just see where our conversation goes. I'll play the client for you and I'm going to be listening for these key things that you have personally brought up and give you an opportunity to do things differently if you want to. And that kind of multi level wearing of the hat, you know, the asking permission to give feedback that, being able to lean in the way that you needed to lean into it, Amy, that's what makes it like resonate. That's what makes it personable to you as the person learning. Because everybody's going to show up differently in front of you, whoever you're coaching. we don't know what their background is necessarily. We don't know, especially if they haven't been coded, if they've only gone through like that two day session and they've been fire hose. And if you really think about what we ask people to do in a two day AMI training session, it's a big burden. It's a huge burden that we put on learners, adult learners. Doesn't matter where you are in your career, whether you're a brand new kind of out of student person or whether you've been doing your job for 20, 30 years. If you're learning MI M for the first time, we're asking you to rethink things, in a lot of different ways. And so we have to honor that too. And so often what I kind of picture in my head, I'm a very visual person. As I picture this person who's coming in that has just been fire hose. So Amy is my plant and she's just come in

and someone has just turned on. Like my kids do this all the time. I ask them to water the garden and they blast the hose at the root base of the thing. And what can happen is even though the intention is to nourish the plant, we actually strip away some of the nutrients and we leave the roots exposed. We leave them feeling a little bit raw after training. And so I take it almost as like my coaching responsibility as a good MI practitioner, as a believer in this art, to kind of wrap that root up to protect it first and then add the nutrition the way that Amy needs to absorb the nutrition.

Amy Shanahan: Love, the analogy there too, because I didn't even talking about the fire hose, but also the clutter. I didn't even know I said anything about. I know I'm not supposed to say it sounds like anywhere in the conversation because I'm coming in with a lot of nerves and stuff. So I love that notion of you kind of tucking it away. And I love the analogy of we got to cover the roots with the dirt and just gently water that plant at first. Well, always shower. right.

Brittany Godin: And then again with coaching, with teaching, am m I with learning, am I that type of stuff. Like it is such a multi intentional strategic skill based, like we can get into it and nerd out about a big time. And I mean we've all been doing mi for how long and I feel like I still have so much to learn for sure. And forever we'll have so much to learn. So.

Paul Warren: Yeah, absolutely, yes. Ongoing learning forever and ever. Forever and ever.

Amy Shanahan: Well, it's helpful too, the analogies you use. And I love using music or sports because people can relate to that if they played an instrument or a sport that, you know, you might be dribbling the ball this week. You're not shooting it into the basket. You're not, you know, worrying about how fast you can get across the court yet

re. You're not going to play chords. You might just play a couple notes this week. So inviting people, to consider deliberate practice and hang their hat on one or two things especially. And not just for beginners, for any of us. You don't have to play the whole song today.

Brittany Godin: Well, and I've even had people come out of those coaching sessions where they're just like, hi, like oh, that was. There's a few things that are my head, I don't even know where to start. And I'll ask permission. Can I give you an idea of where to start?

Brittany Godin: Because sometimes just even like taking that pressure off, giving them the permission that you don't have to do it. All right. Sometimes just picking that double sided reflection, Amy, is all tomorrow's Wednesday or tomorrow's Thursday or tomorrow's whatever. Tomorrow is double sided reflection Thursday. And that's it. That's all you're going to do is work on your double sided reflections. Be listening. Notice the sustained talk. Notice the change talk. We know the recipe to the double sided reflection is sustained talk and change talk. Work on that and try to do one of those. Anytime you hear, ambivalence or people talking about, you know, that kind of stuff, if you can do that, then you're doing ami. And so just giving people the permission to just. This is just one little pillar of Your house. Right. And if we get strong and all these pillars, then we have a good foundation of mi, and it doesn't have to be strong all at once.

Amy Shanahan: Yeah.

Paul Warren: You mentioned this earlier, Brittany, and I want to make sure that it gets underlined because I think it's critical to the parsing out of what the focus is going to be. And you mentioned this earlier, and I don't think you use this word, but you certainly

implied it and certainly you modeled it in terms of your conversation with Amy was that you were listening so closely to determine what was most relevant for her.

Amy Shanahan: Her, huh?

Paul Warren: Yeah. And again, to me, regardless of where somebody is in their learning journey, especially with somebody who is at the beginning, but regardless, we want to be listening to where the deepest relevance or investment is for that person, because that guides what we focus on as a coach. And again, you very clearly and, in a very attuned way, picked up what was most relevant to her at this moment, and you shaped the coaching, the focus of the coaching around what was going to be most important to her.

Brittany Godin: Yeah. Thank you, Paul.

Amy Shanahan: Yeah. I'm curious, Brittany. I wonder if that helps you as a coach to, kind of move out the other things that you might notice that you're zoning in on the 1 or 2 or. And a couple of those things in the back of your mind, but wondering how that was for you as a coach.

Brittany Godin: Yeah. So one of the things you actually mentioned at the beginning of our conversation was just talking about when you were kind a trainer in mi, Amy, and you were like, now I got to coach this stuff, and, oh, I'm realizing that maybe I know some of this stuff better than I know and that type of stuff, and what do I coach? And there's almost like, I hate to say imposter syndrome, but there's a little bit of that that happens when you're a trainer and you're kind of training this stuff. But I'm also slowly still amalgamating, and learning this stuff and absorbing this stuff, and it's kind of all

these things happening at once. And again, I think it takes some of that energy and the coaching burden off the shoulders of the coach to really lean into what is most important to Amy. What is most important to the learner? What is it that they're bringing to the table? Like, often, people know their answers and almost the inversion of what it is that they're telling us. So if I have a patient that comes in and says, oh, my goodness, life is a struggle right now, I'm so frustrated. My reflection to them would be like, you really wish life was a little bit less of a struggle right now? It's the inversion. So often when there's a new MI learner and they say, oh, man, I just feel so cluttered and, you know, it's clunky, whatever, then the inversion to that naturally is you really want to feel a little bit more fluid in your MI skills going forward. And so they already have the answer within. And I might not tell them that in their first session, but if I get the opportunity to work with Amy, my character I just got to work with, and I'm going to tell them that probably in their second session. And I'm going to say, remember back in that first session when we worked together, one of the things that was inherently noticeable about your skills, Amy, is that D and I'm going to bring it along. And so it's not just to affirm you, but again, it's to protect those roots to allow you to grow. It's allow you to think about the skills that you have and that you can continue to carry forward. And I think the position of a good coach is again, to build its self efficacy of the person using the skill. Yeah.

Amy Shanahan: a beautiful parallel process of what we want to do with anyone that we're talking with about change using MI is practicing the same in coaching.

Brittany Godin: Yeah. And we can only do that safety is established.

Amy Shanahan: Yeah. Yes. Right.

Paul Warren: And maintained.

Brittany Godin: Yes.

Paul Warren: Yeah, yeah, yeah. And you know, Brittany, you even alluded to this earlier when you said that, you know, sometimes as a coach, I'm not aware of what I'm doing because I'm just sort of with that person and kind of being guided by whatever it is they may be saying. And again, I think that the intention behind having this particular episode was to kind of raise these structural andational elements that a coach can consider. And chances are they're probably bringing many of these things to the conversation and how wonderful for them to raise their awareness about. I am bringing this to my coaching session and I'm being attentive to this beginner in their journey with M I. Yeah.

Brittany Godin: And they're bringing what we're going to talk about. So that's that ownership on both sides's bringing again the superpowers together and the expertise together. And so. Yeah, well said, Paul.

Paul Warren: Thank you. Well, thank you so much for joining us for this particular episode. And, it't really has been eye opening and an absolute pleasure. Thank you so much for being here.

Amy Shanahan: Same. And I'm So glad not only that you joined us, but that I had the beautiful opportunity of being coached by you.

Brittany Godin: Well, I find any opportunity where I get to be, a coach and like recorded and everything like that. I will be the person now that listens to this podcast once it

comes out and I will scrutinize everything I did. Oh, just a message to coaches out there. People learning. M I that scrutiny piece never stops. We always wonder about what we could do differently. We always think about what we can rethink even if its a good session, that type of stuff because theres always so much to learn and so much to improve on. So thank you for giving me the opportunity to do this with you today. Im really honored. As I said before, Paul and I just have so much respect for you, Amy and Paul. The work that you do and how we get to continue to work on little projects and stuff together. It's really cool.

Amy Shanahan: Love the collaboration. And you have mad skills, Brittany. That's why you wantn to listen and review your tape because you have to continue.

Brittany Godin: So do you, Paul. That's awesome.

Paul Warren: Thank you. Thank you. Thank you so much.

Brittany Godin: Thanks for listening to episode 35 of Lions and Tigers and Bears. Am I be on the lookout for new episodes coming soon.