



# **Cognitive Motivational Tools**

**FOR NEGOTIATING BEHAVIOR CHANGE**

**A 3- DAY MOTIVATIONAL TRAINING WORKSHOP**



## OVERALL GOAL OF THE TRAINING

This three-day workshop will focus participants on examining the myths and faulty assumptions about behaviour change and how these myths are maintained.

Training participants to use a series of “cognitive motivational tools” the goal will be to develop a consensus of understanding about what “change” is all about and, how using these “tools” to assist their clients to develop “intrinsic motivation”, can effectively structure the quality of work with individuals who are “resistant” or reluctant to change.

## THE ABC'S OF MOTIVATION AND CHANGE:

This workshop will focus participants on examining the myths and faulty assumptions about behavior change and how these myths are maintained. In doing so, they will understand that while change is possible, it is difficult for most people, most of the time. People, will change when there is a “readiness” to do so ... when their motivation for doing something or thinking something different is greater than their “resistance” for not doing so. Motivating people towards change requires that we understand and recognize how to “negotiate” change.

It requires that we re-define how we assess motivation, not as we do typically, from the “outside in”, focusing on what we can see as “observable evidence”... people’s traits or behavioral styles ... but rather from the “inside out”. A true assessment of motivation helps the individual to clarify who they want to be and working with this to shed light on developing goals and strategies that maintain change.

## THE PROCESS OF CHANGE:

Participants in the workshop will spend time understanding motivation and the basics of how people change as individuals.

They will come to understand what is meant when we say that an individual is at a particular stage of “readiness”. They will learn how to assess readiness and how to begin to work with individuals in a focused manner that is directed at “where the individual is at the moment”.

They will also understand their role in the process and come to recognize what happens when they push too hard or attempt to force or dictate

people into change. They will also learn how to deal with the outcome of pushing too hard, of disregarding the individual's readiness to change ... they will learn to deal with and reduce resistance!

Participants will also learn the essential tasks and strategies associated with "negotiating behavior change" with their clients. Participants will recognize that as it is in the game of chess, these strategies involve fine thought-out moves that require knowledge, skill and finesse.

Essentially, throughout the three days, participants will come to recognize that motivation is not a trait. It is instead a state that is changeable ... a commitment directed towards some course of action in which both the clients and we the practitioners play key roles!

An overview of the three day workshop follows. The overview outlines what participants will examine each day and what skills and techniques they will develop using a practical and "hands-on" approach.

# WORKSHOP OVERVIEW

## ● Day 1:

- ABC's of Change and Motivation
- What motivates people to change -
- Personal Reflection ... What Role Do I Play in Negotiating Change  
What is an effective style?
- Recognizing and Understanding Ambivalence to change.
- Identifying Counselor Traps ... Evoking Intrinsic Motivation to Change

## ● Day 2:

- Assessing Readiness - Motivation & Ability
- Are They Ready? ... Understanding the Stages of Change
- Managing Resistance [Resolving Ambivalence] ... Tools and Strategies
- Recognizing, Eliciting and Responding to “Change Talk”

## ● Day 3:

- Effective Communication: The Dance of Change
- The Decisional Balance ... Creating A Case for Change
- Taking Steps Towards Action
- Tips towards Good Practice
- Putting It all Together: Integrated Practice

# WORKSHOP OVERVIEW

## TOOLS

1. A rapport building *Agenda Setting Tool*.
2. *Readiness Rulers* ... A tool for assessing the importance [motivation] and confidence [ability] to change.
3. A *Change Talk* tool card to guide recognizing, eliciting and responding to client change-talk.
4. The Cognitive Motivational Tools desktop *Counsellors Reference Guide*.
5. Counsellor *personal feedback cards* to guide interactions with clients.

## TECHNIQUES

1. The ABC's of Change and Motivation.
2. Understanding the nature of the ambivalence to change.
3. Classic traps that fail to promote change and how to bypass these traps.
4. The 6 building blocks needed for motivation.
5. The stages of change applied to the counselling intervention.
6. Creating "Dissonance" ... "problem awareness" associated with not changing.
7. Tipping the Balance towards change ... moving clients through the stages of change.
8. Assessing readiness to change by measuring: Importance and Confidence to change.
9. Dos and Don'ts for initiating and supporting change.
10. How to set the agenda for change between the practitioner and client.
11. Questions for exploring importance of change to the client.
12. Using the Decisional Balance to elicit reasons for change and identifying obstacles holding one back from change.
13. Knowing when and how to shift strategies in negotiating behavior change.
14. Effective communication techniques for negotiating change and eliciting change-talk statements.
15. Reflective listening – learning to "roll with resistance".
16. Understanding the communications cycle—avoiding counsellor traps and lowering client resistance.
17. Understanding different levels of reflection and their importance in change.

# ABOUT The Facilitator

**Elizabeth A. Fabiano**, MCA, a professional criminologist and cognitive behavioral therapist, is known internationally for her work in developing and implementing successful programs for rehabilitating male, female and juvenile offenders. She has also developed and implemented cognitive motivational programs for use with vocational rehabilitation clients, mental health clients and clients on income support and social assistance. She has also developed programs and services for client in work recovery including those dealing with high pain management. In this work Ms Fabiano has trained numerous correctional practitioners, social workers, psychologists, and addressed scores of audiences across North America, and abroad. Currently, Ms. Fabiano is a senior partner in an Ottawa-based correctional consulting firm, T3 Associates Training and Consulting, Inc., and Executive Director of P.N.A. Change consultants Inc.

Ms. Fabiano holds a Bachelors degree in Sociology (Honours) from Queen's University in Kingston, Ontario and a Masters degree in Applied Criminology from the University of Ottawa. Following her formal studies Elizabeth began a consulting career in which she assisted the Ontario Ministry of the Solicitor General and Correctional Services in the area of program development. She provided direction on programs for both probation and custodial operations within Ontario correctional services. During this time she co-developed a program for offenders, Reasoning and Rehabilitation. The program, a curriculum for criminal offenders, represented a major breakthrough in the treatment of this difficult to reach population.

Following this, for 10 years Ms. Fabiano was the Manager, Program Development and Implementation for the Correctional Service of Canada. As a manager with the federal correctional service, she developed and introduced a number of programs for offenders including the well-known "cognitive skills" program [Reasoning & Rehabilitation]. Included among the programs which she set in place were parenting skills courses, substance abuse treatments, and programs aimed at preventing family violence.

During her tenure with Correctional Service Canada Ms. Fabiano helped reshape the direction of programs for offenders across the Canadian federal correctional system. She received a Governor General Management Merit award in recognition of her outstanding contributions.

Ms. Fabiano is a highly talented trainer who creates enthusiasm about her work wherever she travels. Ms. Fabiano's work has focused on the development of "cognitive skills" - the thinking and reasoning skills people need to make good decisions and live successful lives and "motivation" - the desire and need to want to change. The cognitive approach provides individuals with a range of thinking skills and helps them develop new styles of interacting with other people. They learn to use reasoning before acting impulsively and to consider the consequences of their behaviour for themselves and others.

In recent years Ms. Fabiano’s program development work has expanded into the arena of employability where she has developed curricula for front-line staff providing services to unemployed youth and adults. As a certified member of the international network of Motivational Interviewing Trainers [MINT], Ms Fabiano has used a number of motivational enhancement concepts in her work to develop counseling training and program content that will help counselors and other social service professionals work with poorly motivated and multi-barriered clients. An example is the N.O.W. [New Outlook for Women: Preparing for Change] program for women on social assistance.

Ms Fabiano provides extensive training workshops and consulting services in many countries [ i.e., England, Wales, Scotland, Denmark, Sweden, Norway, Finland, Australia, New Zealand, and Singapore] and throughout Canada and the United States.

Ms. Fabiano has co-authored many scholarly monographs, book chapters and journal articles in the area of effective correctional treatments, motivational programming and motivational case management. In addition, she has two co-authored books to her credit, *TIME TO THINK: A COGNITIVE MODEL OF DELINQUENCY PREVENTION AND OFFENDER REHABILITATION*, and *CORRECTIONAL AFTERTHOUGHTS: PROGRAMS FOR FEMALE OFFENDERS*.

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## **SOME OF THE AGENCIES AND ORGANIZATIONS THAT HAVE DONE THE CMT TRAINING INCLUDE**

### **INTERNATIONAL**

- Ministry of Justice: National Probation Services, London England
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- Sweden Prison and Probation Services
- Norwegian Prison Services\
- Prison and Probation Services in Finland
- Danish Prison and Probation Services
- Government of Western and Southern Australia, Prison and Probation
- New Zealand Probation and Prison Services

### **CANADA**

- Ontario Youth Council**
- Saint John Association for Community Living**
- Alberta Human Resources: Employment Division**
- Frontenac Mental Health Services**
- Ontario March of Dimes—All agencies in Ontario**
- Canadian Paraplegic Association**
- Windsor Unemployment Help Centre Windsor Youth Employment Services**
- WorkSafe New Brunswick—Workplace Health and Safety**
- Windsor Greater Essex County District School Board**
- Ontario Ministry of Correctional Services**
- Correctional Services of Canada**

### **USA**

- Oregon Commission for the Blind**
- New Mexico LINC'S Program**
- Florida Division of Blind Services**
- Oregon Office of Vocational Rehabilitation Services**
- PDG Rehabilitation Maryland**
- Prairie View Psychiatric Hospital Kansas**



## **For Further Information Contact**

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