

## **What participants are learning in and saying about ICT's MI (8 Hour) Training:**

*"Always excellent training with you, Jamie! Thank you!"*

*"Thanks so much, Jamie! Always great to see you and learn something new each time!"*

*"Thank you, Jamie! You were great as usual!"*

*"Not knowing much about addiction, I learned it takes at least 8 times of failing and 21 days to change. It's important to know more about addiction as we work with clients with addictions on a daily basis. Also learned about the acronym OARS..."*

*"My biggest takeaway from today is to remember to use reflective listening to my advantage. Listen to what our clients have to say and help them find the motivation in themselves to change. Be kind and empathetic and remember that we often times fail at our goals too. Having the information of when someone is more at risk for relapsing or falling victim to old ways, we want to check on them."*

*"During this training, I was reminded of the OARS and how important and impactful MI is. I was reminded of the minimum 21 days to change and how there should really be empathy utilized when dealing with our clients because we often are dealing with our own personal struggles and know that it is not as easy as we make it seem especially when our clients have been practicing these behaviors for years."*

*"What I have taken away from this training are the many tools for communicating correctly, especially working with youth and understanding them. Also, recognizing each person's reaction and how they feel; and the importance of reflective listening and really getting to understand someone."*

*"A big takeaway from today for me was the refresher to continue to be empathetic. In addition, to be willing to commit and experience a change myself, and to be able to set realistic expectations on others. In essence, that communication is the key to success, and that in communicating, we have to continue to be reflective listeners not just speakers."*

*"I learned about the OARS (Open ended questions, Affirm, Reflective Listening and Summarizing.) I also learned that it takes a minimum of 21 days to change a habit and if someone fails, they fail within the 6<sup>th</sup> or 8<sup>th</sup> day."*

*"The biggest thing for me is how in a conversation people who become triggered only hear on average 4 words because they are listening through their trauma and also that you can use the cues they give to try and start the conversation over or rectify what it was that triggered them."*

*"Today, I took away some really impactful information that I can use in my personal life along with my work life. I always look to grow to be a supportive person in a child's traumatic part of their life."*

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*"During this training, I learned about the Somatic Window of Tolerance and being aware that each person has a different window that should be acknowledged especially when they appear to have been triggered in conversation."*

*"I learned that the 'gravitational pull to the familiar' will make it difficult to change old habits; therefore, it is important to create SMART plans and have a vision to ultimately accomplish life changing goals."*

*"I learned that knowing your audience and how people react is especially important. Working in the hall, this is very importance to know each and every youth and how they react. It is a good tool to help with that communication."*

*"I learned about [the] Do-Over; when something is said wrong or is misunderstood, ask to do it over again so you can explain yourself. I also learned about Time Out. When needed, it's okay to step away from the conversation to gather your thoughts."*

*"During this training, I realize that my words are powerful, and they can be implemented to motivate or quite the opposite."*

*"The most impactful thing I learned today was knowing your audience and Do-Over. You can restart your conversations."*

*"The thing that I have been reminded of is how MI has a huge impact on the recidivism rate by helping our clients change their behavior, if done correctly. I think implementing the do-over method could also have an impact on the building of our relationships with people and how important that can be to a person knowing that the brain will remember the do-over [process]."*

*"From the training, I learned (through the application of the vision we set earlier) that in order to expect a change, we first must be willing to commit and experience a change ourselves. It is more realistic to set an expectation of others to commit and accomplish a change, if we understand what the expectation and change we are requesting entails. In essence, we have to be willing to walk in the shoes of others, not literally but metaphorically speaking."*

*"I learned that it is best to set SMART goals, and that it takes 13 minutes for your central nervous system to decompress when you have been triggered."*

*"I learned that when setting goals, it is crucial to set realistic expectations. It is also important to be sure that progress will be not only measurable but set in motion with a start time and a plan of action."*

*"I learned that all of the content we are going over is so simple, yet we make it so complicated! Communication is so vital. We have a lot of practicing to do!"*

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*"I feel like the most important thing that has impacted me so far during this training is I have always been self-determined. I now realize that I never set up a clear consistence plan to be successful. Today, looking at some of my 21-day goals has inspired me to work harder and push to complete them. Also, I want to share the 21-day plan with my family to help them achieve [their] future goals."*

*"Today, I learned that what you say has to be on target or it can come off the wrong way. You will end up spending more time cleaning a problem up. Take time to step away from the conversation and re-address the problem later when you are in a better place. Know and recognize when something triggers you and handle it appropriately."*

*"I learned about knowing your audience and being cognizant of the clues they are giving you, in order to be able to know if they are engaged in the conversation or if they are listening through the lenses of their trauma. I think with knowing this, one can have more productive conversations."*

*"Something new I learned was the do-over and handling the mistake right then. I also liked the SMART goals: simple, measurable, attainable, realistic and time-driven."*

*"I learned that it is especially important to make sure that we have good intentions with everything we say and do. Using motivational interviewing is important in the sense that we have to remember that we are not the experts in the lives of our clients. They are the experts of their lives and we are simply there to help draw out their motivation and help them accomplish their goals."*

*"Today, I learned that knowledge is NOT understanding; and that one must reprogram their brain to a new algorithm. Children have more neuroplasticity than adults."*

*"I learned to not try to learn something new with distractions around because distractions prevent you from learning and will have you revert to the old neuro pathways."*

*"From the video, I learned that children have more neuroplasticity than adults and freeing the brain from cognitive bias takes practice."*

*"My biggest takeaway was the lecture on short-term high for long term pain vs. the short-term low for long term high. I this to be an interesting tool I could personally use in my everyday life especially when planning for a healthier future."*

*"My takeaway was the paradigm (belief system)...believing that you can't change certain things in your life because it has always been that way."*

*"The most impactful fact I took away from this course what that at the 6–8-day mark, the chance of relapsing is significantly higher and that a stronger sense of empathy is required to give good support when help another person reach their personal goals."*