



Enhancing Meaningful Interaction with Offenders

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Working with clients

Self Assessment



Agenda for sessions (3 parts)

- Why are offenders resistant?
- How can staff best deal with resistance?
- How can staff build meaningful relationships with offenders?



Why are Offender's Resistant?

- Mental Health / Mood Issues
- Substance Abuse Issues



Resistance – cont'd

- Clients learning histories
- Issues with authority
- Dislike of structure / schedules



Staff contribute to Resistance!



Resistance – cont'd

- Insensitive staff
- Little quality time
- React to behavior problems
- Negative bias




How can staff best deal with resistance?



Utilize “Stages of Change” Model

- Pre-Contemplation
- Contemplation
- Action
- Maintenance
- Relapse



“Rolling with resistance
and challenging a client
to think instead of
reacting is the key”

Randy Shively



Measure Client Motivation

- University of Rhode Island Change Instrument (URICA)
- Readiness to Change Questionnaire



Utilize Motivational Interviewing

“Motivational Interviewing is a therapeutic style intended to help treatment staff work with offenders to address their ambivalence.”

U.S. Dept. of Health and Human Services, Tip 35



Motivational Interviewing – Not Ready to Change

- Provide Information
- Listen, do not challenge
- Create client discrepancies
- Listen, reflective
- Ask Open-ended questions
- Summarize
- Affirm
- Help offender voice own concerns



How can staff build meaningful relationships with offenders?




Relationships

- Attitudes of staff
- Values and beliefs about offenders



Defensiveness and/or hostility
kills relationships




“If the staff’s attitudes and values are in the right place, these will be a spring board to defuse clients who have nasty attitudes and who try to be troublemakers in programs.”

Randy Shively




Separate the offender from
their crime.

Provider's Oath



Focusing on
“Teachable Moments”
builds relationships




Looking for informal
times to discuss key
concerns and model skills.




Improve “Professional Boundaries”

- Self-disclosure
- Dealing with anger
- Time constraints
- Personal problems



Staff need to model
accountability and problem-
solving daily with our
offenders!



Find ways to empower
offenders to create a win-win
situation.



Protect Staff From Burnout




Protect

- Balance giving and taking
- Get rest
- Have a life
- Vary your job



Protect, cont'd

- Relieve stress
- Laugh
- Rely on Teamwork
- Surround self with positive people



Meaningful interactions with offenders is the foundation they need to trust the change process!