



A general Agenda

Navigating Resistance

- Roadblocks to Communication
- Common Sr. Living Statements
- Pressure to Overshare
- People are not resistant by nature
- Our Righting Reflex
- Empathy and Sympathy
- Reflective Listening 101

Understanding Change

- Ambivalence
- Why do people get stuck?
- Data on information Retention
- Data on Engagement
- Stages of Change

Learning to guide

- The Motivational Interviewing Mindset
- Data on Listening
- 4 Process's of MI
- Core Values
- Strengths/Affirmations
- Open ended questions