

Identifying and Responding to Ambivalence, Change Talk, and Sustain Talk



A learning program for **direct service staff at contracted Family Services providers (Prevention services) who are participating in the MI Connect Initiative.**

ABOUT

This learning program strengthens targeted Motivational Interviewing (MI) skills that direct-service staff use when working with children, youth, and families. Building on the foundational MI courses, this course reinforces identifying and responding to ambivalence, change talk and sustain talk. Participants learn to recognize mixed feelings, reasons for change, and reluctance — and to respond in ways that highlight motivation. Through interactive practice, learners recognize the impact of MI-consistent and MI-inconsistent responses, demonstrate how MI fits into a full conversation and practice implementing a complete MI dialogue.

BENEFITS

Learners will:

- Develop the ability to identify ambivalence, sustain talk and change talk in parent or caregiver statements.
- Recognize sustain talk as an opportunity to deepen understanding and support families in moving toward their goals.
- Strengthen their capacity to form MI-consistent responses that reinforce and amplify change talk.

COMPONENTS

Once enrolled in the course, learners will complete:



An online pre-test.



A two-hour, instructor-led training.



An online post-test.



Completion of all components is necessary to receive a Certificate of Completion.

PREREQUISITES

Prior to attending this course, learners are required to have completed all components of Foundations of Motivational Interviewing: Communicating to Build Partnerships, Foundations of Motivational Interviewing: Practicum and MI Skills Check.

CONTINUING EDUCATION UNITS

The New York City Administration for Children's Services is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0402. This course is **2.0 contact hours/.2 CEUs**. CEU credit is contingent upon completion of all course components.

REGISTRATION

Register for this course by logging in to **Cornerstone**, browse for the course name and complete all information. For more information about the ACS Workforce Institute, please contact the Help Desk at Wihelpdesk@acs.nyc.gov or call (212) 748-1898.

ABOUT ACS WORKFORCE INSTITUTE

The ACS Workforce Institute (WI) is a state-of-the-art professional development institute that strengthens skills and provides support to child welfare and juvenile justice direct service staff as they strengthen and support New York City's families and children. Through partnership with the City University of New York (School of Professional Studies and the Hunter College Silberman School of Social Work), the ACS Workforce Institute offers professional learning initiatives that move beyond the classroom to enhance skill development for new and seasoned ACS and provider agency staff.

