

**Shelter Tas Inc.**  
**Workforce Development Strategy 2015-17**

**Evaluation Report #8**

**Motivational Interviewing**

**14 & 17 October 2016**





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## Background

Shelter Tas has received funding from the Department of Health and Human Services (DHHS) for the development and implementation of a Workforce Development Strategy (WDS) for Specialist Homelessness Services (SHS), the purpose of the WDS being 'to support SHS's in developing their workforce to meet the current and future service delivery demands in a changing environment.' (Workforce Development Strategy, page 9).

In order to ascertain the sector's main priorities for training, feedback was collected from Tasmanian SHS organisations and later from WDS Reference Group members. Requests for training in Motivational Interviewing techniques came out of these consultations, as well as from some of the people who participated in the 'Complex Clients and Self Care' training as part of the WDS. It was decided to ask Amovita to run this training, as they had come to Tasmania in February 2016 to run the 'Complex Clients and Self Care' training, which was very well received by participants.

Motivational Interviewing (MI) training was held on 14<sup>th</sup> October at The Tramsheds in Launceston and the 17<sup>th</sup> October at Rydges Hotel and Function Centre in Hobart. Tracey Harris (Executive Director, Amovita) ran the Launceston session and Nicola Payne (director, Amovita) facilitated the Hobart training.

Of the total 56 participants, 22 people attended the training in Launceston and 34 in Hobart. There was significant interest in the Hobart training session and upon consultation with the trainers, it was decided to extend the available places to cater for the extra people who wanted to attend. Eventually there were 36 registrations and 34 people came on the day. There was also a waiting list for the Hobart training, with 5 people who were unable to secure a place at the time of the training.

## Training Overview

Of the total 56 participants, all evaluation forms were returned. 93% of respondents rated the training as good – excellent.

The training was rated as a successful event by attendees, and it met priorities 1 and 2 of the Workforce Development Strategy recommendations.

1. ***Increasing the skills and competencies of the SHS workforce.***

Attendees reported improvement in their ability to assist clients experiencing trauma or other complexities in their lives though attained MI skills, as well as increased knowledge of MI theory after attending the training.

2. ***Increasing the accessibility of training and professional development to the whole of the sector.***

Training was held in Hobart and Launceston, which provided training opportunities to workers State-wide. This training was offered at a subsidised rate of 80%, costing

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services \$60, thus increasing accessibility to more workers from a variety of services. As there were a small amount of places available in Launceston at the close of registrations, these were offered to non-SHS homelessness services and community housing providers, which increased accessibility and valuable knowledge to the broader sector. Due to high demand, the number of available places was increased for the Hobart session (from 30 to 36) to allow more people the opportunity to attend.

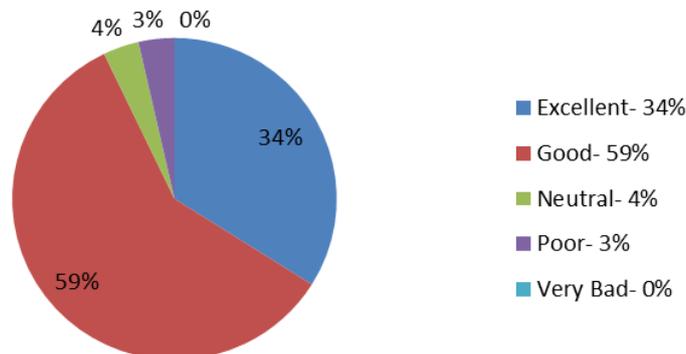
Feedback received from discussions with participants during the sessions indicated that attendees found the morning sessions very valuable, but the afternoon session provide too much information in the time provided and was therefore very rushed. There was a range of feedback, as some participants felt that the fundamental skills unnecessary (due to their advanced knowledge) and others found this basic information vital to understanding the more complex elements.

Comments received on the evaluation forms revealed that participants generally found the trainers interesting and engaging, with higher scoring for the Launceston session. This variation can be explained by:

- the high number of attendees in the South
- different trainers facilitated each session, so particular teaching styles may have been preferred.

The majority of respondents noted that the training was too rushed and there was an overload of information (including skipping a number of Powerpoint slides). It was apparent that the trainers did not sufficiently adjust the content from the full 3-day course to the one day format which was requested. Many attendees requested the full 3-day course be offered. As noted in previous evaluations, this is not a viable option, as organisations have also indicated they cannot release staff from office duties for this length of time.

### Overall rating of Motivational Interviewing training



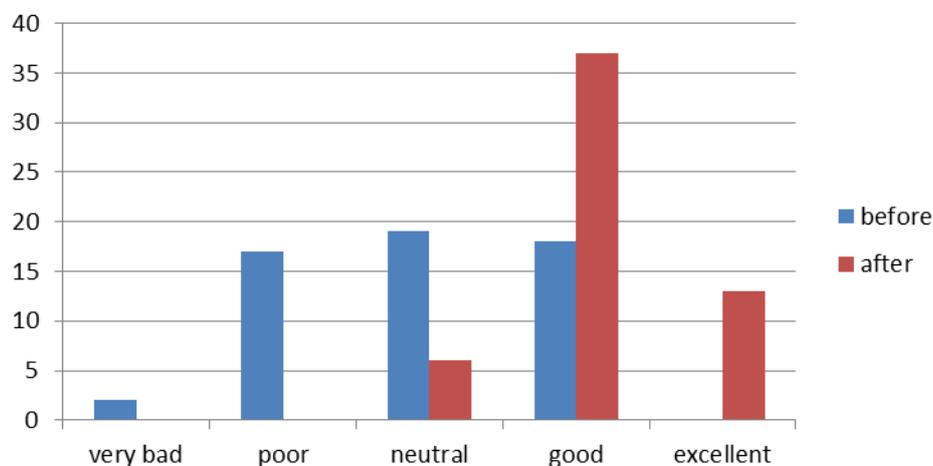
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## Participant Evaluation

Evaluation questions were rated on a scale of 1 – 5.

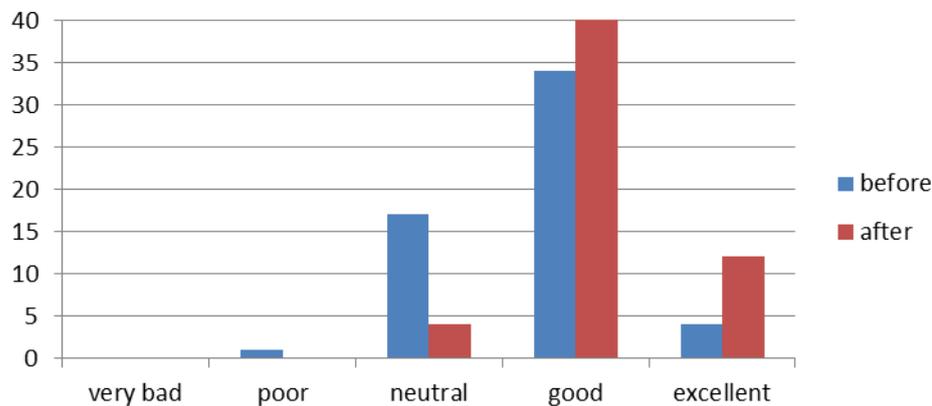
1. Rate your knowledge of Motivational Interviewing theory and techniques before the training session
2. Rate your knowledge of Motivational Interviewing theory and techniques after the training session
3. Rate your ability to deal with clients at work who are experiencing trauma or complexities in their lives before the training
4. Rate your ability to deal with clients at work who are experiencing trauma or complexities in their lives after the training
5. Overall, how do you rate today's training?
6. Do you have any comments about this training session?
7. Please note any suggestions you may have for future training topics.

### Knowledge before and after training



**Question 1 & 2: Rate your knowledge of Motivational Interviewing theory and techniques before and after the training session.** This graph shows that all ratings of very bad and poor increased to neutral or better. Participants rated their ability fairly evenly from poor to good before the training, but the majority of people rated their knowledge as good (35 of 56) after training, with 13 people rated their knowledge as excellent after training.

## Ability to deal with clients at work before and after training



**Question 3 & 4: Rate your ability to deal with clients at work who are experiencing trauma or complexities in their lives before and after the training.** Whilst ratings of 'good' remained quite steady (increased from 34-40), poor and neutral ratings decreased (no poor ratings after training and neutral decreased from 17-4). Ratings of excellent increased from 4-12, these ratings demonstrate the value the attendees found from attending this training session.

**Question 6:** Comments from evaluation forms included:

- 'I found the session really helpful and relevant to my role. I found the facilitator engaging and fun'.
- 'Very well presented. A great deal of information supplied. Tools provided were fantastic - I am sure they will get a lot of use. I would really have liked the opportunity to do the 3 day version of this training'.
- 'Very good, great references for follow-up work, excellent explanations and presentation, very engaging presenter'.
- 'Educator was very precise and interesting as well as being friendly'.
- 'Moved a bit quickly. Really relevant to the work. Really enjoyed it. Assumed a bit too much about existing knowledge'.
- 'Training was motivational. The principle and stages clearly explained. Excellent presenter. Has given the knowledge to use MI at work'.
- 'I found that there was a lot of information to take in, but the trainer was very good to keep me on track'.
- 'The training was comprehensive but 'overwhelming' as the limited time in one day. I would look forward to another opportunity to continue this training'.
- 'Too fast. Too much info. Nice lady but not a very engaging workshop, sorry'.

<b>Organisations/programs represented via geographical region.</b>	
<b>North/North West</b>	<b>South</b>
6 Anglicare 3 CatholicCare 2 Launceston City Mission 5 Launceston Women's Shelter 1 Salvation Army	8 Anglicare 4 CatholicCare 7 Colony 47 1 Common Ground 5 Hobart City Mission

1 Youth Futures 4 Warrawee	4 Hobart Women's Shelter 2 Jireh House 1 Launch 2 Salvation Army
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## Recommendations for Future Training

### Actions for implementation by Shelter Tas:

1. As mentioned in previous evaluations, the time cost of using free venues (and organising catering and other details) was significant, although financial cost was lower. The MI training was delivered through venues which supplied all these services as part of the overall price. This was a huge time saving to Shelter Tas, and will be continued for full-day training sessions into the future.

### Broader Considerations:

2. The Hobart class for the MI training was oversubscribed and a waiting list was created for those people who wanted to attend after the registrations had closed. Upon consultation with Amovita, the class size was increased to 36 places (these were all filled and 34 people attended on the day). After feedback on the training was received, it was evident that the class size was too large, and did not allow adequate time with the trainer or a pleasant learning environment. Ideally, Shelter Tas would have split the class and run two Hobart sessions, however it was impossible to know that the demand for this course would be so great, as (typically) the majority of registrations were received very close to registration closing date.

In future, class sized can be limited to 25 people and consultation with trainers about repeating classes can be held. In practice, often the extra numbers do not amount to a viable class number and there is far greater cost in bringing an interstate trainer to Tasmania again, rather than adding people to an exiting class. This will need to be reassessed by the WDS Reference Group for future training sessions.

3. As in previous training evaluations, there was some discrepancy in the skill level of attendees and the level at which the training was pitched. The best solution to this is to survey those people interested in attending the training beforehand to give trainers an idea of the level of experience. However this is not foolproof, as an individual's perception of their experience is subjective. But this remains a useful tool for trainers. In addition, it would be beneficial if trainers were more specific about the target audience of their training (i.e. beginners or advanced) to allow people to make a judgement about their suitability before registering.

Evaluations have consistently demonstrated the range of skills across sector workers. This range varies from new those with extensive experience. To assist with catering for this variation, surveying participants beforehand may improve suitability for those attending.