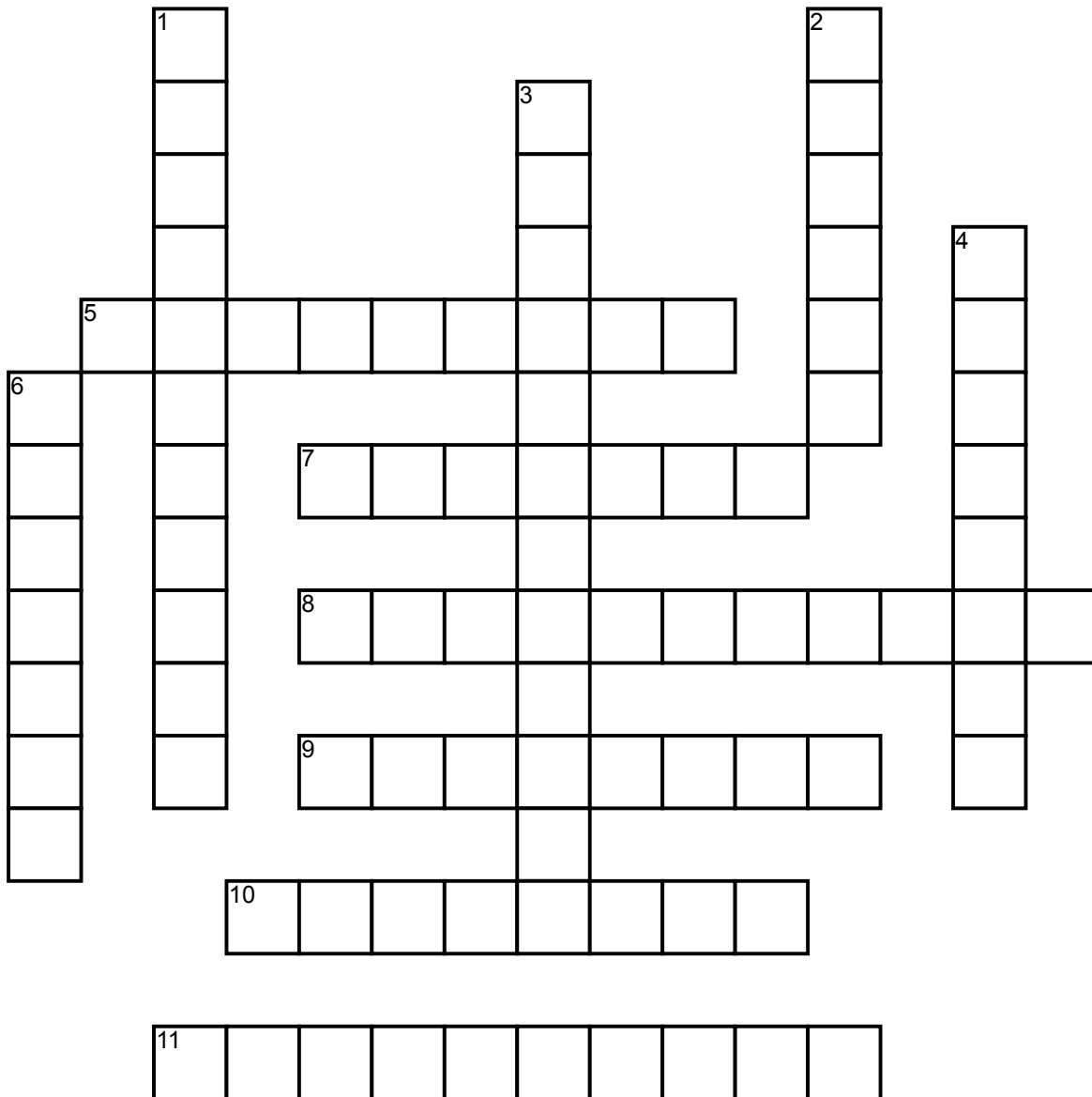


Motivational Interviewing



Across

- 5.** To draw out of the visitor their own perceptions, goals and values.
- 7.** OAR__
- 8.** Working with a visitor by being supportive rather than persuasive.
- 9.** Demonstrates respect for the visitor, for their resourcefulness and their ability to make choices.
- 10.** Involves clarifying a particular goal or direction for change.
- 11.** Statements by the visitor revealing consideration of motivation for or commitment to change.

Down

- 1.** The simultaneous presence of competing motivations for and against change.
- 2.** DA__N
- 3.** Reinforcing those specific things the visitor says or does that may assist in understanding and/or making a change.
- 4.** The process of establishing a mutually trusting and respectful helping relationship.
- 6.** The extent to which a Service Coordinator communicates accurate understanding of the visitor's perspectives and experience.