Managing Interpersonal Processes

In Effective Trauma Informed Case Management

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The Mustard Seed

"I'm not here to be your friend"

What does this mean?

Where we will go today

- Research
- Clinical Lens of Conceptualization
- Case Example

Research

- Psychology:
  - Common Factors of success
    - Theory of change
    - Hope (expectations)
    - Ability to establish a therapeutic alliance
    - Specific Skills: Empathy, interpersonal competence, etc.

(Duncan, Miller, Wampold & Hubble, 2010)

Case management

Rubric for success = intensity of contact/frequency of contact

- The more contacts made the more likely *effective* contacts have been made

Working Alliance

The working together of 3 components (Bordin, 1979):

- Tasks
- Goals
- Bond*

The bond is the piece we have struggled to define (not your friend?).

Definition:

The manner, and the quality therein, in which the caseworker and the client work together towards positive change.

Is a Working Alliance Important?

- Motivation
  - Our perception of participants level of motivation influences how much benefit we think they will receive

(Nath, Alexander & Solomon, 2012)

Is a Working Alliance Important?

- Monitoring
  - What a client thinks about our relationship is the lens through which they interpret our support
  - Are we "FOR" a client, "AGAINST" a client, or **"<u>WITH</u>"** a client
  - "FOR" creates dependency
  - "AGAINST" creates animosity
  - "WITH" encourages growth and interdependence

(Nath, Alexander & Solomon, 2012)

Interpersonal Process

- Interpersonal processes are the back and forth interactions that occur in all relationships
    - Family
    - Work
    - Community
        - All involve a back and forth, nuanced process.

Problems with Bonding

- How do we establish a bond while establishing/maintaining boundaries?

- Bonds and relationships are culturally informed, how do we maintain culturally sensitive and aware relationships with those we serve?
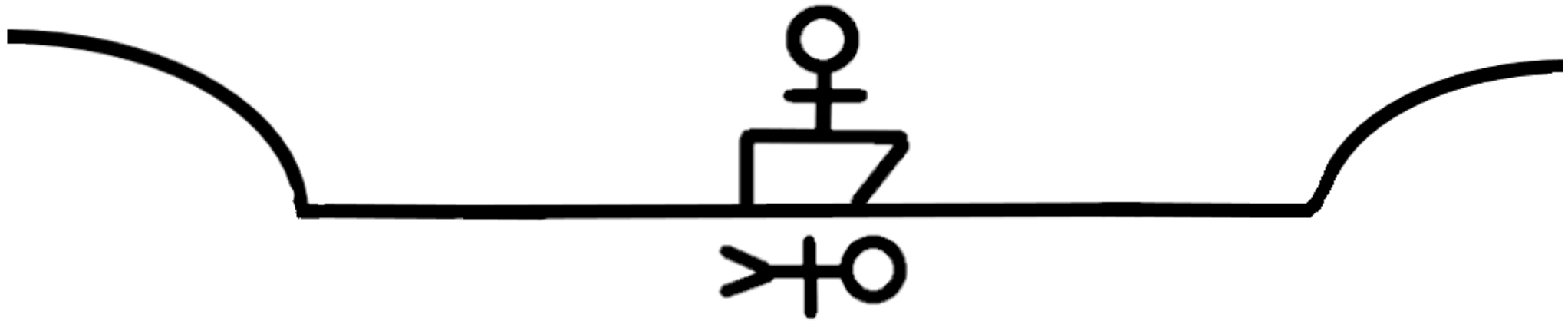
- But we are not their friends?

Attachment 101

Ambivalent - Preoccupied   Avoidant - Dismissive
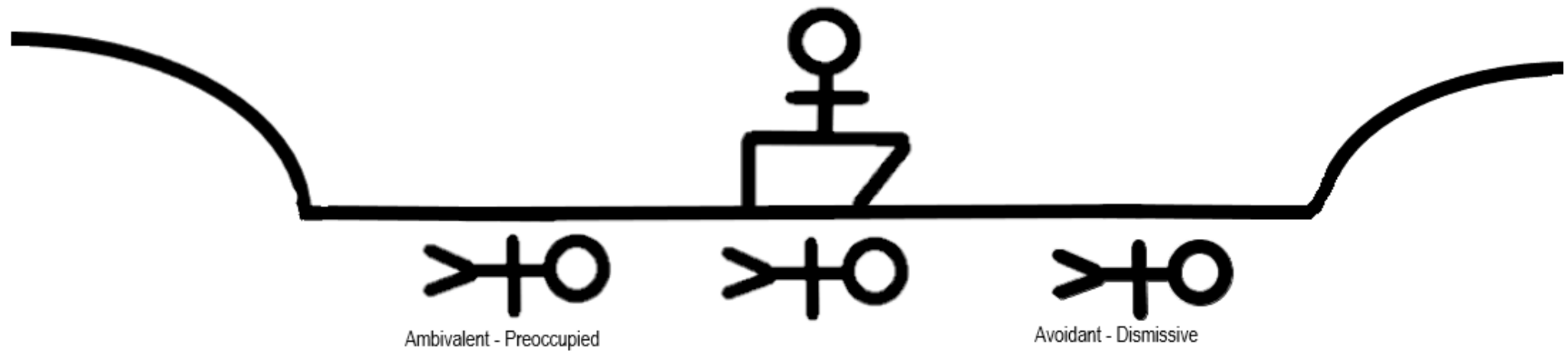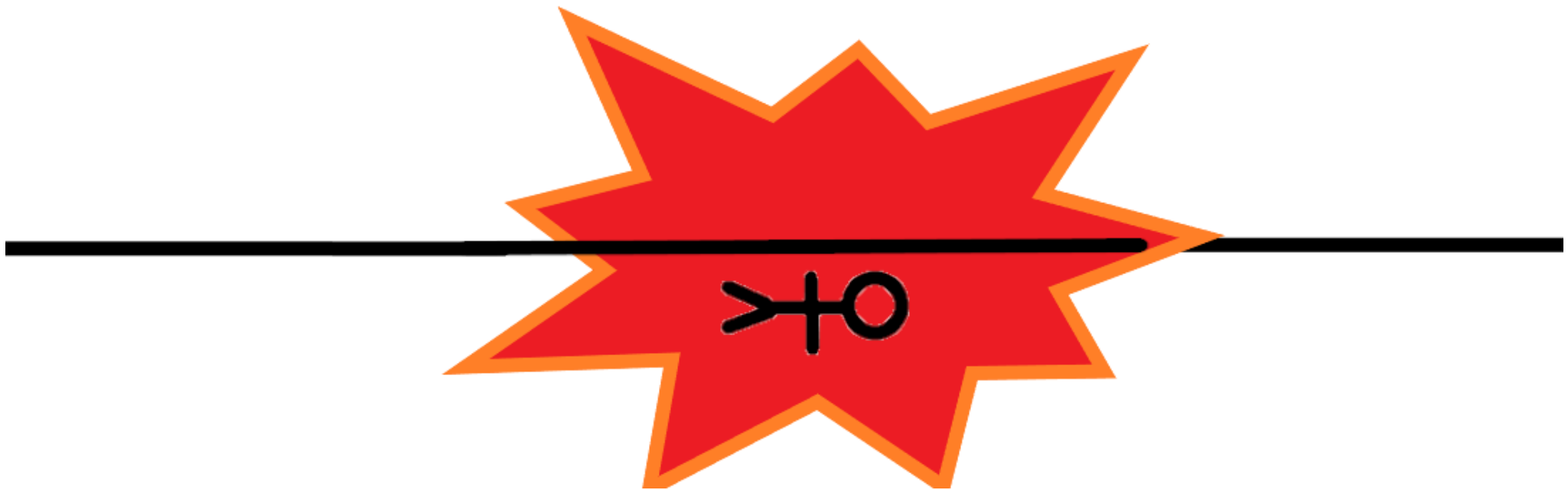
Secure Attachment

Proximity with Exploration

Attunement

Secure Attachment

Disorganize Attachment

Into Action

- 1 – Calibrate to Support Adaptive Change
  - Move beyond ineffective and negative relational patterns
  - Model positive and adaptive relational patterns
    - Avoid the experience of getting bogged down in relational distress
- 2 – Encourage and Activate: Response to Actual Need
  - Their response is "not about me"
  - With new knowledge and understanding:

→ Identify → highlight → Respond to actual need

Case Study

Case Example:

- Key Elements:
    - Experience of Trauma is likely present
    - Distrust of systems/systems have failed
    - Constant of change – who has held the power during these changes?
    - Fear relating to medication

    IDENTIFY → HIGHLIGHT → RESPOND TO ACTUAL NEED

Identify → Highlight →

Identify

- Do not dismiss the letter READ IT!

- Pull out what is important: fears related to meds, distrust of systems…

Highlight this for Pat

- Use "keep it simple" with reflective statements:
  - "I hear that you are concerned about the difference in your medication and that you think that the wrong medication has been dispensed to you."
  - "I would like to look into this concern WITH you…"

→ Respond

- Actually look into the medication WITH Pat
  - Have Pat call the pharmacy (or use speaker phone with Pat)
    - Think of the attachment boat – your job is to calibrate with Pat and encourage interdependence
    - Use scaffolding techniques to encourage Pat's growth just beyond where she is at
    - Look up the medication with Pat

    In this case Trade name and Generic name of medication caused the confusion

Questions