

04.15.26 Switchboard Webinar Motivational Interviewing for Unaccompanied Refugee Minor Service Providers

14 - 21 Apr 2026

Poll results

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How might MI complement your trauma-informed and strengths-based service delivery with URM?

009

- Centers the client's goals to be heard and take action in their
- this can help the client feel safe, lives.
supported, and heard
- Supports clients in identifying their strengths and goals on their own terms
- Offers consistency
- Builds your relationship
- The solutions come from the client and have their investment
- Improving quality of service
- start building rapport and trust
- It provides a stronger sense of security for the youths

Based on what you've learned so far, where do you already see alignment between MI and trauma-informed care and strengths-based approaches?

(1/2)

0 1 6

- client takes ownership of the process
- Empathy and collaboration
- allowing them find their own answers
- Led them lead their objectives
- Active listening
- making the client feel heard and moving on their pace
- Being mindful of their past experiences and triggers
- It encourages us as practitioners to
- provide them a space for autonomy
- Direct confrontation can feel triggering to traumatized populations - MI helps avoid this
- Starting with empathy
- empowering the client to control their own journey
- Meet the youth where they are at... then make adjustments
- Both see the client as the expert on their own lives
- Engaging client

Based on what you've learned so far, where do you already see alignment between MI and trauma-informed care and strengths-based approaches?

(2/2)

0 1 6

- Does not push where they aren't ready to go
- Moving at the client's pace

What strengths-based affirmation could you offer Miguel here?

0 1 6

- Telling him he should feel proud of himself
- Encouragement and supportive
- That was great, how does it feel to move toward your goal
- Miguel this is huge! Great work
- Great Job
- encouragement
- You are determined to achieve your goal.
- So happy for you!!
- Talking about his determination and resilience
- Great job for taking on the responsibility
- I'm proud of you moving towards your goals!
- That's wonderful, Miguel! You are taking a big step and owning your responsibility!
- Encouragement
- You should be so proud of yourself
- Wow, you are so proactive!
- That seems like a really responsible way to handle the situation
- Good job!
- Courage

What might you notice in yourself or in URM clients that would signal it could be helpful to pause and use MI?

0 1 3

- Insecurity
- When I feel like I am assuming
- When I feel like I'm giving up or they are
- Truthfully in some way we should always incorporate it as then it will feel natural especially when it's really needed
- Client not wanting to engage
- When we have tried many solutions-oriented strategies and nothing is working
- When I'm forcing my own goal on them
- When you feel the urge to fix the problem
- Feeling burnout or shutting down
- When they show up different than usual
- patient is getting frustrated
- Suggestions from others just don't seem right!
- Body language
- Feeling overwhelmed

In your conversations with youth, what moments feel challenging, make you unsure what to say next, or make it harder to stay client-centered?

(1/3)

- distrust of systems
- When youth shut down, get highly emotional, or ask for direct advice—it can make it harder to stay client-centered.
- Bullying
- When share very personal and traumatic experiences
- When they don't want to be there
- lack of motivation
- When they mistrusted people based on their experiences
- Abuse or bullying
- When share very personal and traumatic experiences
- Balancing affirming with not reinforcing harmful beliefs
- When they share their trauma of sexual abuse
- Language barriers or having attitudes
- When the answer is unknown and you try to stay as positive as possible
- Suicide ideation
- dissociation, fawning fear reaction
- Lack of motivation

In your conversations with youth, what moments feel challenging, make you unsure what to say next, or make it harder to stay client-centered?

(2/3)

- Family current status
- When they don't see the value of school attendance
- When they ask about when they could be with their family and that might not be possible at that moment
- When they are too shy and of few words
- When they shutdown
- When they are combative
- Suicide ideation
- Unsure how much to relate to them and get personal
- Reviewing MH
- Anger
- When they share past traumatic experiences
- silence
- When their barriers are structural and institutional—out of their control
- Starting conversations without prior rapport
- Making sure not to focus on the trauma
- Not wanting to say the wrong thing

In your conversations with youth, what moments feel challenging, make you unsure what to say next, or make it harder to stay client-centered?

(3/3)

- Cultural barriers
- when it seems they have really given up
- If the youth is not understanding the question
- Personal questions about family or own experiences
- When their story is super depressing
- Language barriers
- When they disclose sexual abuse
- Attitude
- When they are resistant and unwilling to engage

How might you want a youth to feel during conversations with you?

031



How might the guiding spirit and principles of MI help you keep conversations with youth client-centered?

(1/2)

0 1 8

- confidence
- It helps them feel that they have an advocate
- pausing to rephrase their statements back to them - this makes them feel heard and slows the conversation down to make space for empathy.
- Share responsibility
- Centers their interests
- Reminder of the self control
- Feel heard and seen
- helps them use critical thinking to work out their own ideas on how to change their situation
- The client has an opportunity to reflect
- helps them feel heard and understood
- Feel empowered
- Builds confidence
- Charge
- Focuses on hearing them, not making assumptions
- They can be in control
- They help remind us that they are the experts.

How might the guiding spirit and principles of MI help you keep conversations with youth client-centered?

(2/2)

0 1 8

- They are the expert
- they feel empowered
- It should feel natural flow
- It puts them in charge

Which of these responses demonstrate expressing empathy? (select all)

0 2 4

You need to try harder if you want to succeed.

☐ 0 %

It sounds like you're overwhelmed by the pace of the classes.

☒ 92 %

Why don't you ask the teacher to slow down?

☐ 0 %

You're really trying, even though it feels tough to keep up.

☐ 29 %

Skipping school doesn't help you get a job.

☐ 0 %

What's one takeaway from today you might apply to your service delivery?

(1/2)

017

- When a youth tells you they have this goal and then a plan to made to support them with steps and they don't show up for it, what is the next step?
- Prioritize safety and trust
- Listening more rather than doing all the talking. I'm tired of talking/repeating myself. And this was a reminder why.
- Stop assuming
- Giving clients the space to share their story in their own way so they feel respected and understood.
- Be compassionate
- Remember not to judge our clients choices but rather sitting with them on what their choices are doing for them (or not doing for them)
- Partnership, Acceptance, Compassion, Empowerment
- Be open minded
- You don't have to know everything
- I don't have to be an expert
- Refocus on trying to understand their experience

What's one takeaway from today you might apply to your service delivery? (2/2)

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- Remember that the minor is in control and you don't have the answer
- The clients knows best
- Just being willing to listen is incredibly powerful
- I want to use more affirmations
- I'm not expected to solve everything for my clients.
- OARS framework and how it works with MI
- I love not being an expert on someone else's life!
- taking a pause and accept silence
- "Your role is to be a guide not an expert"
- OARS
- Rolling with resistance with curiosity
- Reminder that I don't have to have all the answers