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## Learning Hub: Motivational Interviewing: Communication Basics

Motivational Interviewing: Communication Basics is part of the Mental Health Ally series and covers four communication techniques commonly utilized in the evidence-based practice of motivational interviewing. This course provides constructive training by utilizing live-filmed videos and engaging activities that allow the learner to practice what they've learned. Based on up-to-date information, this course was created for anyone who wants to build their conversational skills and become a listener who can help others both clarify their goals and self-discover what may be holding them back from reaching those goals. *NOTE: We recommend completing Mental Health Competency 1 before beginning this course and any other Mental Health Ally Series courses.*

### CONTENTS:

[LEARNING HUB OVERVIEW](#)

[LEARNING HUB PACKAGES & PRICING](#)

[LEARNING OBJECTIVES](#)

[COURSE COMPLETION REQUIREMENTS](#)

[MENTAL HEALTH ALLY CERTIFICATION](#)

[CONTINUING EDUCATION INFORMATION](#)

[ACCESSIBILITY ACCOMMODATIONS, GRIEVANCES, & REFUNDS](#)

[COURSE AUTHOR](#)

[ACKNOWLEDGEMENTS](#)

[SYSTEM REQUIREMENTS](#)

[ADDITIONAL INFORMATION](#)

## LEARNING HUB OVERVIEW

- **Estimated Course Length:** 45 minutes
- **CE Credits:** **0.75** CE
- **Target Audience:** Mental Health and Medical Providers, Healthcare Staff, Case Managers, Employers, Caregivers, Coaches, First Responders, Teachers, Attorneys, and other pertinent professionals
- **Level of Instruction:** Introductory
- **Prerequisite(s):** None
- **Instructional Method:** Self-paced; interactive; hybrid of audio, text, video, and learning checks
- **Accessibility Accommodations:** Color contrast; transcripts of video components; closed captioning of audio and video components. *In order to request further accessibility accommodations, please email [support@psychhub.com](mailto:support@psychhub.com).*
- **Registration:** To enroll in this or any other Psych Hub Learning Hub, go to [lms.psychhub.com](https://lms.psychhub.com), click “Log In” to create a new account or access your existing account, return to [lms.psychhub.com](https://lms.psychhub.com) to access a list of Learning Hubs, click the title of the Learning Hub in which you are interested, and follow the instructions on the page.

## LEARNING HUB PACKAGES & PRICING

This Learning Hub is available individually or as part of different packages as well as with or without supplementary videos. Continue reading to learn what each purchase option includes.

### ***Motivational Interviewing: Communication Basics (Learning Hub)*** ★

#### ***Motivational Interviewing (Micro-Certification)*** ★

- **Course sections:** 18 sections with components in each section (components consist of a mixed media approach with an animated overview video, role plays, and a knowledge game)
- **Supplementary PDFs:** 4 downloadable PDFs expanding on relevant course topics
- **Supplementary videos:** 5 companion videos created for enhanced learning on key course topics in Mental Health Competency 3: Substance Use Awareness; over 120 mental health literacy videos on a host of mental health topics

### ***Mental Health Ally Series (Master Certification)*** ★

- **Course sections, supplementary PDFs, and supplementary videos** of ALL *Mental Health Ally* Learning Hubs

### ***Psych Hub Subscription*** ★

- **Course sections, supplementary PDFs, and supplementary videos** of ALL Psych Hub Learning Hubs

## Learning Solutions for Organizations

To learn about options for organizations, including bulk purchases, Learning Hub customization, and Learning Hub co-development, email [info@psychhub.com](mailto:info@psychhub.com).

PACKAGES & PRICING	MOTIVATIONAL INTERVIEWING: COMMUNICATION BASICS	MOTIVATIONAL INTERVIEWING	MENTAL HEALTH ALLY SERIES	PSYCH HUB SUBSCRIPTION
	LEARNING HUB	MICRO-CERTIFICATION	MASTER CERTIFICATION	ALL LEARNING HUBS
COURSE SECTIONS	✓		✓	✓
SUPPLEMENTARY PDFS & VIDEOS	✓		✓	✓
ALL MENTAL HEALTH ALLY MODULES	X		✓	✓
ALL PSYCH HUB LEARNING HUBS	X		X	✓
COST	\$15/year		\$99/year	\$360/year \$30/month

## LEARNING OBJECTIVES

After completing this course, you will be able to describe and employ the following:

1. Demonstrate knowledge related to asking open-ended questions and affirming what is heard while communicating with others.
2. Describe the critical steps to reflectively listen and summarize conversations in order to facilitate communication while addressing ambivalence and initiating change.
3. Critically appraise correct and incorrect strategies of communicating with others using motivational interviewing techniques.

## COURSE COMPLETION REQUIREMENTS

To complete the course, learners must do the following:

- Review all sections
- Take the post-course assessment (passing score: 85% or higher\*)
- Complete the course evaluation

\*Learners may attempt the post-course assessment as many times as necessary to receive a passing score.

After reviewing all modules, completing the post-course assessment with a score of at least 85%, and completing the participant evaluation, learners will automatically receive a certificate of completion.

## MENTAL HEALTH ALLY CERTIFICATION

Psych Hub has partnered with the nation's top subject matter experts to develop a certification training – for anybody. Understanding that everyone has a role to play when it comes to recognizing signs and symptoms of mental health, we have developed our content to ensure that it is easily understandable by anyone, regardless of their prior knowledge. We recognize the benefit of equipping everyone with the ability to learn about critical mental health topics and gain actionable skills to help someone or themselves during difficult times.

### ***Mental Health Ally Master Certification***

Once an individual successfully completes all modules in The Mental Health Ally series, they will earn a master certification and receive a certificate of completion as well as a digital badge. The badge can be placed in an email signature block and shared on social media to let people know they are a safe person to talk to when it comes to issues related to mental health, suicide prevention, substance use, and diversity. *Motivational Interviewing: Communication Basics is one of eight modules in the Mental Health Ally master certification.*

### ***Mental Health Ally Micro-Certifications***

The Mental Health Ally series is also available in stackable learning tracks called micro-certifications, which allow individuals to gain skills and knowledge in subsets of mental health outside of the wider certification. Psych Hub offers 5 micro-certifications: Mental Health Fundamentals, Substance Use, Suicide Prevention, Diversity and Bias, and Motivational Interviewing. *Motivational Interviewing: Communication Basics is the only module in the Motivational Interviewing micro-certification.*

## CONTINUING EDUCATION INFORMATION

For more information on Psych Hub's continuing education programs, email [ce@psychhub.com](mailto:ce@psychhub.com).

### ***Program Goal***

The goal of this continuing education program is to provide professionals such as CCM® board-certified case managers with information on how to use the four key communication techniques of the evidence-based practice of motivational interviewing. Please note that this content is introductory, so it is best suited for professionals who are early in their career or looking to ensure that their foundational knowledge is up-to-date and accurate.

### ***Current Approvals***

#### ***Commission for Case Manager Certification (CCMC)***



This program has been pre-approved by The Commission for Case Manager Certification to provide continuing education credit to CCM® board certified case managers. The

course is approved for **0.75** CE contact hour(s). Activity code: **H00044363** Approval Number: **200139277**

To claim these CEs, log into your CCMC Dashboard at [www.ccmcertification.org](http://www.ccmcertification.org).

## ***CE Credit Calculation***

Continuing education credits are calculated by averaging pilot test times, rounded down to the nearest quarter hour. This allows for inclusion of interactive elements (e.g., assessments) and learner variance. However, regardless of pilot test times, the number of continuing education credits will never exceed 2 hours more than the combined video and voiceover length.

**Average Pilot Test Length: 57 minutes**

**Combined Video and Voiceover Length: 34 minutes**

## ***Timed Course Outline***

Since the course is interactive and each learner will proceed at their own pace, timing is not exact. These are approximations based on average pre/post-test time of pilot testers as well as the run-time of course videos and voiceover. This course does not have to be completed in one session.

### ***Course Activities for CE Credit (≥ 40 minutes)***

- Course Overview & Introduction (4+ minutes)
- What is Motivational Interviewing? (1+ minute)
- Non-Clinical Application of Motivational Interviewing Communication Skills (1+ minute)
- Key Factors of Motivational Interviewing (1+ minute)
- Communication Techniques (1+ minute)
- Open-Ended Questions (5+ minutes)
- Affirmation (3+ minutes)
- Reflective Listening (3+ minutes)
- Summarizing (6+ minutes)
- Tamyra and Jennifer [Roleplay]: Conclusion (2+ minutes)
- Applied Knowledge: Four Communication Techniques (2+ minutes)
- Dos and Don'ts (2+ minutes)
- Summary of Motivational Interviewing Techniques (1+ minute)
- Knowledge Check (1+ minute)
- Discussion Summary & Course Outro (1+ minute)
- References
- Post-Course Assessment (6+ minutes)

### ***Course Activities NOT for CE Credit***

- Participant Evaluation (5-10 minutes)
- (OPTIONAL) Companion Video and Downloadable PDF Review

## ACCESSIBILITY ACCOMMODATIONS, GRIEVANCES, & REFUNDS

Psych Hub's [Grievance Policy](#), which includes information on filing grievances, requesting a refund, and requesting accessibility accommodations, can be found in the footer of [lms.psychhub.com](https://lms.psychhub.com).

## COURSE AUTHOR

To submit questions or comments for course authors, email [ce@psychhub.com](mailto:ce@psychhub.com).

### ***Keita Franklin, PhD, LCSW***

*Co-Director, Columbia Lighthouse Project; Chief Clinical Officer, Psych Hub*

Dr. Keita M. Franklin is the Co-Director of the Columbia Lighthouse Project and Psych Hub's Chief Clinical Officer. A nationally-recognized expert, Dr. Franklin ensures all clinical content is on the cutting edge of the intersection between healthcare and information technology. Key to Psych Hub's goal of revolutionizing how mental health care education and training are delivered, Dr. Franklin leads the esteemed Psych Hub clinical team, ensuring all Psych Hub products are evidence-based and trauma-informed.

With over 25 years of progressively responsible experience, Dr. Franklin is spearheading efforts to improve mental health literacy across the Nation by championing the development of specialized evidence-based training for providers thereby improving mental health care outcomes for at-risk population groups. A public health expert and transformational leader, Dr. Franklin has spent her career driving complex organizational change in the federal sector, always improving the systems that provide care for our Nation's military, family members, and veteran populations.

Before joining Psych Hub, Dr. Franklin served as a senior executive at both the Department of Veteran Affairs and the Department of Defense. In these roles, Dr. Franklin served as the principal advisor to Department leadership for all matters on suicide prevention, and she is widely credited with leading a transformative, enterprise-wide shift from a crisis intervention posture to an upstream, broad public policy approach focused on continuous surveillance and early prevention. Dr. Franklin was also responsible for leading a multi-disciplined team of experts in advancing evidence-based prevention practices for over 20 million Veterans and reaching our Nation's heroes wherever they live, work, thrive, and receive care. A poised and articulate communicator of strategic messaging, Dr. Franklin has been frequently asked to testify before committees in both the U.S. House of Representatives and the U.S. Senate and led numerous caucus roundtable discussions with members of Congress.

While serving as a senior executive within the Department of Defense, Dr. Franklin was responsible for suicide prevention policy, programs, and oversight. During her tenure, she conducted a first-of-its-kind, comprehensive program review and authored new DoD policy directives and instructions, optimizing higher headquarter guidance for all military service branches. She also chaired several DoD senior leader committees charged with developing solutions for vexing mental health issues impacting our service members and their families.

Adept at building partnerships and coalitions, Dr. Franklin was singularly responsible for bolstering relationships with both the private and public sector in the advancement of key suicide prevention initiatives. An experienced manager of large programs, she proved critical during congressional-level advocacy for budget and programming activities while

simultaneously directing a multi-million dollar research and evaluation program. Her efforts resulted in high-quality service delivery for active duty, reserve, and National Guard members and their families.

Dr. Franklin is a licensed social worker with a specialization in children and families. She earned a Ph.D. in social work with specialized training and certifications from the Center for Advancement of Research Methods and Analysis (CARMA). Dr. Franklin began her career in child welfare and has dedicated much of her work to researching the impact of wartime trauma and post-traumatic stress on families. She serves on several national panels, including the National Action Alliance for Suicide Prevention. Dr. Franklin has received numerous federal and civilian awards for her efforts leading military, family, mental health, and suicide prevention programs. Dr. Franklin has published work in the areas of military social work, child abuse, domestic violence, suicide prevention, and substance misuse. She has served as an adjunct professor in the graduate programs at Virginia Commonwealth University and George Mason University. Dr. Franklin holds certificates from Harvard Kennedy School Executive Education on “Leading Large Organizational Change” and Women in Leadership” as well as the University of North Carolina Chapel Hill Kenan-Flagler Business School course on “Executive Leadership.”

## ACKNOWLEDGEMENTS

Psych Hub would like to sincerely thank the Editors, Contributor, and Voiceover Artist of this Learning Hub:

### ***Editors***

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### ***Contributors***

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### ***Voiceover Artist***

Sarah Ruth

## SYSTEM REQUIREMENTS

Accessing this Learning Hub requires an internet connection. The following technology can be used for access:

### ***Operating Systems***

- Windows 7/8/10, any edition
- macOS 10.6 and above
- Any phone or tablet with an internet browser and connection

### ***Internet Browsers***

- Any standard internet browser (i.e. Chrome, IE, Firefox, Edge, Safari)

## ADDITIONAL INFORMATION

### ***Conflict of Interest Disclaimer***

Psych Hub receives financial support from organizations in the healthcare industry, but these entities do not control or direct course content. Psych Hub's [Conflict of Interest Policy](#) can be found in the footer of [lms.psychhub.com](https://lms.psychhub.com).

### ***Course Creation Date***

8/11/20

### ***Psych Hub Contact Information***

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