



REFRAMING NONCOMPLIANCE


*Understanding Resistance as
Communication*



Menti Poll

When someone is labeled
“noncompliant,” what
usually comes to mind?





REFRAMING NONCOMPLIANCE

*Understanding Resistance as
Communication*



NAVIGATING THE SESSION

Our Commitment to Successful Collaboration

1

Active participation

2

Be present

3

Stay open and curious and respect confidentiality

4

Use technology respectfully

5

Have fun

WHAT DOES THE RESEARCH SAY?

Workgroup	Organizations Contacted	Organizations Included	Organizations Removed	Inclusion Rate
Workgroup 1 County	112	63	49	56.20%
Workgroup 2 Counties	197	103	94	52.30%
Total	309	166	143	53.70%

Student Quotes

“Tone goes a long way. And so the tone that people use when they talk to me or when I kind of explained why I was calling, that meant a lot. And usually, the people who responded more positively with their tone were more willing to. But when they- when they kind of showed a willingness and excitement for what we were doing, it was a lot easier to really answer all the questions we wanted to get answered.”

“The mental exhaustion of having to repeat what they’re going through over and over... I’m sure that can be exhausting because it was definitely frustrating for me.”

“I found it pretty normal to be transferred, definitely, I would say it was probably more normal than not. A lot of people were transferring me to their supervisors, or I would call the desk or whoever was working up front, and then they would send me back to somebody else who was better equipped.”

“A negative experience was trying to figure out the information for medication for opioid use disorder. I called the number, I got transferred like three times. Then I finally got to the right place, and I was asking them about their medication for opioid use disorder and told her what I had listed. And she was just like, ‘That’s not correct. Like it’s different.’ And I was like, so, can you tell me what’s different? And she goes, ‘you would really just have to come into the office and grab the brochure off my desk.’ And I was like, I’m ma’am, I’m in [City], I can’t do that. And she was like ‘We have an office in [City] too. Like you, you just need to go grab the brochure.’ And then she hung up on me and I was like—[gasp]!”



When systems say
"NONCOMPLIANT"



Noncompliance is often
interpreted as

- refusal
- resistance
- defiance
- lack of motivation

But from the help-seeker
perspective it may mean

- loss of control
- fear of consequences
- lack of trust
- unclear purpose

SYSTEMS MIMICRY

Many systems require:

- signing documents
- compliance with plans
- mandatory participation

For people with past system involvement this can trigger:

- past investigations
 - safety plans
- institutional betrayal

Small tasks can feel much bigger than they appear.

AUTHORITY AND TRUST

Authority may feel normal to professionals.

For others it may represent:

- surveillance
- judgment
- punishment
- broken promises

Trust with authority is not automatic. It has to be rebuilt.



Breakout Activity

Introduce yourself, your role, and what areas of KY you serve

Prompt options (CHOOSE ONE):

Think of a time someone labeled a person “noncompliant.”

What else might have been happening?

What signals might indicate a lack of psychological safety?

What conditions increase real engagement?





WHAT IS THE POINT OF COMPLIANCE?

*Compliance without
relevance feels:*

- transactional
- depersonalized
- performative

*Engagement increases
when people understand:*

- why something matters
 - how it helps them
- what agency they still have



REFRAMING NONCOMPLIANCE

Instead of asking: “Why won’t they comply?”

Ask:

- What conditions are missing?
- What power imbalance is present?
- What safety has not been established?
- What question is the behavior asking?

Resistance can be information.



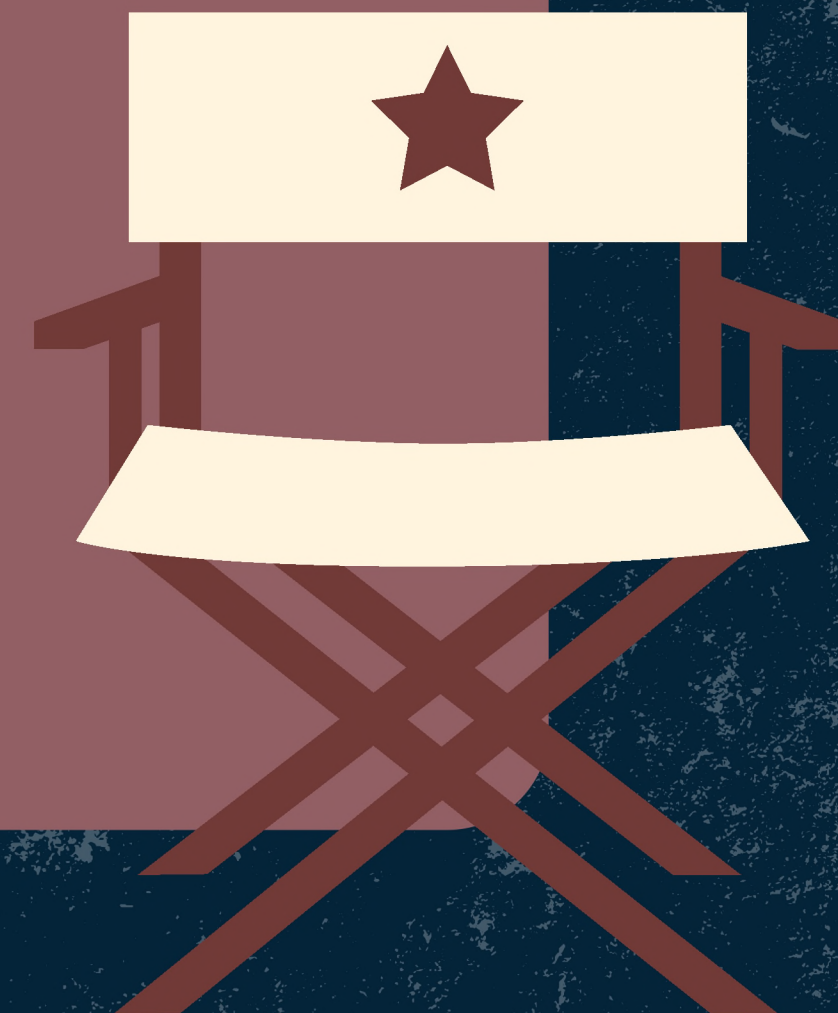


WHAT ENGAGEMENT ACTUALLY LOOKS LIKE

Engagement does not mean agreement.

Engagement means:

- the door stays open
- questions are welcomed
- agency is preserved
- trust can grow over time



Menti Poll

What is one reframe you will carry forward from today?



FINAL TAKEAWAYS

1

Noncompliance is often a signal, not a character trait

2

Engagement requires agency

3

Psychological safety changes behavior

4

Trust grows when people feel seen, not managed

NEXT SESSION



Introducing: Aaron Poynter!

Next session: April 29, 11a-12p EST

Topic: Effects of Stigma on
Parents with SUD

QUESTIONS?



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THANK

YOU!

