

“Working With Clients Who Are Hard To Engage”

The Program will cover:

- Dimensions of Resistance.
- Stages of Readiness and How to use this Knowledge in Order to Engage.
- Reflective and Additive Empathy.
- Five Levels of Therapeutic Confrontation; and When to Use them for Therapeutic Benefits When You Find Yourself Stuck.
- Responding to Silence.
- Responding to “I don’t know” Statements
- How to Slow down in Order to Go Faster.
- Meeting the Challenge of Mandatory Clients.
- Turning Complaints into Goals.
- Clients as Your Experts.
- The Use of Columbo Technique.
- Looking for Exceptions to Motivate for Change.