

## Program

# The Art of Engaging Clients who are Hard to Engage: Practice Based Techniques for Best Client Outcomes and Preventing Client Dropout

Presented by

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## Learning Objectives

- Describe how to create a collaborative relationship that is tailored to the needs of the individual client
- Conduct a split-second assessment of immediate interpersonal dynamics using Dr. Short's quick assessment formula
- Identify multiple ways to repair the relationship if there is a rupture
- Utilize methods to create trust and develop healthy collaboration rather than compliance
- Employ strategies to reduce hostility and increase reliable feedback
- Learn how to go beyond good listening skills and validation techniques in the process of building transformational relationships with your clients.
- Utilize specific methods that improve practitioner's effectiveness
- Explain the latest understanding of why clients drop out
- Rapidly establish a sense of relational fit and comfort with diverse client groups.
- Respond with flexibility and discernment while strategically tailoring the therapeutic relationship to fit the needs of each individual client
- Provide the type of support that distinguishes professional relating from the types of relationships found in general society.

## Program Outline

### Introduction

- Why relationships are more than a vehicle for the delivery of technique
- The problem with one-size-fits-all approaches to relating
- Why the earliest dynamics of contact can determine the success or failure of therapy

### The Role of Complementarity in Relationships and the Importance of the Split Second Assessment in Therapy

- Knowing what to look for during the first few seconds of interaction
- Making sense of body movement & other nonverbal reactions
- Meeting an individual rather than a diagnosis or disorder
- Skill Development Activity: *learn surprising information about your own ability to read people.*

### Therapeutic Alliance Formation

- It is counter-productive to challenge foundational elements of the client's belief system
- Verification of self-understandings is crucial during the early stages of relationship formation
- Recognizing when praise or positive affirmation may jeopardize the relationship
- Verification is sometimes delivered in the form of confrontation

### Understanding the Interpersonal Dynamics of Affect Attunement during Therapeutic Alliance Formation

- Synchronizing with the client's emotional experiences helps increase therapist care and client receptivity
- Recognizing when a show of positive emotion may alienate the client
- How to communicate attunement

### **Understanding the Interpersonal Dynamics of Attachment during Therapeutic Alliance Formation**

- How to generate a sense of secure attachment and why it is so important
- Insecure attachment is associated with two major categories: anxious & avoidant
- Problems that emerge with the avoidant attachment style in traditional therapy settings

### **Understanding the Interpersonal Dynamics of Dominance and Submission during Therapeutic Alliance Formation**

- Mismanaged interpersonal dynamics that might cause the client to appear “unmotivated” or “resistant”
- Therapeutic dominance
- A submissive posture

### **Understanding the Interpersonal Dynamics of Reciprocity during Therapeutic Alliance Formation**

- It is within the context of cooperative endeavors that equanimity will flourish
- Healthy collaborations balance giving and receiving resulting in mutual involvement & mutual benefit
- Relational comfort is increased with reciprocal disclosure

### **How to Recognize and Repair Emerging Ruptures in the Therapeutic Alliance**

- Research shows that therapists are poor predictors of relationship quality
- Clients often conceal negative feelings about therapy, resulting in unannounced dropout
- Methods for establishing reliable and routine feedback
- How some types of mistakes can be used to strengthen the therapeutic relationship