

Engaging Clients Who Are Hard to Engage

This is a fast paced, highly practical workshop designed to teach practical approaches that are helpful in assisting clients to make positive life changes fast. These techniques are applicable across a wide array of clients and problems, and can be integrated with all theoretical approaches. Emphasis will be on the practical aspects of working with clients who are not convinced that they would like to make any changes yet, though the theory behind each approach is provided.

The techniques you will learn in this workshop will be useful in avoiding generating resistance on the part of the client, and will lead to positive client outcomes. They are easily integrated into any treatment model and are complementary to your knowledge of Motivational Interviewing. First, the issue of why people change and why, at times, they resist change will be explored. The many meanings of what is commonly referred to as resistance will be explored. Your understanding of resistance should then lead you in developing approaches to managing resistance. The toolbox of techniques provided in this workshop will assist you in gracefully and eloquently managing client reactions. The techniques presented in this workshop will improve your confidence in working with mandatory clients; those who are in denial or those who treat you with the “I don’t know” answers or with silence. Hopefully, you will be able to move more quickly into addressing critical issues, and pseudo co-operation will be avoided.

The successful management of resistance is the pivotal point of any effective involvement with the client. It is also a critical component in alleviating workers’ stress and in achieving best client outcomes. Although most workers have been trained extensively in theoretical approaches, few have had extensive practical training in dealing with clients who do not wish to create a radical positive change in their lives.

Specifically, this seminar will first present definitions and a model for resistance that empowers workers in managing the problem. This is followed by a discussion of common mistakes workers and organisations make that promote resistance and a discussion of the general principles for dealing with resistance. Upon completion of the training, participants will have a broad array of techniques to add to their repertoire and to aid in creating client cooperation rather than compliance.

Learning Objectives

1. Conceptualise resistance in a manner that empowers client.
2. Describe and understand the most common errors workers make that foster and promote client resistance.

3. Learn how to recognise client's readiness to change in order to create better client outcomes fast.
4. Learn the principles of working with mandated clients.
5. Learn how to use empathic responses in order to engage clients into a meaningful cooperation rather than compliance. Five stages of Empathy Statements.
6. Use validation techniques in order to express your understanding of client's situation and build meaningful rapport.
7. Become fluent at using therapeutic confrontation to aid the process of creating change.
8. Understand methods for dealing with common difficulties such as "Yes, but..." and "I don't know" responses.

The Program:

- Dimensions of Resistance.
- Stages of Readiness and how to use them 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.
- How to Use the listening skills and actually hear what the client is saying.
- The "Colombo" technique.
- "Client as Your Expert" technique.

About the Presenter:

Hanna Nowicki (BA Psych, Postgrad. Soc. Admin., LLB).

Hanna has a degree in law, psychology and in social work. Her professional experience is wide ranging. She has worked in suicide prevention, mental health, child protection, multi-cultural practice, and taught social policy at university. She established and managed the SA Mental Health Training Centre with the NSW Institute of Psychiatry. Hanna is an experienced high energy presenter who focuses on practical application of techniques and models. She is the founder and owner of TATRA Training Services, and has trained nearly 20,000 people over the last 20 years.