

How To Deal With Difficult Clients - Summary

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Focus will be to understand what makes difficult clients hard to cope with by looking at specific behaviors, attitudes and ideas that cause those of us in the mental health field to become "hooked" with the client. We will explore the role of resistance in counseling and how to use it to create a more effective advantage.

So often, when faced with client resistance we are ill-equipped to switch gears and join with the client ù instead of enabling the resistance to get stronger. This is an experiential approach that will provide a new way to not only unhook from the resistance but to prevent it from happening in the first place.

Goals or Expected Outcome for Workshops Participants:

1. Understanding what makes resistant clients difficult
2. How to avoid getting "hooked" with a client
3. How to de-escalate a resistant client situation
4. How to use new skills and techniques to manage the resistant client.
5. When to use new skills and techniques with battering clients
6. When is the appropriate time to set limits with or validate the battering client

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