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Building Constructive Alliances With Angry, Insecure, Unhappy, Overly-Invested, or Suspicious Parents or Clients

FORMAT:

Lecture and Discussion- Participants are encouraged to make the workshop more relevant to their concerns by asking questions.

DESCRIPTION:

Focus is on understanding and addressing the underlying emotional and psychological issues of parents or clients with issues with your program; and how staff can best meet their needs through this awareness combined with appropriate technique, without compromising their integrity and needs.

SUMMARY OF CONTENT:

Part A - Lecture and Discussion

1) Professional Personal Relationship- Investing in a positive alliance with the parent.

2) Dealing with Parent or Client Complaints

- Underlying Emotional and Psychological issues- Parents or Clients
- Underlying Emotional and Psychological issues- Staff
- Making the Psycho/emotional Diagnosis
- Connection and Validation based on the Diagnosis
- HOW TO MAKE EMPATHIC CONNECTION

- THE VALIDATING MESSAGE, Message Part One
- THE REALITY MESSAGE, Message Part Two

3) How to have the Hard Conversation: Three-Part Communication

4) Preventing Self-Sabotage

- Five Defensive Styles that Sabotage positive interaction/resolution
- Renewing the Communication Contract w/ the Parent or Client

PART B - Advanced Experiential Training (optional)

1) Secrets and Motivation

2) Role Play Work

The trainer, with input from the program head, will provide role play scripts with psychodynamic descriptions of clients and typical staff-client interactions. Workshop



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participants role play both staff and client roles in confrontational situations. Participants playing staff roles try to discover their own defensive styles and try to implement theoretical training from Part A in dealing with hostile clients. Participants playing clients experience either the satisfaction or frustration of well handled or poorly handled response from staff. The empathic experience will serve them in subsequent actual interactions with clients. The trainer and the other workshop participants under the trainer's guidance observe and feedback analysis and suggestions for positive resolution.