

COUNSELLING & CLIENT WORK COURSES

WORKING WITH ANGRY, RESISTANT CLIENTS

Course overview

This training program will improve participants' knowledge, skills and confidence in applying a framework, a planned team approach and best practice strategies to effectively work with angry, resistant clients in a range of workplace contexts.

Who will benefit from this course?

Anyone involved in providing services for clients, including: frontline staff, support workers, counsellors, case managers / workers, social workers, psychologists, family workers, group leaders and youth workers.

DURATION: 1 Day

FEE: Varies depending on venue, sector, numbers & service provided

IN-HOUSE TRAINING: By arrangement with your organisation

CUSTOMISED TRAINING: To meet the specific requirements of your service and sector

VENUE: Available Australia-wide including all remote & regional areas

Discounts for NGOs

Course content

- Up-to-date evidence based approaches on the most effective approach to working with angry, resistant clients.
- Understand the importance of the organisational framework, policies and procedures and consistent responses from management and staff.
- Explore levels of anger, the client's motivations, needs, emotional and behavioural responses.
- Gain insight into why this form of communication is used by the client; the dynamic being enacted and strategies for shifting to a more positive dynamic.
- Develop interventions aimed at increasing client self-awareness, self-responsibility, self-management and constructive action.
- Develop consistent team approaches to assessing risk, planning interventions and communicating expectations.
- Develop skills to effectively work with the client, including: appropriate assertiveness, setting boundaries, saying 'no', defining limits, de-escalating charged situations, establishing contracts and 'containing'.
- Learn strategies to assess client's risk of harming others and making referrals.
- Recognise your own emotional reactions to angry, resistant clients and develop strategies to manage these reactions within the relationship with the client.
- Practice skills and receive coaching and feedback in a small highly interactive training group.

Contact us for an obligation free quote!

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