

The Pathways Learning and Development Department (PLAD) invites you to attend:

Effective Techniques for Dealing with Highly Resistant Clients

Taught By: Clifton Mitchell Ph.D., Licensed Psychologist

Date: Monday, April 10, 2017

Time: 9:00AM - 12:30 PM

Mode: Live Face to Face workshop

Target Audience: Direct Service Providers

Course Level: Beginner

Participant Time Commitment: 3 hours including didactic presentation, discussion & integration activities.

CEs: 3 contact hours (0.3 CEU)
(3 contact hours = 3 Clinical hours).
CE Certificates offered through the NBCC
CE Certificates offered through the ASWB

Location:
Western Area Training Center (VISTA)
450 Commerce Dr Ste 6
Abingdon, VA 24211

**Registration occurs through Heather Lynch, E-mail: heather.lynych@pathways.com
Phone: 276-963-3606**

The Pathways Learning and Development Department is proud to offer "[Effective Techniques for Dealing with Highly Resistant Clients](#)," taught by **Clifton Mitchell, Ph.D.**



Clifton Mitchell Ph.D., Licensed Psychologist, is an international clinical trainer and keynote speaker who has a love for teaching and over 23 years of training experience. He delivers practical information in a uniquely entertaining, fast-paced style that is filled with humor and examples from his experience in mental health. For over 15 years, he has studied and presented seminars on methods for dealing with resistance in therapy. In his book, *Effective Techniques for Dealing with Highly Resistant Clients*, he presents cutting-edge approaches for managing psychological resistance. He has trained thousands of mental health professionals in the management of difficult, perplexing legal and ethical issues and is now introducing his latest training in an exciting, dynamic game show format. He has also been the keynote speaker at conventions and taught hundreds of mental health organizations, businesses, leadership groups, and civic organizations effective techniques for improving communications and for creating change through the precise use of language. He has published in numerous professional journals including the *Psychotherapy Networker*, *Psychotherapy in Australia*, *Journal of Personality Assessment*, *Perceptual and Motor Skills*, *Psychology and Education*, *Journal of Psychological Type*, *The Professional School Counselor*, *Vistas*, and *The Advocate*. His research includes investigations of therapeutic resistance, legal and ethical issues, subliminal message tapes, stress and coping, PMS, and personality types. His ideas and writings have also been published in *Men's Health Today* and *Barron's Financial Weekly*. Dr. Mitchell is currently a professor of counseling at East Tennessee State University in Johnson City, Tennessee, where he received the Teacher of the Year award in 2002. For more information please visit: www.cliftonmitchell.com.

Purpose of this Course:

The successful management of resistance is the pivotal point of effective therapy. It is also a critical component in alleviating therapists' stress. Although most therapists have been trained extensively in theoretical approaches, few have had extensive training in dealing with resistance. This is a fast paced, highly practical seminar designed to teach innovative approaches and ideas to prevent, avoid, and resolve resistance. These techniques are applicable across a wide array of clients and problems, and can be integrated with all theoretical approaches. Emphasis will be on "how to" aspects of resistance management, though the theory behind each approach is provided.

Specifically, this seminar will first present definitions and a model for resistance that empowers therapists in managing the problem. This is followed by a discussion of common mistakes therapists make that promote resistance and a discussion of the general principles for dealing with resistance. More specific approaches and techniques are then presented with particular attention given to utilizing the inherent power of language to circumvent resistance. Common client impasses such as "Yes, but..." responses will be addressed. Upon completion of the training, participants will have a broad array of techniques to add to their repertoire and to aid in reducing the stress that accompanies their most frustrating clients.

Learning Objectives: *After completing the course, participants will be able to:*

1. Differentiate between conventional and modern definitions of resistance.
2. Conceptualize resistance in a manner that empowers them to avoid, circumvent, and utilize it for client benefit.
3. Describe and understand the most common errors therapists make that foster and promote client resistance.
4. Explain the pitfalls of over-questioning when working with resistant clients and how to employ more effective alternative approaches.
5. Identify basic, overriding principles for dealing with resistance in therapeutic environments.
6. Explain the importance of tending to each principle in therapeutic relationships in order to tactfully manage resistance.
7. Understand methods for dealing with common difficulties such as “Yes, but...” responses.

Workshop Outline:

<u>9:00-9:15AM:</u> Understanding Perceived Resistance	<ul style="list-style-type: none">✓ Developing a Personal Philosophy for Managing Resistance✓ Caring for the Therapist: Resistance Management = Stress Management✓ Conventional definitions✓ Alternative perspectives: Empowering Therapists
<u>9:15-10:30AM:</u> Critical Principles for Maximizing the Potential for Movement	<ul style="list-style-type: none">✓ Do the Unexpected✓ Slowing Down to go Faster✓ It's All in the Details✓ Empathy and the Real Reason People Change✓ The Perils of Assuming a Knowing Attitude✓ Your Client is Not Making Progress Toward What?✓ The Great Deception: Just What is a Therapist?
<u>10:30 - 10:45AM:</u>	BREAK
<u>10:45 - 11:30AM:</u> To Ask or Not to Ask, That is the Question	<ul style="list-style-type: none">✓ The Problems with Questions✓ When Not to Ask✓ Quelling the Urge to Ask✓ Utilizing the Curious Command for Gentle Movement✓ Using the Question Wisely
<u>11:30 - 12:15PM:</u> Managing “I Don't Know” Responses	<ul style="list-style-type: none">✓ Just What Does “I Don't Know” Mean✓ Responding to “I Don't Know”✓ How to Avoid “I Don't Know” Responses✓ The Classic Pretend Technique: The Good and the Bad

Additional Registration Information:

Receive CE credit for this course!

A total of 3 CE contact hours will be offered for this course. Please note that full CE credit cannot be provided without your attending the entire workshop session and signing in and out on the workshop attendance record witnessed by the Workshop Clerk. You will receive an email shortly after the event with instructions on how to access the required course evaluation online via the Pathways Relias Learning Management System (RLMS). Once you submit your responses to the course evaluation on the RLMS, you will be able to access and print your certificate of completion with the awarded 3 CE contact/clock hours.

If you have any questions about your attendance status, or difficulty accessing your evaluation and certificate online, please contact us at Learning@pathways.com.

Course delivery format & Interactivity: 3 hours - Synchronous face to face workshop. Interaction includes live interaction, question-answer with instructor in real time, synchronous visuals, & small group discussion with classmates. Synchronous course evaluation.

The Pathways Learning and Development Department is an approved provider of continuing education and grants CE clock hours for those courses that meet the requirements of the following boards:

- **For ASWB Continuing Education Credit:**

- Pathways Learning and Development, provider #1471, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB) www.aswb.org, through the Approved Continuing Education (ACE) program. Pathways Learning and Development maintains responsibility for the program. ASWB Approval Period: 07/22/2016 to 07/22/2017. Social workers should contact their regulatory board to determine course approval. Social workers participating in this course will receive 3 continuing education clock hours, of which 3 are clinical hours.

- **For NBCC Continuing Education Credit:**

- Professional counselor CE clock hours through the National Board for Certified Counselors, (NBCC ACEP #6350)
- Pathways Learning and Development is an NBCC-Approved Continuing Education Provider (ACEP) and may offer NBCC-approved clock hours for events that meet NBCC requirements. The ACEP solely is responsible for all aspects of the program.
- Please Note that this course is designed for counselors. In no way does taking this course give permission for non-counselors to provide counseling services to clients.

For ADA Accommodations: Contact Dr. Amy Lovelace, Director of Learning and Development for Pathways Learning and Development at 504-287-9095 or at amy.lovelace@pathways.com at least 2 weeks prior to the training start date so that arrangements can be made.

For any additional questions or concerns: Please contact us in writing at Learning@pathways.com at any time within seven (7) days of the conclusion of this course.

Please note that there are no charges or fees associated with this Pathways Learning and Development Department course at this time.