

Executive Summary

Course Title: Working with Difficult Clients

Outline of Training:

This training will address the dynamics of working with clients in the Child Welfare System with the focus on what may be perceived as “difficult” clients. Participants will explore the resistance, describe effective communication, practice active engagement skills, and apply the information to their work with clients. This training will focus on strengths-based practice incorporating issues of fairness and equity and cultural competence. A PowerPoint presentation with handouts will support lecture, discussion, role play, and group activities. Participants will develop an action plan for application.

Target Audience:

New child welfare workers, line staff, supervisors, support staff, and other service providers will benefit from this training.

Outcome Objectives for Participants:

Recognize and understand the role of resistance in working with difficult clients
Identify and describe the key components of the art of effective communication
Develop and practice active listening skills to be applied to work with clients
Apply information to a plan for working with difficult clients in practice

Ways that Supervisors can support the Transfer of Learning from the classroom to the job...

BEFORE the training

Review the executive summary with staff, highlight specific learning objectives, encourage participants to bring specific examples, and alert participants that they will present an overview of the training to other staff members.

AFTER the training

Ask participants to present an overview of the training to other staff members, identify how they will apply the information to work with clients, and facilitate attendance at advanced trainings that will expand on and apply the material.

Outline of Training

I. Introduction

A. Agenda	1:00-1:05
B. Training Rules	1:05-1:10
C. Class Objectives	1:10-1:15
D. Introductions	1:15-1:30
TOL: Participants identify their expectations	

II. Working with Resistance	1:30-2:15
A. Crisis Intervention TOL: Guided imagery exercise	
B. Brain and Stress	
C. Grief and Loss	
BREAK	2:15-2:30
III. Effective Communication	2:30-3:00
A. Components of Communication	
B. Non-verbal Communication TOL: Demonstrating non-verbals	
IV. Engagement Skills	3:00-3:30
A. Identify engagement skills	
B. Examples of engagement skills TOL: Scripted role play of engagement skills	
V. Conclusion	3:30-4:00
A. Review	
B. Taking it Home TOL: Participants develop an Action Plan	
C. Evaluation	