



# Engaging and Motivating Difficult Clients

## Workshop With Ken Warren

### If you work in a helping role of some sort, then you will know how difficult some clients can be ...

- People who are compelled by others to see you, but who would prefer to be somewhere else
- Those who do not see any problems with their obviously problematic behaviour
- Individuals who are not prepared to look at their own behaviour, who simply want others to change

There is no doubt that working with these types of clients can be frustrating and exhausting. The good news is that there are key strategies you can use to better engage such people, help them to see the need for change, and take concrete steps forward.

### Who is This Program For?

This program is for counsellors, disability workers, psychologists, social workers, deputy principals, teachers, health workers, dieticians, rehabilitation consultants, community workers, human resource professionals, youth workers, and others with an interest in counselling or coaching.

### What Do I Learn?

Based on the latest research and Ken Warren's 28 years of counselling experience, you will learn how to:

- ✓ Better engage mandated and unmotivated clients
- ✓ Help clients see the need for change
- ✓ Boost people's motivation and ability to move forward
- ✓ Take advantage of the 5 reason people change
- ✓ Encourage greater honesty between you and your clients
- ✓ Identify client strengths and apply them successfully to the problem situation
- ✓ Better prepare clients for possible barriers and setbacks
- ✓ Significantly improve outcomes with only minor adjustments to your approach

### Your Registration Includes:

- A highly interactive and practical workshop
- Opportunity to speak with Ken during and after the day
- Comprehensive notes and bonus resources
- A Certificate of Attendance
- Morning tea, lunch, and continuous tea and coffee
- A great networking opportunity

### Dates and Locations of the Workshops

**Sydney** - 9am to 3pm, Friday 2nd  
November, 2012 - Castlereagh Hotel,  
169 Castlereagh St, Sydney

**Canberra** - 9am to 3pm, Friday 9th  
November, 2012 - Clifton Suites,  
100 Northbourne Ave, Canberra

**Townsville** - 9am to 3pm, Friday 16th  
November, 2012 - The Metropole Hotel,  
81 Palmer St, Townsville

**Adelaide** - 9am to 3pm, Friday 23rd  
November, 2012 - Rockford Hotel, Cnr  
Hindley & Morphett Sts, Adelaide

**Brisbane** - 9am to 3pm, Friday 30th  
November, 2012 - Windsor International  
Motel, Cnr Lutwyche Rd & Bryden St,  
Windsor

### What People Are Saying

"Ken's presentation was clear, to the point, and filled with interesting real-life scenarios. Can't wait to practise what I've learned."

**Barbara Pavlich, Adolescent Inpatient Mental Health Unit,  
Royal Brisbane and Women's Hospital**

"Ken's training sparked much enthusiasm and a realisation of what great work is being done. He also gave us new strategies in our work with young people with challenging behaviours and complex issues."

**Kim Reid, Executive Director, Kids Youth Children Trust, Brisbane**

"Ken's program on Motivating Difficult clients was comprehensive, tailored to our specific needs and presented with the accumulated insight of an experienced professional. We appreciated the balance and professionalism of his delivery, not least his humour which made for easy listening. The response to this seminar was uniformly enthusiastic. Thanks Ken for an excellent seminar which was greatly valued by all involved."

**Gary Christian, Director of National Programs, Adventist  
Development and Relief Agency Australia, Sydney**

# About the Presenter



## ***Ken Warren BA , M Soc Sc, CSP draws on 28 years hands-on experience ...***

- ✓ Counselling couples in conflict, people with alcohol and drug-related problems, students who have been suspended from school, and individuals with aggressive behaviour
- ✓ Managing counselling programs and supervising professionals in the government and community sectors, as well as his own private practice
- ✓ Training thousands of professionals around Australia in working more effectively with mandated and unmotivated clients

Ken knows what he is talking about, is realistic about the challenges facing clients with complex issues, but also familiar with adjustments professionals can make to produce much better outcomes.

With Ken, you can rest assured you will be gaining a quality speaker.

He is recognised as a Certified Speaking Professional (CSP) by the National Speakers' Association of Australia. This is the highest level of accreditation for speakers internationally and is achieved by less than 10% of professional speakers.

Ken speaks to audiences throughout Australia. You will enjoy his stories, his interactive style, and find his ideas easy to put into practice.

## Registration Form

**Please register the following for the Workshop: Engaging and Motivating Difficult Clients.**

**REGISTER NOW!**

***Group of 3 or more:  
\$259 per person***

***Early-bird registration:  
\$299 if paid two weeks prior***

***Normal registration: \$359***

Workshop location: \_\_\_\_\_

Name(s): \_\_\_\_\_

Organisation: \_\_\_\_\_

Street address: \_\_\_\_\_ Postcode: \_\_\_\_\_

*(If paying by credit card, the address needs to be the same as that associated with the credit card)*

Telephone: ( ) \_\_\_\_\_ Email(s): \_\_\_\_\_

Payment by:  Cheque  Credit card  Please invoice to: \_\_\_\_\_

Card type:  Visa  MasterCard Name on card: \_\_\_\_\_

Card number: \_\_\_\_\_

Expiry: \_\_\_\_\_ Amount: \$ \_\_\_\_\_ CCV: \_\_\_\_\_

Signature: \_\_\_\_\_ *(3 digit no. on back of cc)*



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