

One day seminar for all professionals working with clients, patients or customers

Managing Challenging Clients

Difficult clients can challenge even the best practitioners at times. Whether we are a health professional, lawyer, teacher or salesperson, emotionally demanding clients and customers can stimulate discomfort and uncertainty in the most seasoned of practitioners.

Fortunately, there are “tricks of the trade” that can help us to deal with difficult people. These practices help clarify what is happening, the “hooks” and traps to avoid, and what to do to effectively address the situations we face.

This one-day workshop will give you:

- An understanding of some of the dynamics at play in tricky encounters
- Orientations that allow us to be open, perceptive and assertive
- Ways to identify the hooks, and strategies for handling challenging people and situations.

Participants will have ample opportunity to ask questions and seek advice about particular clients. The standard rules of confidentiality will apply.

Monday 27 June 2016

9.30 am to 4.30 pm

St Andrews Centre, 30 The Terrace, Wellington Central.

Cost \$145

To register for this seminar or for more information email awaken@paradise.net.nz or phone Nicky Riddiford (04) 973 7431 (after 6 pm).



Leader: **Ken Mellor**

Ken visits New Zealand almost every year, and has done so since 1976. He has worked internationally for over 45 years as a psychotherapist, counsellor, mentor and guide. Well known for his down-to-earth, engaging approach, and his capacity to develop and teach practical ways of dealing with complex situations, this year’s workshop is another in this tradition.

He is a certified clinical, teaching and supervising member of the International Transactional Analysis Association and a clinical member of the American Group Psychotherapy Association. He continues to develop new ways of understanding and working with people. Ken is also a Master of Meditation, empowered to introduce people into advanced meditation practices. Aspects of his work are available in more than 34 languages. (He is not a registered psychotherapist in New Zealand.)

