

Family Service Society Professional Training Institute  
2010 Workshop Series

## Effective Techniques for Dealing with Highly Resistant Clients

**Presenter: Clifton Mitchell, Ph.D.**  
Friday, September 24, 2010  
Radisson Hotel - Corning, New York

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..." and "I don't know" 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.



**Clifton Mitchell Ph.D., Licensed Psychologist**, has a love for teaching and over 20 years experience as a trainer and keynote speaker. He delivers practical information in a uniquely entertaining, fast-paced style that is filled with examples from his years of experience in mental health. For the past ten 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 the best cutting-edge approaches available for managing resistance. He has also been the keynote speaker at conventions and taught hundreds of mental health organiza-

tions, 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 *Journal of Personality Assessment*, *Perceptual and Motor Skills*, *Psychology and Education*, *Journal of Psychological Type*, *The Professional School Counselor*, and *The Advocate*. His research includes investigations of subliminal message tapes, stress and coping, PMS, personality types, legal and ethical issues in counseling, and resistance. 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 call Family Service Society at 607-962-3148,  
or visit [www.familyservicesociety.org](http://www.familyservicesociety.org)