



The Skills Development Service Ltd presents  
a one day training course:

# How to Motivate Clients



One day seminar on a practical and rapid approach to complex cases through Motivational Interviewing and beyond it

## What will the delegates take away from the course?



- Practical ideas developed from Motivational Interviewing (M.I.), environmental psychology and learning theory
- Effective evidence-based strategies for all practitioners - whether working in long term therapeutic relationships with brief 5 minute contacts
- Learn to motivate clients who do not want even to be in the same room as you!
- Learn how doing LESS can motivate your clients MORE
- Discover the research on how what your client SAYS increases what they DO afterwards....and how to get them to say it!
- Prevent and manage resistance more effectively
- Learn how to make goal setting work and feedback more effective as motivating factors

## How would you deal with the following ?



- Maggie (34 yrs) has a diagnosis of Borderline Personality Disorder. Her engagement with services is usually crisis driven only – when her drinking becomes uncontrolled. Outside of these times of crisis, she thinks that seeing you is a waste of time. How would you approach working with her?
- Ken (62 yrs) has Type II diabetes, is 20 kg overweight and smokes 10 cigarettes a day. He has a history of losing weight and stopping smoking but has relapsed repeatedly over the last 10 years. He is seeing you again and says "What new miracle cure have you got for me, because nothing's going to happen without one". What do you say?

This day will give you ideas on how to approach these and many other difficult cases in new and constructive ways



- **FREE CD-ROM** included containing presentation, guided reading list, evidence-based reference list, further resources and **COPIABLE WORKSHEETS**, checklists and forms to use immediately with your clients.
- Certificate of Attendance. Suitable for CPD and PREP.
- Video demonstrations of techniques
- Lots of opportunities for raising questions and discussion with tutor and colleagues
- Post-seminar case support and consultancy available



Available for In-house Training

Book now and take advantage of our unique **SPECIAL OFFER**  
see overleaf for details

# How to Motivate Clients

## Course Outline:

**09.30 Registration** (All times may vary depending on arrangements of your organisation)

**10.00 How do we currently try to motivate clients**

- Outline of common styles
- Strengths and limitations of such styles
- Discussion

**10.30 Arousal & Motivation**

- Yerkes-Dodson & the 21st century
- Why are 'low energy' clients unmotivated and what can be done about it?
- Force-Field Analysis: A powerful tool for assessing & increasing motivation

**11.00 Stages of change model & implications for motivational strategies**

**11.15 Refreshment Break**

**11.30 Pre-Contemplators: The forgotten client group**

- Why do we have totally unmotivated clients
- General principles for motivating "unmotivated clients"
- "Depressed", "Inactive" & "Low Energy" clients
- "Rebellious", "Compulsory Attendance" clients.....or ones who simply hate you

*Video illustration*

**13.00 Lunch Break**

**14.00 Working with uncertain or ambivalent clients**

- Key principles and attitudes on information giving and handling resistance
- The role of motivational statements and how to elicit them
- Working with clients with variable motivation

*Video illustration*

**15.15 Refreshment Break**

**15.30 Goal setting & Feedback For Increasing Motivation**

- Powerful tools for good and bad
- Making goal setting more effective
- Increasing the effectiveness of feedback

**16.15 Plenary**

**16.30 Finish**

## SDS In-House Training

## How to Book



- Call us on 0870 241 7294 or e-mail us on [info@skillsdevelopment.co.uk](mailto:info@skillsdevelopment.co.uk) briefly outlining your needs and providing us with your full address and contact telephone number.
- A written quotation, booking conditions and an outline of the proposed training will be sent to you within 48 hours.
- If the topic you are interested in is not on our list, one of our training consultants will get back to you within the next two or three days to discuss your requirements.
- Please recognise that because of high demand, forward planning of between three and twelve months is often required. So please book your in-house training in advance and we will do everything possible to accommodate your needs.

## Special Offer only for In-House Customers

- With every in-house day you have with us – we will issue a voucher enabling one person from your organization to attend one of our seminars completely **FREE**.
- You receive this voucher immediately after your in-house training day will have taken place.
- This is a unique opportunity for your staff to try our new topics totally free and for your organization to get "first hands" feedback on our new courses.



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