

## **Workshop #1 – Language as Healing: Transforming Angry Moments in the Therapeutic Encounter**

**Speaker:** Shawn Christopher Shea, M.D. ([www.suicideassessment.com](http://www.suicideassessment.com))

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**Length:** 1.5 hours

**Intended Audience:** Appropriate for counselors, psychologists, psychiatric nurses, psychiatrists, social workers, substance abuse counselors, school counselors, case managers, and all mental health trainees

**Description:** One of the most difficult challenges facing a clinician occurs when a client suddenly expresses anger towards the clinician or asks the clinician confrontative questions. The handling of such moments can often determine whether a therapeutic alliance will fail or succeed, yet the clinician must respond in mini-seconds. In this workshop Dr. Shea approaches these moments of being “put on-the-spot” as opportunities for enhancing the therapeutic relationship by describing a series of specific interviewing techniques for tapping their potential, that are easily remembered and easily employed. He then deftly uses role-plays to show exactly how to use them.

**Objectives:**

- 1) Be able to creatively transform angry encounters into meaningful interactions.
- 2) Be able to utilize Leston Haven’s “counter-projective” technique for deflecting guardedness and suspiciousness.
- 3) Be able to utilize the “oppositional continuum” to spot specific types of roadblocks to communication .
- 4) Be able to use several specific interviewing techniques for transforming these roadblocks including strategic empathy, pulling resistance, and addressing core pains