

OUTLINE

Step by Step Clinical Guide to Resolving Conflicts

Categorize conflict to determine treatment approach

- Preference problems
- Perception issues
- Difficulties with process
- Feeling pressure

Assess operation of the conflict trap

- Heightened altercation
- Inarticulate dispute
- Combination disagreement

Psychological consequences of poorly-handled conflict

- Recurrent complications
- Diminished attachment
- Alienation from others
- Emotional distress

Proven strategies for healthy conflict management and resolution

- Teach clients to defuse argument provocation
- Interventions to manage fight or flight reactions
- Strategies to modify immature patterns of behavior
- Assess ability to resolve conflicts

Teach clients 5 steps of the problem-solving process

- Narrow
- Validate
- Select
- Specify
- Adjust

Implement resolution of conflict in clinical practice

- Focus on process, not issues
- Target one issue at a time
- Achieve understanding
- Compromise and define the solution
- Adjust if the stated solution doesn't work as intended

Conflict management techniques for improved mental health

- Exercises to increase cognitive skills
- Interventions to foster secure attachment
- Enhance neural connections
- Build emotional harmony with emotional intelligence

Case Study: The Conflict Resolution Process

TARGET AUDIENCE: Psychologists • Counselors
Social Workers • Marriage and Family Therapists
Alcoholism and Drug Abuse Counselors
Case Managers • Pastoral Counselors • School Psychologists

Advanced Conflict Resolution Skills for Difficult Clients

Assess cognitive impairments in clients with limited reasoning abilities

- Wrong vs right
- Strengths vs weaknesses
- Truth vs blame

- Consideration vs selfishness
- Reliability vs inconsistency

Identify implicit roles clients play and select appropriate conflict resolution strategy

- Master – “I’m in control”
- Martyr – “I’m the victim”
- Messiah – “I’m the hero”
- Mute – “You should know my role”
- Mirror – “It’s not me, it’s you”

Strategies to end an unhealthy circular process of conflict

- Prevent vulnerabilities from being exploited
- Interventions to manage reactions
- Teach clients to reason, not antagonize

Psychological impact of conflict with a manipulator

- Physiological response
- Disorientation from reality
- Emotional debilitation

Strategies to re-structure interpersonal interactions

- Redefine depth of a relationship
- Assess value and limitations
- Evaluate growth opportunities

Interventions to move from conflict to resolution

- Develop a plan
- Respond vs. react
- Teach clients to set boundaries

Assess level of functioning in response to healthy conflict resolution

- Intrinsic motivation to change
- Limited potential for growth
- Dangerous behavior

Determine clinical treatment goals

- Accurately assess patterns of behavior
- Reduce emotional distress
- Respond instead of react
- Create realistic expectations
- Set healthy boundaries
- Establish support systems
- Accept relational limitations

Objectives for healthy conflict with these clients

- Restrained problems
- Empowerment
- Redefine communication expectations
- Improved mental health

Case Study: The Drama Management Process

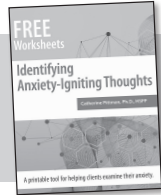
OBJECTIVES

1. Identify four categories of conflicts clients experience in relation to assessment and treatment planning.
2. Describe the operation of the conflict trap and its different versions as it relates to treatment outcomes.
3. Articulate the negative impact of poorly-handled conflict on clients’ mental health.
4. Distinguish the cognitive skills necessary to implement the reasoning process and put to practical use in-session.
5. Demonstrate the specific steps involved in solving conflict problems to improve client’s level of functioning.
6. Explore the therapist’s role to facilitate the client’s problem-solving process in session.
7. Articulate the reasoning deficiencies that disable a client from participating in the conflict-resolution process and its clinical implications.
8. Describe the manipulator’s methods of exacerbating conflict for purposes of client psychoeducation.
9. Assess the psychological impact of conflict with an emotional manipulator to inform clinical treatment interventions.
10. Articulate what a client must do in session to move from conflict to resolution.
11. Evaluate and restructure the client’s interpersonal interactions as an approach to manage the client’s relationship with an emotional manipulator.
12. Describe the objectives for healthy conflict with difficult clients as it relates to case conceptualization.

FREE Worksheets

Identifying Anxiety-Igniting Thoughts

By Catherine Pittman, Ph.D. HSPP



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- Teach clients effective strategies to recognize and counter manipulation in any context while setting healthy relational boundaries



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Clients walk into your office every day with different complaints and yet there is a commonality that is easily missed - the context in which their struggles often develop is conflict—poorly-handled, unresolved conflict.

Conflict is unavoidable, whether it's in a marriage, family, work, or friendship context though it's not always obvious that poor conflict management skills are at the heart of client's problems. Their lack of conflict management skills can lead to struggles with depression, anxiety, and a host of other issues that bring them to your office. These problems become even more significant if the client has a conflict with an emotional manipulator who has neither the ability nor desire to resolve problems.

Many mental health clinicians are not skilled at conflict resolution and it is an area often neglected in many training programs. Alternative Dispute Resolution expert, Dr. Alan Godwin, combines decades of clinical practice and the latest behavioral research to offer you comprehensive solutions and an easy-to-understand conflict resolution system you will be ready to use the next day to engage and empower your clients.

Don't miss out on this unique chance to expand your clinical skill set, your clients are counting on you, sign up today!

SPEAKER

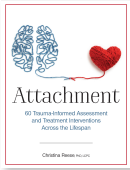
ALAN GODWIN, PsyD, is a licensed psychologist in private practice with nearly 30 years of experience. Certified in Alternative Dispute Resolution, he has dedicated himself to helping individuals, couples, churches, and businesses develop better ways of handling conflict. In addition to his private practice, Dr. Godwin serves on the adjunct faculty of the graduate counseling department of Trevecca University in Nashville, TN, where he teaches a class for doctoral students. He has been a nation-wide speaker training other mental health professionals for many years. Additionally, he has penned a regular quarterly feature entitled "Ask Dr. Alan" for *Deacon* magazine, writes a weekly email called "The Drama Review: In Relationships and Culture," and has been a guest on numerous radio and television programs across the U.S. and Canada. Dr. Godwin's book, *How to Solve Your People Problems: Dealing with Your Difficult Relationships*, explains how and why conflict goes badly and how to make it go well with two types of people: reasonable and unreasonable. For more information about Dr. Godwin and his publications, please visit www.peopleproblems.org.

Speaker Disclosure:

Financial: Alan Godwin maintains a private practice. He receives a speaking honorarium from PESI, Inc.

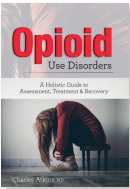
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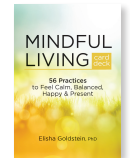
Attachment: 60 Trauma-Informed Assessment and Treatment Interventions Across the Lifespan
By Christina May Reese, LCPC, PHD

Attachment is the way that we connect to each other. Without attachment, people feel alone to deal with challenges they face, which leads to distress, dysfunction and mental health disorders. Improve your client's relationships by teaching them **strategies to feel more connected, reestablish trust, and restore positive emotions**. Dr. Christina Reese, a recognized attachment and trauma professional, has created a comprehensive guide that explains attachment over a lifetime, and offers trauma-informed approaches to treat attachment at any age.



Opioid Use Disorder: A Holistic Guide to Assessment, Treatment, and Recovery
By Charles Atkins, MD

Overdoses have lowered the life expectancy in the United States for two years in a row. The leading cause -- opioids. This epidemic has spread through every sector of our country, destroying lives as parents, friends, families, and those entrapped by opioids struggle to find help.



Mindful Living Card Deck: 56 Practices to Feel Calm, Balanced, Happy & Present
By Elisha Goldstein, Ph.D.

At home and at work, science has shown that developing certain simple strengths can significantly improve your mood, relationships, resiliency and quality of life. Why not give it a try? Here are 56 cards that offer simple and easy-to-do daily practices. Integrate them into your life and you can have powerful results and uncover sustainable happiness. Plus-six bonus mindful living meditations to help you relax, focus, grow joy and boost your brain power!



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7:30 Registration/Morning Coffee & Tea
8:00 Program begins
11:50-1:00 Lunch (*on your own*)
4:00 Program ends

There will be two 15-min breaks (mid-morning & mid-afternoon).
Actual lunch and break start times are at the discretion of the speaker.
A more detailed schedule is available upon request.



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If your profession is not listed, please contact your licensing board to determine your continuing education requirements and check for reciprocal approval. For other credit inquiries not specified below, or questions on home study credit availability, please contact cepesi@pesi.com or 800-844-8260 before the event.

Materials that are included in this course may include interventions and modalities that are beyond the authorized practice of mental health professionals. As a licensed professional, you are responsible for reviewing the scope of practice, including activities that are defined in law as beyond the boundaries of practice in accordance with and in compliance with your professions standards.

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MINNESOTA SOCIAL WORKERS: PESI, Inc. is an approved provider with the State of Minnesota, Board of Social Work. Provider #: CEP-140. This course has been approved for 12.5 continuing education hours.

OTHER PROFESSIONS: This activity qualifies for 760 minutes of instructional content as required by many national, state and local licensing boards and professional organizations. Save your course outline and certificate of completion, and contact your own board or organization for specific requirements.

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