

# Engaging & Working with Hard-to-Reach Clients

Presented by Dr. Lawrence Shulman, MSW, Ed.D

## Workshop Details

**May 17, 2018**

**9:00am–4:30pm**

## Location

**The Festival Inn**

**1144 Ontario Street  
Stratford, Ontario**

## Fees:

Early-Bird Rate: \$199 + HST

After April 16: \$219 + HST

*Fee includes lunch, morning and  
afternoon refreshments.*

*\*Discounted rates are available for  
groups of 5+ people registering  
together OR for individuals  
registering for more than one  
workshop\**

## Registration

Register online at  
**[missionempowerment.ca](http://missionempowerment.ca)**



## About the Workshop

As helping professionals we all encounter clients who are “harder-to-reach” and who present with challenges that make it more difficult for us to do good therapeutic work with them. These may include mandated clients; clients in the pre-contemplative stage of change; clients who seem to just want to “visit” rather than do any therapeutic “work”; clients with personal histories that have resulted in difficulties with trust; and clients with multiple barriers/challenges.

In this interactive workshop, you will have the opportunity to learn fundamental skills and strategies for engaging and working with hard-to-reach clients from an expert in the field with over 50 years of experience as a social worker, professor, researcher, supervisor, and consultant. Participants will also be invited to share case examples and clinical issues, which Dr. Shulman will use to tie in to the theoretical material so that it is relevant to the daily experiences of those attending.

Discussion will include: dealing with denial in the beginning phase of work; confronting authority issues with mandated clients; creating conditions of trust and safety; challenging the “illusion of work”; understanding resistance and responding to it constructively; dealing with taboo subjects; and integrating elements of evidenced-based practice without becoming overly prescriptive and losing individual artistry.

## About the Presenter

Lawrence Shulman, MSW, Ed.D., is an Emeritus Professor of Social Work and former Dean at the University at Buffalo School of Social Work. He has done extensive research on the core helping skills in social work practice, supervision, and child welfare. He is a sought-after international consultant and trainer. Dr. Shulman has published numerous scientific articles on direct practice and is the author or co-editor ten books related to social work practice and supervision.

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