



Working with Recently Re- united Bio-parents

Typical Difficult People



Indecisive



Know-It-All



Agreeable



Complainer



Silent



Aggressive



Negativist



**The
Passives**



**The
Dictators**



**The "Yes"
People**



**The "No"
People**

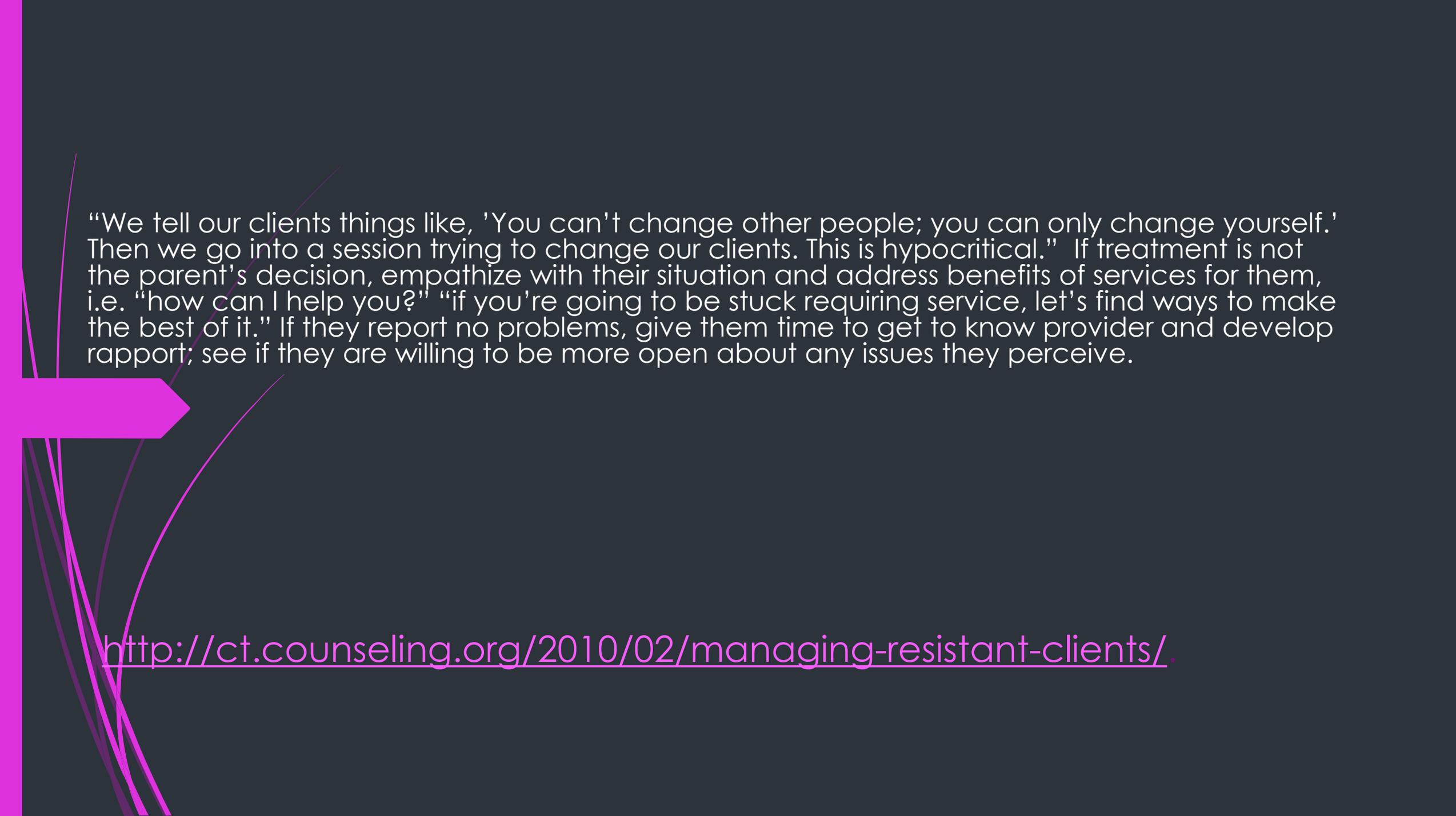


**The
Griper**

Initial Encounters

Reducing resistance during early sessions

- ▶ Is treatment is their choice?
- ▶ Figure out the issues from the parent's perspective.
- ▶ Miracle question: if you could wake up tomorrow and one thing would be different...



“We tell our clients things like, 'You can't change other people; you can only change yourself.' Then we go into a session trying to change our clients. This is hypocritical.” If treatment is not the parent's decision, empathize with their situation and address benefits of services for them, i.e. “how can I help you?” “if you're going to be stuck requiring service, let's find ways to make the best of it.” If they report no problems, give them time to get to know provider and develop rapport; see if they are willing to be more open about any issues they perceive.

<http://ct.counseling.org/2010/02/managing-resistant-clients/>.

Difficult Bio-Parents

- ▶ When working with recently reunified biological kids and biological parents some parents have difficulty establishing and implementing rules and consequences for negative behavior.
- ▶ Biological parents experience feelings of guilt (because of removal)
- ▶ When bio-parents experience guilt they typically feel "bad" for giving consequences for the negative behaviors their children exhibit. This guilt often translates to lax rules and a lack of consequences. This lack of structure and discipline may lead to feelings of insecurity and unease by the children and possible future removal.

Interventions

- Discuss the importance of structure in the home
- Create specific House Rules
- List of specific consequences
- Parenting Classes/Parent Training
- Therapy enrollment for parents

Creating both a daily and weekly schedule that is posted in a common area will assist with the expectations of the children. Rules/Structure= Safety and Care. The creation of house rules should be written in language children of all ages in the home can understand. If rules are broken consequences should be consistently enforced such as early bed time or loss of privileges. Review of these items daily/weekly as needed. Therapy for the parents may be necessary to deal with guilty feelings.

[https://www.psychologytoday.com/blog/healthy-connections/201109/are-you-guilty-parent.](https://www.psychologytoday.com/blog/healthy-connections/201109/are-you-guilty-parent)

Professionalism when Working with Resistant Clients

- ▶ As a professional or family caregiver, you work with many different kinds of clients. Some are easy to get along with, while others can be a bit more difficult. While this can be frustrating, try to remember your client is experiencing many frustrations of their own, and you are there to help. Here are some ways you can help these more sensitive clients. As you encounter difficult situations with your clients, you have a unique opportunity to change and improve the circumstances of your relationships. By putting forth the effort to show your concern, you will not only improve your relationships, but may make a big difference in the life of your clients, as well.
- ▶ <http://www.homecarepulse.com/articles/remaining-positive-professional-handling-difficult-clients/>.

Professionalism when Working with Resistant Clients

► Listen:

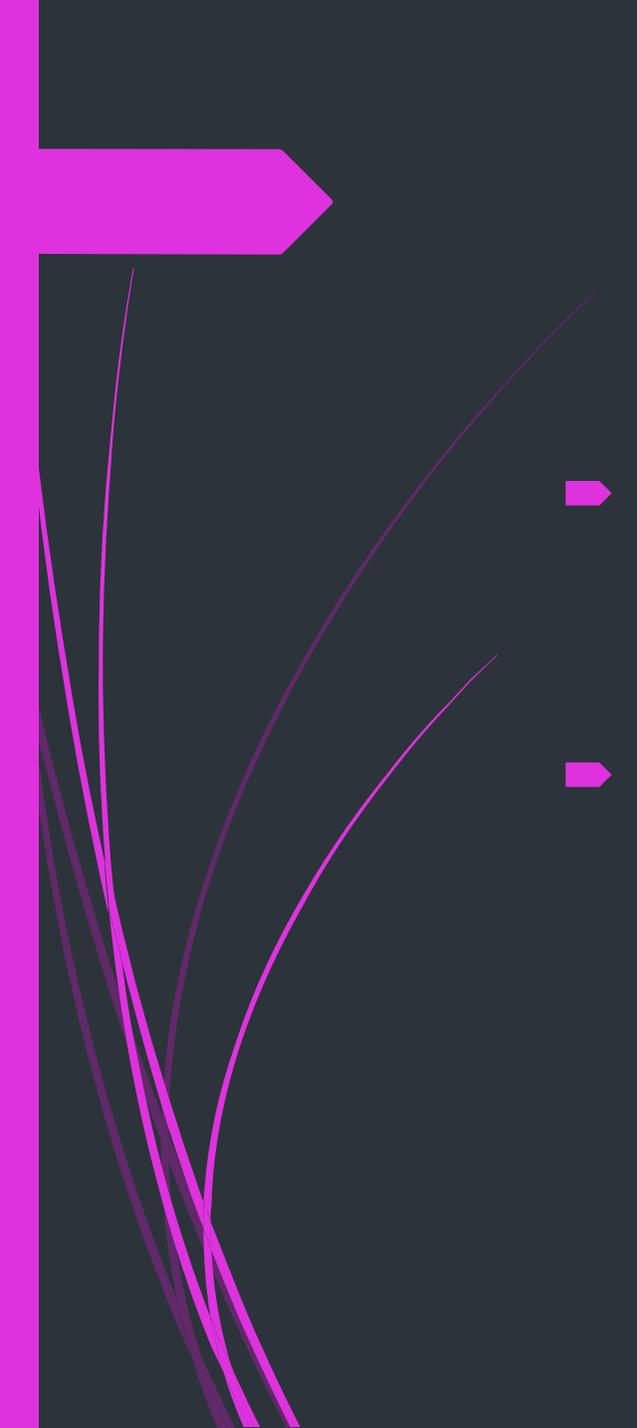
- Maintain eye contact and show that you are listening to what your client has to say. Build your level of trust by listening and then act on what they say. Don't take it personally:

► Don't take it personally:

- The client is complaining about a problem, not you. Pull yourself away from the situation and figure out what is actually the issue. Even if the client is directing their frustration towards you, there is almost always an underlying issue.

► Learn as much as you can:

- To figure out what is going on, you have to be willing to ask questions. Show your client that you are willing to learn about them and what is happening by taking the time to ask. Many times a client simply needs to know that you care about them.



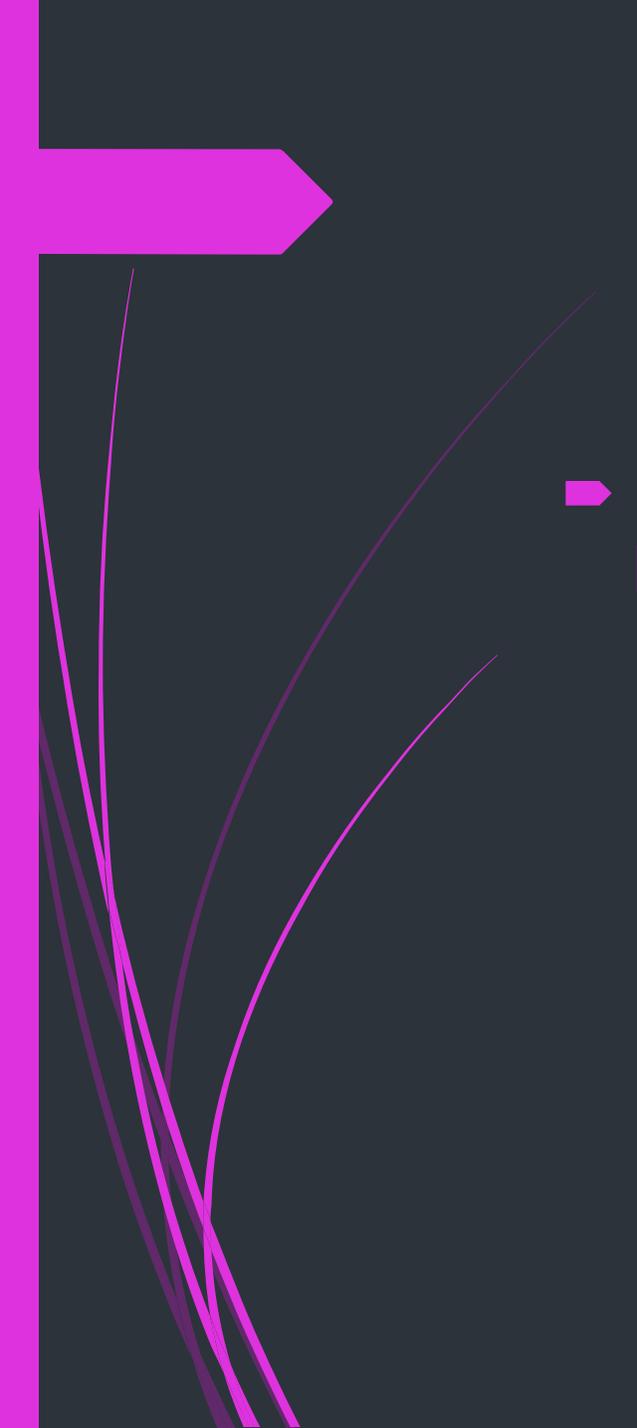
Professionalism when Working with Resistant Clients

► **Be courteous and caring:**

- Respond positively and be empathetic. Apologize for any negative experience and be sure to clarify the issue. Clients want to see and know that you care, and it's the most effective way of saving relationships with clients.

► **Follow up and track the progress:**

- Document all of your client's concerns and follow up. Ask if things have improved or not. Note how they improve or digress and make adjustments as needed. Show them you're staying on top of the issue.



Addictions and Mental Health

- ▶ Individuals who have a history of addictions or mental health problems have more preventing issues:
 - ▶ They are often rigid in their thought processes
 - ▶ They often have guilt or aggression related to drug or alcohol use or mental health.
 - ▶ They often struggle with self esteem which causes them to belittle them self or others.
 - ▶ They tend to already be angry or frustrated with the 'system'.

Video Links:

- ▶ <https://m.youtube.com/watch?v=AyXqFrqhKFk>
- ▶ <https://m.youtube.com/watch?v=wgQEoB9UbmY>

Conclusion

One of the best ways to work with difficult behaviors is to work to build a positive rapport. Develop a positive relationship to help the bio parent know and understand that you are here to help them learn new ways of dealing with the situation and with their child's behaviors. Talk from the aspect of objective observation, that we are not there to only identify negative's but also strengths the parent demonstrates. We also try to help them apply the things they learned from classroom parenting classes age appropriately to their own children.

Often, bio-parents whom have been separated from their children are defensive and frustrated with the reasons they are involved with the situation. With biological parents they feel attacked and defensive because their children have been removed from their home and their custody.