



Handling Difficult Clients

Focusing solutions that empower you and the other person

To engage successfully with difficult clients, we must move from being problem-centred to solution-centred. In order to make this move we need to build awareness of our own internal reactions to conflict in such a way that we are able to choose effective and appropriate responses.

We need to examine our own assumptions, expectations and behavioural patterns in order to empower ourselves and others in challenging situations.

This program area focuses on developing skills and techniques to ensure that our interventions when dealing with difficult situations emanate from a state of balance and presence – a place of centredness.

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*Sample only

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If you are curious about the next steps towards building your **transformational future**, let's start the conversation:

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