



**LEAD**  
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## Using Motivational Interactions with Clients to Achieve Outcomes

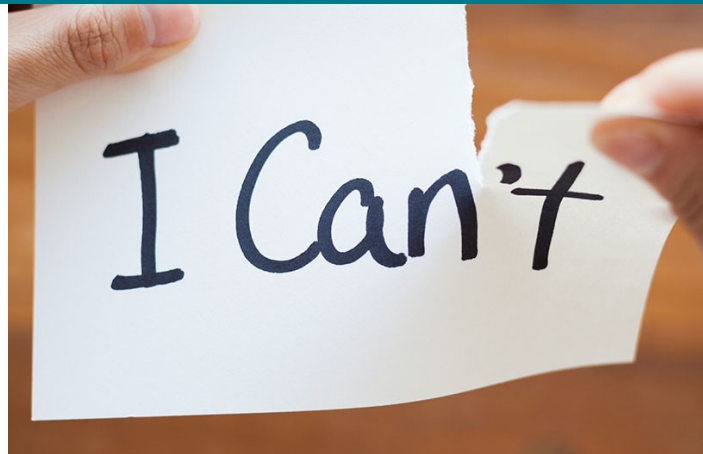
The quality of the interactions you have with your clients is critical to building trust and encouraging them to achieve their outcomes. This workshop explores a proven communication strategy that can help individuals undertake and maintain behavioural change.

Change may be difficult for many clients. When used effectively, motivational interactions can help move clients away from reluctance, ambivalence and resisting behaviours to change: towards self-directed determination and commitment to change on their journey to achieving their outcomes.

Learn strategies that will assist in your work with clients who present with ambivalence, resisting behaviours and reluctance. The main goals of this technique are to engage clients, elicit change talk and evoke motivation to make positive changes. When workers create a supportive environment, clients have an opportunity to grow and change.

This workshop will explore some of the fundamental aspects of motivational interactions and techniques (OARS and eliciting change talk) that will be helpful for you in your work with youth, parents, individuals and communities.

**Facilitator:** **Debbie Deasy** is registered psychologist providing mental health and counselling services in NSW and is a qualified trainer. Debbie has over 18 years of counselling and 10 years of adult training experience. Her passion is empowering clients via counselling and through continuing education. This passion has grown to a desire to assist both organisations and inspiring counsellors as they work with clients.



**Date** Monday  
21 October 2019

**Time** 9.00am - 4.00pm

**Venue**  
Novotel Parramatta  
350 Church St, Parramatta

**Facilitator** Debbie Deasy

**Cost**  
Members: \$93.50  
Non-Members: \$154.00  
Morning tea & lunch provided

**Contact**  
LEAD (02) 9620 6172  
info@leadpda.org.au

**Event Code** WS2015

**Event Level**  
Introductory

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