

# Using PNDC™ Skills to Defuse Conflict with Difficult Clients

~~~

Sharon Strand Ellison & Ami Atkinson Combs

~~~

## Timeline:

*All information provided will be done in an interactive manner, utilizing Q&A, examples from the participants and facilitators, and role-playing.*

- |             |   |
|-------------|---|
| 10 Minutes: | Introductions and opening statements.   |
| 15 Minutes: | (1) Examine key issues (a) in current scientific research on power struggle as a mental health issue, (b) with regard to how it applies to clients' ability to resolve issues, with a primary focus on difficult clients, including narcissists, and (c) addressing ways power struggle can even come up for professionals who have the best interests of their clients at heart. |
| 5 Minutes:  | (2) How to identify the steps in the "superior victim attacker" process, as well as how to convey it to clients.  |
| 10 Minutes  | (3) Enhance awareness of ways difficult clients can successfully manipulate six common defensive modes in order to gain control and prompt others to be biased toward the other spouse.   |
| 10 Minutes: | (4) The myths that inform pitfalls in commonly accepted ADR communication practices due to long held, often unconscious, assumptions that have negatively influenced the use of newer communication methods.  |
| 10 Minutes  | (5) The role of language: (a) types versus tools (b) 3 core forms of communication, (c) each with multiple formats.   |
| 15 Minutes  | <b>BREAK</b>  |
| 10 Minutes  | (1) Four simple changes in our communication, giving us the ability to defuse conflict, often instantly, even in high conflict situations, using relevant examples and role playing.  |
| 30 Minutes  | (1) <i>Asking Questions</i> : Small group practice and debrief, using 3 of 15 formats for asking questions.   |
| 30 Minutes  | (2) <i>Making Statements</i> : Small group practice and debrief, using a four-step process that offers clarity, without judgment, regarding difficult issues.   |
| 30 Minutes  | (3) <i>Creating Clear Boundaries</i> : Small group practice and debrief, using two formats for predicting consequences in a non-punitive fashion.   |
| 15 Minutes  | (1) Answering questions, and (2) concluding statements.   |