**Critical communication mistakes you are making with your divorcing clients, and how to correct them.**

***So, you think your expertise is what matters most when communicating with your divorcing clients? Think again!***

One of the biggest challenges for professionals providing a service to divorcing clients is having to assist an individual who is in a very vulnerable and unstable position, both mentally and logistically. Now, more than ever, your ability to connect and communicate with your clients is tremendously impaired by social distancing regulations and the added emotional and/or financial stress your client may be experiencing. Join Liz Becker, Communication Skills Coach & Trainer and President and Co-founder of the National Association of Divorce Professionals, as she uncovers the critical communication mistakes professionals make that often leads to impasse and resistance.  During this session Liz shares valuable insight to help you ensure productive conversations and ultimately better outcomes for you and your clients.

During this presentation you will learn:

* What is NLP (Neuro-Linguistic Programming)?
* What are the unique challenges one experiences when working with divorcing clients?
* What are the biggest communication mistakes professionals are making?
* What is the main cause of miscommunication?
* What is the recipe for good communication?
* What can divorce professionals expect to achieve when they improve how they communicate with their clients?

**Bio**

*Liz Becker is President & Co-founder of the National Association of Divorce Professionals and Senior Trainer of the CDS™ Program. Liz is also a Licensed NLP Master Practitioner, Communications Skills Coach & Trainer, and has more than a decade of experience in working with both divorcing clients and the professionals who serve them. Having worked in the divorce industry for many years, she has a keen sense of detecting specific issues that create obstacles for all parties involved in the process. Whether she was conducting NLP Certification Trainings, co-parenting workshops, or speaking at conferences, Liz has always found great reward in educating people on how to communicate more effectively and achieve positive change both personally and professionally.*

Presentation Details and Timed Agenda:

**Presenter Introduction – 5 min**

**Communication: 20 min**

* Definition
* Examples of Poor communication
* Neuro-Linguistic Programming (NLP) – Explanation
* NLP Communication Model
  + How we represent reality and how that directly affects our behaviors and communication

**Challenges with Divorcing Clients: 20 min**

* Class discussion on their experiences
* The Professional/Client Session Cycle
  + What stages are essential for a productive conversation/meeting with divorcing clients
  + The various obstacles professionals run into with divorcing clients
  + The most common mistake professionals make when communicating with divorcing clients

**What is the recipe for good communication? (Trifecta - Content/structure/technique): 40 min**

* Implementing the Trifecta to build and maintain rapport with clients (including added challenge of communicating with clients via zoom or in-person with masks.
  + Be aware of break in rapport
    - Sensory acuity exercise (demo and break out)
* Check your intention
  + - Selective Attention exercise (The Invisible Gorilla)
* Rebuild rapport- Start playing catch
  + Serve & Return ted talk
  + Understanding the communication needs of divorcing clients and how similar they are to a child’s needs from their parent.
* **Conclusion- 5 min**