

*18th Annual Wisconsin Council on Problem
Gambling Statewide Conference*

Presents

*When the Presenting Problem is the Solution:
Strategies for Engaging the Most Difficult to
Reach Clients in Counseling: A Focus on
Process and Chemical Addiction and Self-
harming Behavior*

Presenter

Mark Sanders, LCSW, CADDC

Many clients are difficult to engage because they view their presenting problem as the solution to their problems



Street Gang







wiseGEEK



Gambling

- *Provides a high*
- *Helps some people escape*
- *Provides a thrill for others*

In the Realm of the Hungry Ghost
by
Gabor Mate, M.D.

- *Drugs don't cause addiction any more than a deck of cards causes compulsive gambling*
- *There needs to be a pre-existing vulnerability*
- *For some people, the seeds of addiction is planted years before they use*





In the Realm of the Hungry Ghost
by
Gabor Mate, M.D.

- *Drugs don't cause addiction any more than a deck of cards causes compulsive gambling*
- *There needs to be a pre-existing vulnerability*
- *For some people, the seeds of addiction is planted years before they use*



Michael Jackson



Michael Jackson

Seeds for his Addiction

- *Absence of a childhood*
- *Pressure to be perfect*
- *Low self concept*
- *Father wounds*

Iceberg Model

The diagram features a blue background with a stylized iceberg. The top part of the iceberg is above the water line, while the larger, submerged part is below. The text 'Iceberg Model' is at the top. Below it, the word 'Addiction' is positioned above the water line, while 'Co-dependence', 'Toxic Shame', and 'Abandonment/Trauma' are positioned below the water line. Three yellow arrows point upwards from the bottom text to the top text, indicating a causal or developmental progression.

Addiction



Co-dependence



Toxic Shame



Abandonment/Trauma

John Freil

Guilt vs. Shame

Guilt

- *Behavior*
- *"I've done wrong"*
- *"I've done bad"*
- *"I made a mistake"*

Shame

- *Your being*
- *"There is something wrong with me"*
- *"I am bad"*
- *"I am a mistake"*

Shame

The belief that I am unlovable and unworthy of belonging.

Brene Brown, Ph. D.

Iceberg Model

The diagram features a blue background with a stylized iceberg. The top part of the iceberg is above the water line, while the larger, submerged part is below. The text 'Iceberg Model' is at the top. Below it, the word 'Addiction' is positioned above the water line, with a yellow arrow pointing up to it from the word 'Co-dependence' below the water line. Another yellow arrow points up from 'Co-dependence' to the word 'Toxic Shame' below the water line. A final yellow arrow points up from 'Toxic Shame' to the word 'Abandonment/Trauma' at the bottom, which is also below the water line.

Addiction



Co-dependence



Toxic Shame



Abandonment/Trauma

John Freil

Co-dependence

An over involvement with things outside of us and an underinvolvement with things inside of us. Left untreated codependence can lead to addiction.

John Friel



Marilyn Monroe



Billie Holiday

Iceberg Model

The diagram features a blue background with a stylized iceberg. The top part of the iceberg, which is above the water line, is a dark blue triangle. The submerged part of the iceberg is a lighter blue, wavy shape. The text 'Iceberg Model' is written in yellow, italicized font at the top. Below it, the word 'Addiction' is written in yellow, italicized font, positioned just above the water line. A yellow arrow points upwards from 'Addiction' to the word 'Co-dependence', which is also in yellow, italicized font. Another yellow arrow points upwards from 'Co-dependence' to the word 'Toxic Shame', which is in yellow, italicized font. A final yellow arrow points upwards from 'Toxic Shame' to the phrase 'Abandonment/Trauma', which is in yellow, italicized font at the bottom of the diagram.

Addiction



Co-dependence



Toxic Shame



Abandonment/Trauma

John Freil

Drugs Work!

- *They numb emotional pain*
- *They simmer rage*
- *They provide relief from "moral injury"*
- *They provide constant companionship*
- *They are predictable*
- *They provide relief from trauma and abandonment*

Engagement Strategies

The background features a series of curved, overlapping bands in various shades of blue, ranging from light to dark. A prominent dark blue shape, resembling a stylized wave or a large letter 'C', is positioned in the center-right area. The overall composition is dynamic and modern.

- *Engage with your*



Four Factors that Lead to Client Engagement

- *The therapeutic model*
- *Counselor hopefulness*
- *The therapeutic relationship*
- *Client factors*

Client Extra Therapeutic Factors

- *Success prior to addiction*
- *A good education*
- *Reading comprehension*
- *The family name*
- *Love*

Client Extra Therapeutic Factors Continued

- *Resilience*
- *Hope for the future*
- *Cultural pride*
- *Leadership qualities*

Engage in the First 5 Minutes of Contact

- *Make it easy to speak to a live person*
- *Learn from doctor's offices*
- *Warm greeting*
- *Pictures on the wall*
- *Magazines*
- *A short wait in an inviting waiting room*
- *A snack and a tour*
- *Joining – small talk*

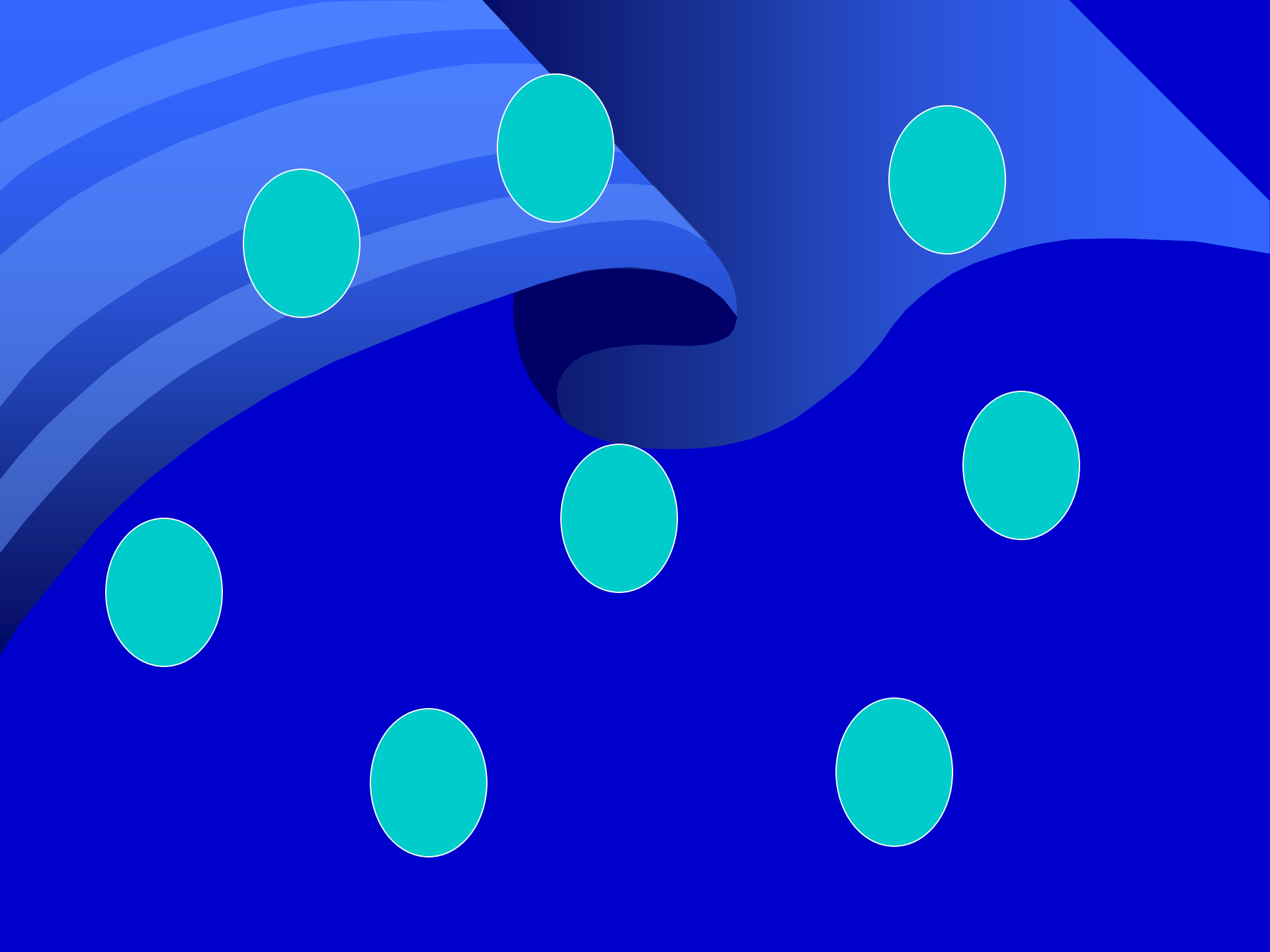
Small Talk

- *Shoes*
- *Jerseys*
- *Hats*
- *Hand and arm tattoos*
- *Name*
- *Music*
- *Work*
- *School*

*Have an effective opening
statement*

Opening Statement

"I know I cannot make you stop from (getting high, gambling, shopping etc.,) I will honor whatever decision you make concerning . . ."



Discover your client's uniqueness.

- A. If you had 3 wishes, what would they be?*
- B. When are you happiest?*
- C. What do you do on Saturday afternoons?*
- D. Who are your heroes?*
- E. What is your favorite food?*
- F. What kinds of things are funny to you? Do you like to tell jokes or hear jokes?*
- G. If you agreed to work with me, what do you think is important for me to know about you in order to be most helpful?*

Focus on Strengths

- 1. What do you do well?*
- 2. How have you been able to endure so much?*
- 3. What do you like to do in your leisure time?*
- 4. What is the best thing you ever made happen?*
- 5. What have you learned from what you've gone through?*

Three sessions at a time

Minimize confrontation

What to do Instead

- *Roll with resistance*
- *Exposure to stories*
- *Values clarification*
- *Role clarification*
- *A drug use vacation*
- *Make a contract . . . if this does not work*
- *Build recovery capital*

Use humor

Use stage based interventions

- *Pre-contemplation*
- *Contemplation*
- *Readiness*
- *Action*
- *Maintenance*

Understand why some therapists engage clients with substance use more effectively than others and make personal and professional changes

What the research says:

- *passion about your approach increase engagement*

"You cannot sell something you do not believe in."

- *Mastery of and passion about several approaches helps with engagement*

(Davis and Piercy 2007)

What the Research Says Continued

- *Friendliness helps with engagement*
(Wampold, 2011)
- *Therapist wellbeing impacts engagement*
(Blow, Sprenkle and Davis, 2007)
- *Naturally Therapeutic qualities:*
empathy, genuineness and warmth
facilitates engagement
(Miller, 2012)

"Models are words on paper and are not effective in and of themselves. Models either die or come alive through the therapist."

(Blow, Sprenkle and Davis, 2007)

What the Research Says Continued

- *10 year gap in age can negatively impact engagement*
- *Experience matters most with the most difficult clients*
- *Decreasing directiveness when client resistance is high and increasing directiveness when resistance is lowest increases engagement*

(Bentler, Consoli and Lane, 2005)

What the Research Says Continued

- *Cultural competence increases engagement*
- *Matching the length of sessions with the needs of the client can increase engagement*

(Davis, 2007)

- *A match between the approach and the clients world view helps facilitate engagement*

Use Incentives



Fishbowl Technique

- *Alter counseling approaches*
- *Be aware of countertransference reactions*
- *Have strategies to deal with resistance*

- *Acknowledge the resistance*
- *Avoid labels*
- *Avoid talking too much about change in the beginning*

- *Emphasize personal choice*
- *Avoid wrestling*
- *Simple reflection*
"Weed is not a concern of yours."

Get feedback from the client

Feedback

- *How was the session today?*
- *What worked?*
- *What did not work?*
- *What would you like to see different in the next session?*