Family And
Child Consultants
Training Consultancy Supervision

Australia-wide
WE COME TO YOU!

WORKSHOP 5

WHEN CLIENTS PUSH BACK: WORKING WITH SHAME, AVOIDANCE AND RESISTANCE

Practical tools to stay engaged and effective when clients are defensive, withdrawn or avoidant.

1 DAY TRAINING
$3,500
AUSTRALIA-WIDE

UP TO 20 PARTICIPANTS

NO MINIMUM NUMBERS

ABOUT THIS WORKSHOP

This training explores the underlying reasons clients may reject support and offers practical tools to build connection and move forward. Learn how to work with shame, avoidance and resistance while staying engaged and effective.

YOU WILL LEARN

- Understanding shame and its role in resistance
- Building rapport and connection
- Trauma-informed strategies to engage
- Responding to minimising, blame and defensiveness
- Supporting change over time
- Self-awareness and managing your own reactions

WHAT'S INCLUDED

- Practical tools and resources
- Case examples and scenarios
- Interactive activities
- Workbook and handouts
- Ongoing email support for 4 weeks

FREQUENTLY ASKED QUESTIONS

Q. How many people can attend?
A. Up to 20 participants (no minimum).

Q. Is the training suitable for all roles?
A. Yes, it is relevant for all workers who engage with families in crisis.

Q. Will we get practical resources?
A. Yes, you will receive practical tools, resources and templates.

Q. Can it be tailored for our team?
A. Yes, we can adapt the content to suit your team's context and needs.

ABOUT YOUR PRESENTER

NIKI GENT

Niki Gent is a trauma-informed social worker and family consultant with over 20 years' experience supporting children, young people and families in community services, including child safety, therapeutic supports and training.

Niki is passionate about building the capacity of professionals through practical, relatable and evidence-informed training that makes a real difference in the lives of families and communities.

PRACTICAL SKILLS YOU CAN USE IMMEDIATELY

BUILD CONFIDENCE TO ENGAGE AND SUPPORT CHANGE

SUPPORT FAMILIES WITH EMPATHY, RESPECT AND PROFESSIONALISM

BUILD CONFIDENCE, SKILLS AND STRONGER OUTCOMES TOGETHER.

INVESTMENT

1 DAY	2 DAYS	3 DAYS	4 DAYS
$3,500	$6,000	$8,500	$10,500
AUSTRALIA-WIDE	SAVE 10%	SAVE 15%	SAVE 20%

NO ADDITIONAL COSTS FOR TRAVEL

AUSTRALIA-WIDE DELIVERY

We travel to you! Training can be delivered anywhere in Australia – metro, regional and rural.

HOW IT WORKS

- 1 day workshops (9:00am – 4:00pm)
- Up to 20 participants
- Practical, hands-on and interactive
- Ongoing support for 4 weeks

LET'S WORK TOGETHER TO CREATE POSITIVE CHANGE.

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