

Managing Difficult Conversations

Niki Reeves

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Who is this Workshop Aimed at?

This two and a hour workshop is aimed at housing association staff. Call centre workers and reception staff that speak with or meet residents.

Suicidal Residents

We will look at those residents who threaten to take their lives, and how to manage when a resident says they have taken an overdose or in another way has put their lives at risk. We explore the 'duty of care' of the organisations staff and how to manage the difficult feelings calls of this nature evoke.

Understanding Trauma

The workshop will look at trauma and what happens in the brain that affects behaviour. This understanding enable participants to better understand the resident. With this knowledge the participant can find effective ways of managing angry and aggressive callers.

Self Care

During the day we learn to recognise our own stress markers, and respond to them early, in an effective way, in order to care for ourselves and reduce stress, illness, and absenteeism.

Comments from participants

"I liked the fact that it wasn't all talk and we had some exercises."

"Niki was extremely approachable and made me realize a lot things made sense."

"I found all of it very interesting and useful. Some of the tips for dealing with things will be really useful and made me think differently."

"The best bit was learning about different parts of the brain and why someone may not listen if they are very emotional."

"I now understand why people behave and relate the way they do in certain situations and how to deal with that."

"I now have a better understanding of how residents think in different situations."

"I liked the mixture of resources, pp, clips, discussions. I like the part of self reflection on how in turn helping others affects me and how to look after myself."

"It is really good that I can help diffuse situations."

Niki Reeves

Working in clinical practice for almost 20 years Niki trained as a Psychodynamic Counsellor in the early 90's and then as an Attachment Based Psychoanalytic Psychotherapist at The Bowlby Centre in London. A member of the UKCP Ethics Committee, a qualified Supervisor, a Tutor at BCoT, Niki trains counsellors to diploma level. Niki has been 'Head of Counselling' at Southampton Counselling, and is now taking time to write, teach and run her private practice in Southampton where she works with therapists, individuals, couples and families. Her chapter "The use of telephone and Skype in psychotherapy: Reflections of an attachment therapist" is published by Karnac in the book "Love in the age of the internet" edited by Linda Cundy.

Further Information: The workshop will include handouts, and feedback forms.

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