

Managing the 'Difficult' Client



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Objectives

- What is Challenging Behaviour?
- Contributory Factors
- What does this look like for the Client and their Family? (CASE STUDY)
- The Drama Triangle
- The Winner's Triangle
- Where do we go from here?

**All Challenging Behaviour is ONLY
an attempt to get NEEDS met**

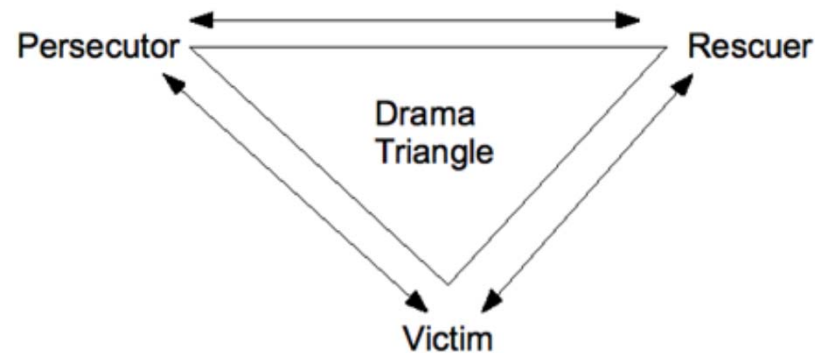
So we need to
identify the **NEED!**

What Contributes to challenging behaviour and poor rehabilitation/ litigation progress?

- Pre morbid behaviour/ family dynamics
- PTSD impacting on ability to engage client/ parents
- Unrealistic expectations and unreasonable demands from parents/ clients
- Lack of a clear understanding of the litigation process
- Family claim Vs Client Claim
- Lack of insight and awareness in to challenges
- Lack of client centred approach
- Rank and Power issues
- Psychological Re-enactments
- Drama Triangle (Victim/ Persecutor/ Rescuer)

The Drama Triangle

The Drama Triangle is a model of dysfunctional social interaction, created by psychotherapist **Stephen Karpman**. Each point on the triangle represents a common and ineffective response to conflict, one more likely to prolong disharmony than to end it.



Each player in this particular mind game begins by assuming one of three archetypal roles: Victim, Rescue, or Persecutor

Victims

Victims are helpless and hopeless. They deny responsibility for their negative circumstances, and deny possession of the power to change them. They do less than 50%, won't take a stand, act "super-sensitive", wanting kid glove treatment , and pretend impotence and incompetence.

Rescuers

Rescuers are constantly applying short-term repairs to a victim's problems, while neglecting their own needs. They are always working hard to "help" other people. They are harried, tired, and often have physical complaints. They are usually angry underneath and may be a loud or quiet martyr in style. They use guilt to get their way.

Persecutors

Persecutors blame the Victims and criticise the enabling behaviour of Rescuers, without providing guidance, assistance or a solution to the underlying problem. They are critical and unpleasant and good at finding fault. They often feel inadequate underneath. They control with threats, order and rigidity. They can be loud or quiet in style and sometimes be a bully.

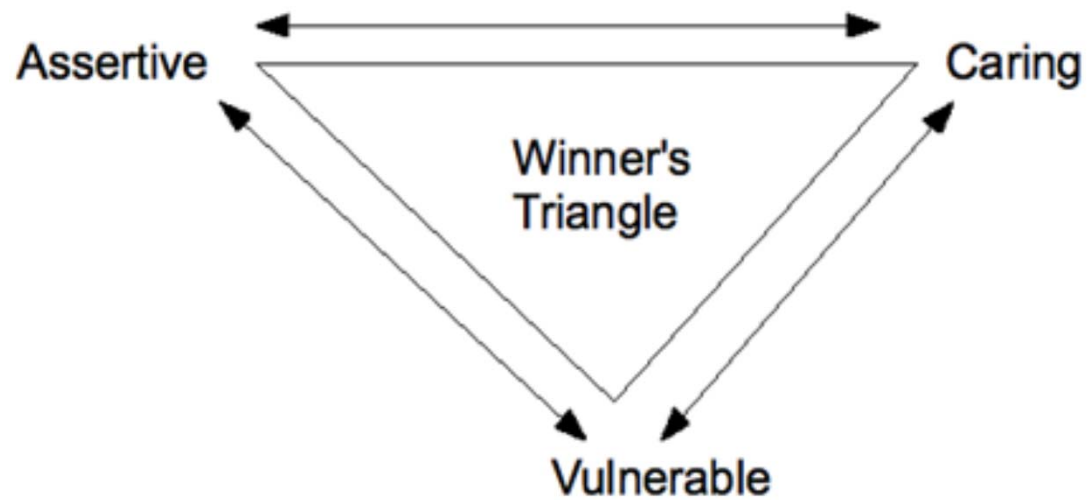
The Outcome

Participants in a drama triangle create misery for themselves and others. The goal is to transform this lose-lose situation and create a more positive outcome for everyone.

Actions Taken

1. Parent support work to identify barriers to success, and to build trust and emotional resilience
2. Family support - working together and modelling best practice
3. Individual work with client to improve emotional intelligence and to support autonomy
4. Training for wider support team to support a joined up approach
5. Evidenced based practice using Gas Goals
6. Contributing to ECHP to ensure social and emotional support is appropriate and a common approach is used

Winner's Triangle



Case Study

Kate is 17 years old; she was involved in a road traffic incident when she was 8 resulting in serious brain injury, which caused significant cognitive challenges, including poor short and long term memory, processing difficulties, including an inability to sequence events, and initiate conversation due to social and communication difficulties.

Kate is heavily reliant on her parents for support for even simple tasks, which causes stress in the home adding to Kate's stress.

Kate's mum's injuries were mainly Orthopaedic. Mum's claim has since settled Kate's is on going.

Case Study

Kate's mum suffers from PTSD and feels an enormous amount of misplaced guilt for her daughters' condition and as such she protects her ego by being a psychological 'victim' requiring high levels of emotional support from her daughter's therapy team, which detracts from her daughter getting the support she needs to progress her therapy.

Mum 'Helicopter' parents her daughter, resulting in Kate becoming highly dependent and as such does not trust herself to do anything despite evidence to the contrary.

Top Tips for Solicitors

- 1) Be mindful of not being pulled into the Drama Triangle
- 2) Don't be part of scapegoating
- 3) Check sustainability and recoverability of any intervention
- 4) If measuring tools are used then you can evidence best practice
- 5) Check with Case Managers if any requests are relevant and if reasonable as giving in to requests no matter how well pleaded can lead to increased challenges with defendants
- 6) See the value in Supporting the family as this always increases rehabilitation outcomes.

Now think of one client you
are currently working with that
fits this profile

We welcome any questions