



**Working
with the
(Un)willing**



David

will - ing *adj*

1. ready to do something without being forced

2. cooperative and enthusiastic

3. offered or given by somebody readily



Defensive justification

“We are here for you. To say that we just sit here and talk rubbish is not accurate. We help a lot of people get jobs”.

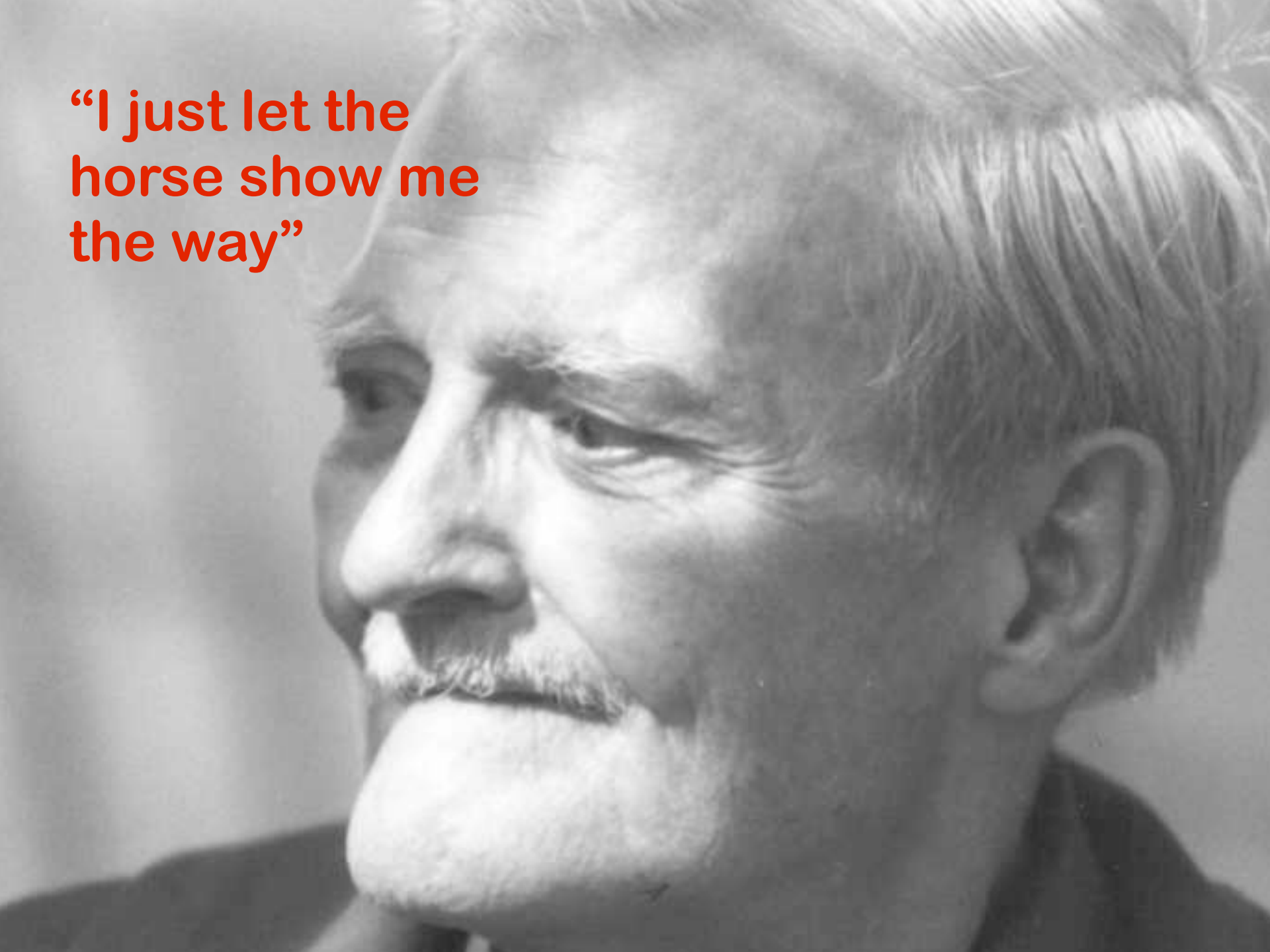
Encouraging problem solving

“Don’t worry too much about it. I know you’re pretty despondent right now, but everything’ll be alright. There’s lots of strategies we can try ...”

Judgement:

“You shouldn’t talk like that. Remember you’ve got an obligation to continue job-searching and our mission is to find a job for everyone”.

“I just let the
horse show me
the way”



Do all people believe in *something*?

Can all people *change* their state?

Can all people experience rapport with *someone*?

There is no such thing as unmotivated client – **all people are motivated by positive intent;**

There is no such thing as an unresourceful client – **there are only unresourceful states;**

There is no such thing as a resistant client – **there is only poor rapport,** caused by inflexibility of behaviour.



Clive



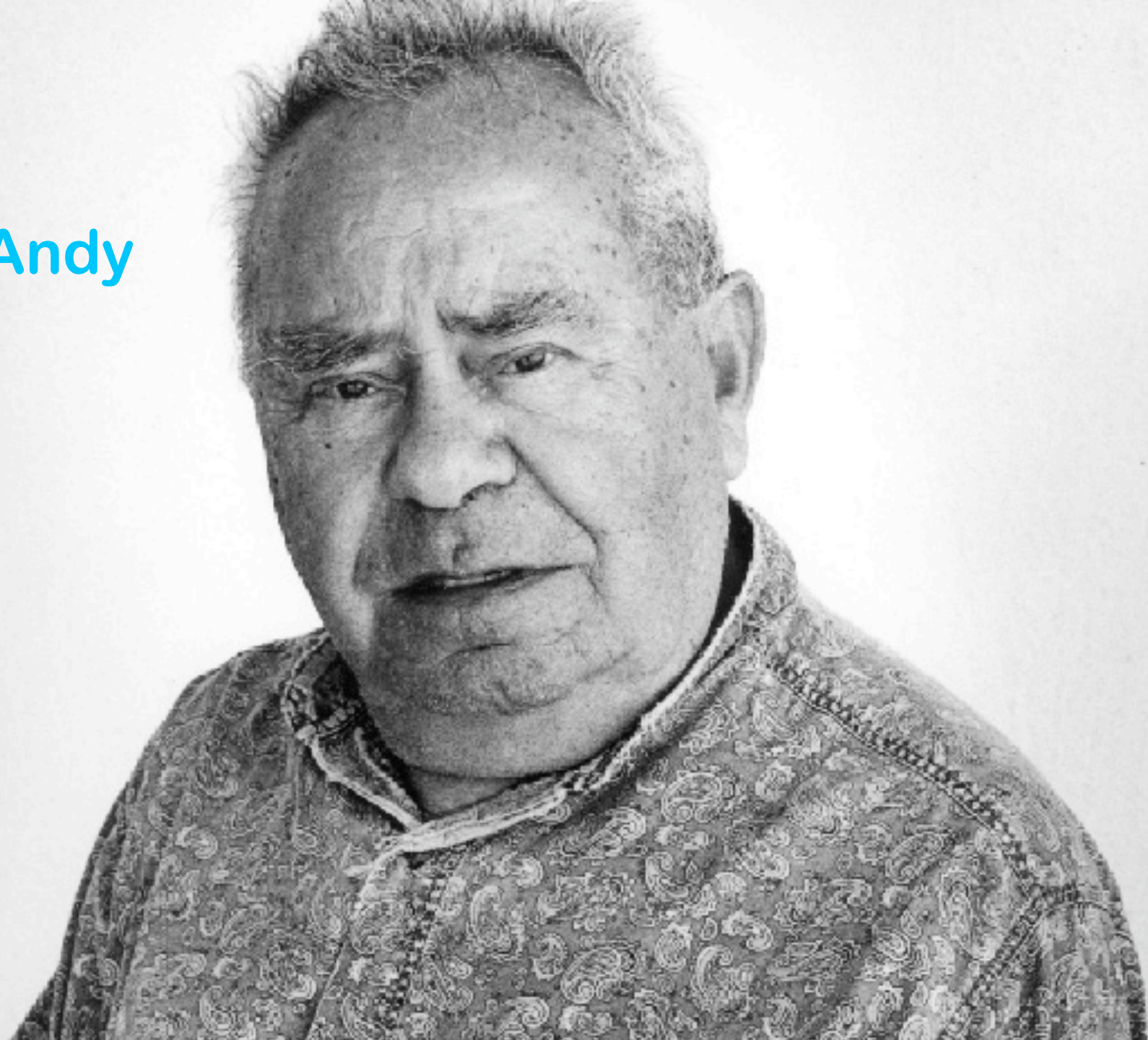
I would kill someone if they:

- *looked at me funny*
- *gave me a bad haircut*
- *asked me where I'm from*
- *touched my food*

Louise



Andy



Kevin





