

# Dealing with Challenging Clients: Why Don't They Just Get Over It?

*An Experiential Workshop for Implementing  
Strategies for Trauma Awareness and Resilience (STAR)*

April 15th & 16th, 2020  
9:00am – 4:30pm

Monaco Training Center  
Amherst NY



## Why is this program different than other trauma trainings?

As practitioners or helping professionals, we find ourselves faced with clients who present as annoying, passive, aggressive, stubborn, refusing to communicate fairly, stuck in the past, and unwilling to move forward. This behavior affects the communication and learning process and limits our clients' ability to benefit from the services we provide. Familiarity with typical trauma reactions will allow conflict resolvers and other professionals to shift their thinking and take a different approach.

Many trainings give you the textbook information about trauma. STAR content gives you a powerful experience and insight into trauma effects, how your clients are affected every day of their lives, and why they can't just "get over it" and move on. This experiential workshop will equip you to recognize clients' trauma and help them break free and move forward.

## Who should attend?

Legal professionals, mediators and restorative justice professionals, social workers, wraparound services staff, case planners, mentors, parent advocates, school counselors, clergy, front-line workers, medical staff, emergency and disaster first responders, and others working with trauma survivors.

## Questions about the content of the program?

Contact Sue Klassen:  
[sueklassen@gmail.com](mailto:sueklassen@gmail.com)  
or (226) 792-8200.

## Overview

Limited to 25 people. This two-day training brings together theory and practices from neurobiology, conflict transformation, human security, spirituality, and restorative justice to address the needs of trauma-impacted individuals and communities. It provides core concepts and skills from the Level 1 five-day Strategies for Trauma Awareness and Resilience (STAR) program. STAR was developed in 2001 in response to the events of September 11th.

Trauma affects individuals, families, and communities and can fuel continuing cycles of conflict and harm. This training pulls together a wide variety of professionals and paraprofessionals into an experiential trauma training that goes right to the core and helps you connect on a deeper level with other participants and your clients. It will challenge your assumptions about why some trauma survivors seem stuck and not be able to “just get over it” and move on. After completion of this program, you will reach a level of providing trauma-informed care beyond what you were previously able to give to your clients.

## Continuing Education Hours

Full attendance is required; no partial credit will be awarded for partial attendance.

**NY Social Workers:** UB School of Social Work Office of Continuing Education is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0001. 12 live in-person contact hours are approved.

**NY Mental Health Counselors:** UB School of Social Work Office of Continuing Education is recognized by the New York State Education Department's State Board for Mental Health Practitioners as an approved provider of continuing education for licensed mental health counselors #MHC-0008. 12 live in-person contact hours are approved.

**NY Marriage and Family Therapists:** UB School of Social Work Office of Continuing Education is recognized by the New York State Education Department's State Board for Mental Health Practitioners as an approved provider of continuing education for licensed marriage and family therapists #MFT-0007. 12 live in-person contact hours are approved.

**NY Creative Arts Therapists:** UB School of Social Work Office of Continuing Education is recognized by the New York State Education Department's State Board for Mental Health Practitioners as an approved provider

## What will I learn?

Through experiential exercises and the Circle Process, you will:

- Understand how to recognize both subtle and obvious trauma symptoms;
- Understand how trauma affects the communication and learning process limiting clients' ability to benefit from services provided;
- Examine the links between unhealed trauma, and cycles of victim-hood and violence;
- Understand why trauma survivors may appear stuck or unable to move forward, and how this manifests itself in clients in the legal and human service system;
- Learn how to shift your thinking and effectively engage trauma survivors through a new approach (Strategies for Trauma Awareness and Resilience);
- Identify ways to incorporate the STAR trauma healing model into your work;
- Examine and practice ways to build resilience and accompany individuals on a trauma healing journey, breaking cycles of violence;
- View clients through a trauma-informed lens in both the human service system and the legal system;
- Understand Restorative Justice as a response to trauma—reconciling victims and offenders;
- Participate in a Circle Process that allows you to experience safety and vulnerability with other participants as we expect our clients to do with us all the time;
- Understand Emotional First Aid and learn how to help a client discharge trauma safely from their body;
- Enhance your self-care skills through a deeper understanding of vicarious traumatization and practicing self-care tools.

of continuing education for licensed creative arts therapists #CAT-0003. 13 live in-person contact hours are approved.

**NYS OASAS Hours from UB School of Social Work Office of Continuing Education training provider #0045:** 12 renewal hours for CASAC, CPP & CPS; 12 initial hours Section 1 for CPP & CPS.

**Trauma-Informed Certificate Programs offered through the UB School of Social Work Office of Continuing Education:** May be applied as 12 Elective or Grounding and Experiential Hours for an additional fee. Contact us at [sw-ce@buffalo.edu](mailto:sw-ce@buffalo.edu) for details.

## Trainers



### **Sue Klassen, STAR**

**Practitioner**, holds an M.A. in Conflict Transformation, with concentrations in Restorative Justice and Trauma Healing. Past President of Partners in Restorative Initiatives, she has 20 years experience in working with

trauma and restorative justice, in courts, schools and the community, as a facilitator, trainer and advocate.

Email: [sueklassen@gmail.com](mailto:sueklassen@gmail.com)



### **Annie J. Monaco, LCSW-R,**

is a New York State licensed social worker. She is presently in private practice specializing in trauma treatment and work with teenagers and children. Annie is also a trainer with the Trauma Institute & Child Trauma

Institute founded by Ricky Greenwald, PsyD. She travels extensively teaching other therapists how to work with traumatized clients. Previously, Annie was the Director of Restorative Justice programs at Child and Family Services in Buffalo, New York, where she oversaw juvenile and adult offender programs for more than ten years.

Email: [anniemonaco@icloud.com](mailto:anniemonaco@icloud.com)

## Format

This training involves lecture, demonstration video, experiential exercises, personal exploration and strategies for helping those affected by trauma. The content of this presentation/workshop is based on the STAR (Strategies for Trauma Awareness and Resilience) program, Eastern Mennonite University, Harrisonburg, VA, USA. For more information go to [www.emu.edu/star](http://www.emu.edu/star).

## Meals

Coffee, tea, water, juice and light refreshments will be provided each morning. Water and other drinks will be available throughout the day. Lunch is on your own and a list of popular local restaurants will be provided.

## Accommodations

Information on hotels, Bed and Breakfasts, and the unique attractions of the areas can be found at [www.visitbuffaloniagara.com](http://www.visitbuffaloniagara.com) for Buffalo, or [www.visitrochester.com](http://www.visitrochester.com) for Rochester.

## ADA Accommodations

If you require any support for your ADA needs, please contact Sue Klassen at least 3 weeks prior to the event at [sueklassen@gmail.com](mailto:sueklassen@gmail.com) or (226) 792-8200.

## Registration Form

Register online at <https://www.anniemonaco.com/trainings/training-categories>

### Training dates and location

April 15th & 16th, 2020, 9:00am – 4:30pm  
Monaco Training Center  
4955 North Bailey Avenue, Suite 108  
Amherst, NY 14226

### Fees and payment method

Payment:

- \$210 early bird registration (before March 10th)
- \$235 regular price

*An automatic \$25 processing fee is applied to all refunds. Up to 14 days before the training, a full refund is available. A 50% refund is available thereafter. Please note that no refunds will be issued after the start of the training.*

Please make checks or money orders payable in US funds to Annie Monaco  
99 Tristan Lane,  
Williamsville, NY 14221.

Or pay with PayPal when you register online at <https://www.anniemonaco.com/trainings/training-categories>

Any questions, please contact Annie Monaco at [monaco.training.center@gmail.com](mailto:monaco.training.center@gmail.com) with the email subject: "Challenging Clients Workshop"

## CEUs Offered By

 **University at Buffalo**  
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