

FEEDBACK INFORMED TREATMENT (FIT)

Enhancing Clinician Effectiveness Enhancing Client Outcomes

29 March 2012 – Rendezvous Hotel, MELBOURNE

Early Bird closes
24/2/2012

ABOUT YOUR WORKSHOP LEADER

Dr Stan Steindl – BA, PGDipPsych, MClinPsych, PhD

- Member, Australian Psychological Society College of Clinical Psychologists
- Member, International Motivational Interviewing Network of Trainers
- Adjunct Senior Lecturer, School of Psychology, The University of QLD

Dr Steindl is a clinical psychologist with broad experience spanning over 15 years in both public and private practice settings. His PhD examined motivational interviewing techniques and cognitive-behavioural therapy in the treatment of combat veterans with comorbid posttraumatic stress disorder and alcohol dependence.

He has maintained a strong interest in motivational interviewing techniques and in 2007 he participated in a 'train-the-trainer' workshop in Chicago, USA, conducted by Professor Bill Miller, co-developer of the motivational interviewing approach, and Dr Terri Moyers. In 2009 he was mentored by highly experienced and innovative MI trainer Steve Berg-Smith in San Francisco.

Stan is an experienced presenter, an adjunct senior lecturer at The University of Queensland, and conducts regular workshops on motivational interviewing and cognitive-behavioural therapy. Most recent workshops have been presented to such organisations as the Australian Psychological Society, Queensland Health, Queensland Cancer Fund, National Heart Foundation, Vietnam Veterans' Counselling Service, and St Andrews Hospital.

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ABOUT THIS WORKSHOP

Feedback Informed Treatment (FIT) involves seeking and implementing client feedback in therapy to ensure that clients are actually getting the services they want to receive and the services that are most effective.

The basic building blocks are about creating a culture whereby clients are invited to tell their therapist whether or not the approach they are taking is working for them. Firstly, the therapist seeks feedback on outcomes, measuring the client's progress with treatment each session. Secondly, the client is invited to give feedback on the performance of the therapist themselves, what they are doing well and what they could do better. The art in this approach is in creating a culture of feedback, as well as a structure that provides meaningful, actionable information.

The data around this approach is still in the early stages, but is accumulating rapidly. Notably, agencies that have incorporated this approach have improved client outcomes by 65%, and reduced client drop-out by 50%. Seeking feedback in this way significantly enhances therapist effectiveness. Additionally, the research has shown this approach has virtually eliminated client complaints to boards and management. Clients are more engaged and satisfied with treatment when they get the chance to provide feedback.

This workshop introduces to participants how to use the key tools and ensure that they start to get some results from it. This idea is right on the edge of current best practice standards and will be an exciting addition to any therapists' practice.

WORKSHOP PROGRAM OVERVIEW

8.30am – 9.00am	Registration and Morning Coffee
9.00am – 10.30am	Clinical excellence, client feedback and the role of deliberative practice.
10.30am – 10.45am	Morning Tea
10.45am – 12.30pm	Tracking outcome and responding to client priorities in session.
12.30pm – 1.15pm	Lunch
1.15pm – 3.00pm	The importance of the alliance and inviting feedback on therapist performance.
3.00pm – 3.30pm	Afternoon Tea
3.15pm – 4.30pm	Implementation
4.30pm – 5.00pm	Discussion
5.00pm	Workshop Close

The workshop would be of benefit to a range of professionals in the counselling/therapy areas including psychologists, social workers, counsellors, alcohol and drug counsellors, employee assistance providers, marital and family therapists.

