



# Effective responses to persistent and unreasonable complainers

**A one-day workshop for understanding, engaging and effectively responding.**

The pursuit of justice can come at an extraordinary cost for those who simply cannot accept that life is inescapably and inherently unfair. How each of us define what is just, reasonable to expect and worth fighting for differs.

We all complain: sometimes as whingeing, other times summoning the energy to put it in writing, and in more serious matters using the legal system to try and hold others accountable. However, persistent complainers

Persistent and unreasonable complainers typically have an unrealistic view of their importance and the significance of the grievance they hold. Their persistence and irrationality characteristically stem from an unhappy mind. Persistent complainers usually go out of their way to seek justice and resolution for their grievance and may go as far as to invest in lawyers and expensive court processes if their demands have not been met. If unaddressed in a timely and effective manner, we may increase the risk of persistent individuals escalating to violence in a quest for justice and redemption.

This workshop reflects on the past 200 years of legal systems defining vexatiousness and mental health defining querulousness.

Participants will be provided with information on the incidence, proposed aetiologies, social justice trends and risks of persistent individuals escalating to violence. Management options will be outlined including clinical care and options for the legal system.

### Learning objectives of this training:

1. Define persistence, reasonable in the context of complaining, and the notions of vexatiousness and querulousness
2. Appraise the parameters of cost/benefit analyses when complaining and the impact of cognitive distortions and state of mind of conducting such analyses
3. Describe the characteristics of persistent and unreasonable complaints and how they differ from functional complaining
4. Debate the use of cognitive behavioural treatment to moderate unreasonable complaint behaviour via challenging overvalued thinking and distorted cost/benefit analyses
5. Consider the means of incentivising being satisfied amidst life's ups and downs



**Dr. Lisa Warren** is a pioneer of the behavioural threat management field in Australia. This is an internationally recognized field of expertise in the evaluation of those who are on a pathway to violence and are planning acts of targeted violence. The field of threat management is at the intersection of specialist policing, criminal justice and forensic mental health. Dr. Warren has lead innovations in the assessment, treatment and broader management of threateners, the persistent and fixated, and recidivist violent offenders. This includes being the Foundation

Manager of the Problem Behaviour Program at the Victorian Institute of Forensic Mental Health (Forensicare) where she supported the development of treatment programs for violent offenders, sexual offenders, stalkers, threateners and vexatious complainants. She was the Foundation President of the Asia Pacific Association of Threat Assessment Professionals (APATAP) and has collaborated with the European Threat Assessment Professionals (AETAP) on developing professional standards for threat managers. She has presented at the American Association of Threat Assessment Professionals (ATAP) conferences and is a Senior Editor for the Journal of Threat Assessment and Management.

**This training may qualify for Focussed Psychological Strategies (FPS) CPD. Please refer to the Dept. of Health <http://www.health.gov.au/internet/main/publishing.nsf/content/mental-ba-focus#cpd> for more information.**

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**ACA:** Members can accrue 12 CPD points.



**AASW:** Members can accrue 6 CPD hours.



**ACWA:** Members can accrue 6 CPD hours.

**PACFA:** Members can accrue 6 CPD hours.

**APS:** Activities do not need to be endorsed by APS. Members can accrue 6 active hours.

## Morning Session

Introduction/agenda

Understanding persistence in the context of complaining, and explore the notions of vexatiousness and querulousness

Exploring the characteristics of persistent and unreasonable complaints and how they differ from functional complaining

Applying knowledge to case scenarios

## Afternoon Session

Appraising the concepts and parameters of cost/benefit analyses when complaining

Understanding the role and impact of cognitive distortions and state of mind of conducting cost/benefit analyses

Debating the use of CBT methods to challenge overvalued thinking and distorted cost/benefit analyses

Considering means of incentivising being satisfied amidst life's ups and downs

Evaluation and closing.

***"This seminar will focus on avoiding the greatest risk of case escalation after violence."***

Dr Lisa Warren

### How will you benefit from attending this training?

- Gain knowledge and understanding of the concepts and characteristics of persistence, reasonable in the context of complaining, the notions of vexatiousness and querulousness, and how these differ from functional complaining
- Gain practical knowledge to conduct a cost/benefit analysis in the decision to engage in complaint behaviours, and understand the impact of cognitive distortions and state of mind when conducting such analyses
- Understand the effectiveness of using cognitive behavioural therapy for moderate unreasonable complaint behaviour by challenging cognitive distortions

### Booking process:

1. Request a quotation.
2. Agree upon a delivery date.
3. Arrange the 50% booking deposit.
4. Finalise balance of booking fee one month prior to the training.

### We include:

- Presenter travel and accommodation costs.
- Soft copy of notes and resources and evaluation.
- Individual attendance certificates for all participants.

Contact our in-house program director **1300 887 622** or **info@PDPseminars.com.au** for information, quotation or to have a helpful chat about the needs of your team.

The presentation is designed for anyone without, or with some, prior training or experience in mental health who may encounter people with mental health issues in their professional lives. These may include: mental health clinicians, coaches, HR professionals, counsellors, psychotherapists, social workers, volunteers and allied health professionals.

### Feedback form Dr Warren's recent presentations:

*"Lisa is an exciting, well informed and engaging presenter. Her content was exciting, and it demonstrated the importance of recognising and addressing the effects of problem behaviour."*

*"Lisa's workshop was educational, reflective and fun, and it was useful in providing me with a new set of tools to recognise and manage high risk behaviours in my workplace"*

*"A thought provoking presentation by Lisa. I would definitely consider attending another one of her workshops."*

*"Few people present about critical and unusual topics such as deviant and persistent behaviours. Lisa Warren's presentations are a wake-up call for everyone to become cognisant of the harms of persistent and intrusive behaviours, and the impact they have on mental and physical safety."*

*"Well organised training with informative training materials used. Lisa was interactive and captivating in her presentation."*

*"Lisa had great energy during her presentation – I would highly recommend attending her presentations to anybody!"*