

Dr. Henriette Langdon- SLP, Author, Professor, ASHA Honors  
Dr. Maxine Starr- Professor & CA Licensed Therapist present:

# Mastering the Art of Counseling: A 6-Month SLP Mastery Certification Program

## WHY DO CLIENTS LEAVE ABRUPTLY?

*Designed To Support SLP Private Practice Owners  
To Deepen Client Relationships, Increase Client  
Retention, And Get Paid Top Dollar.*

### HERE'S WHAT YOU'LL LEARN:



#### Presence

#### Skills

#### Selfcare

#### Integrate

- How to build rapport and develop deep trust
- How to handle emotional frustrations of clients
- Effectively show concern and empathy
- Real time adjustments with clients in the unknown
- How to work with silence to accelerate learning
- Using active listening techniques when clients resist, shut down, or stop talking
- How to educate (and excite!) parents on their responsibility for their child's progress
- Understand how to use the 4 communication styles
- Transforming negative feelings, thoughts and habits
- Tools to feel more in control of your workday
- Encouraging ways to say no, without feeling guilty
- Case studies, exercises and skillbuilding



Henriette W. Langdon

Partner/Owner, Sunflower Therapies,  
Ed.D., H-CCC-BCS-CL



Maxine B. Langdon Starr

Partner/Owner, Sunflower Therapies,  
Ph.D., LMFT (CA LMFT #52018)

