

EFFECTIVE COMMUNICATION

Learn to clear up confusion and frustration before it develops into a hostile encounter.

- (1) **Listen carefully and patiently.** Confused or frustrated clients need to feel they are being heard.
- (2) **If they are confused or unable to clarify what the problem is, ask questions.** Paraphrase what you think you're hearing. Help them define the problem and decide what they need.
- (3) **Let them know you are trying to understand their feelings.** The simple statement, "I understand that you are frustrated," can make the client feel you care.
- (4) **Let them know you really want to help.** Ask; "What can I do to help?" They need to know you are concerned and want to see their needs met if possible.
- (5) **Review and clarify each step.** If you're still unsure about what they want, backtrack to where the problem began.
- (6) **Define your role and abilities for them.** Let them know what you can do. IF you can't solve the problems but someone else can, direct them to that person.