Mastering Difficult Client Conversations

FastTrack

aspire

This *FastTrack* provides an overview of the *Mastering Difficult Client Conversations* course and the step-by-step process you can use during difficult conversations.

COURSE OVERVIEW

In this course, you will learn a process that you can use to successfully handle almost any challenging client interaction. This process can help client conversations go more smoothly and reduce, or even eliminate, those difficult interactions. Being prepared to tackle challenging conversations will make your day better, your clients happier, and your practice more successful.

1

Step 1: The Pregame
Prior to speaking with your client, pose questions to yourself that are client-focused and reflect on and reframe negative assumptions you may have.

2

Step 2: Listening Questions
Use listening questions to more completely understand your client's perspective.

3

Step 3: Partnering Questions
Use partnering questions and statements to show clients that you are working with them, not against them, to solve the problem.

4

Step 4: Getting to the Solution
Use solving questions to help determine the most appropriate solution.

5

Step 5: Follow-up
Follow up with your client to ensure problem resolution.

COURSE RESOURCES

There are several resources and templates that can help you to review and practice the skills needed to improve your interactions with clients. You can find the following documents under the Resources tab of this course.

- *Mastering Difficult Client Conversations* Course Guide
- *Mastering Difficult Client Conversations* Role Play
- Pregame Template