**WEEK 3**

**Listening the client:** Giving the client time to speak their mind, share their story, and explain their frustrations without interruption. Listen to what they have to say.

**Acknowledging the client:** When the client is done explaining the situation, acknowledge their feelings. Repeat back the key concerns they shared to demonstrate that you listened and understand. If you need to, ask non-judgmental questions to gather more information.

**Showing to clients Empathy:** It is important to your clients that you care about their concerns and the problem they shared. Take a moment to consider the client’s perspective, why they are upset, and how the situation affects them. Let them know that you care about their feelings and will work with them to reach a positive solution.

**State The Facts:** Objectively and clearly state the facts about the situation. Communicate the who, what, where, when, why, and how — and leave all emotion, judgment, and blame out of the conversation.

**Explaining The Solution:** If possible, present the client with a solution and explain why it is the best solution, how it will work, and what will happen next. If you don’t have a solution, need to think about it, or need to do some fact-finding, reassure the client that you understand the concerns, share what action you’re going to take, and tell them when you’ll get back to them.

**Remaining Firm:** It is critical that you remain firm, fair, and friendly at all times, and that once a solution is reached, you stick to it. Don’t waiver or let the client push you around if they later decide the solution isn’t good enough. If the client is still unhappy and reaching a mutually beneficial solution is not a possibility, be prepared to take the next steps as outlined