

## **Client Service Strategies**

*When approaching conversations, including delicate moments with clients, it helps to exercise clarity, compassion, and curiosity.*

### **Clarity**

- 1. Before entering the conversation, check in with yourself about your needs. When you have unmet needs, it proves more challenging to help someone else. (See Noticing Needs Guide. \*)*
- 2. Your client may be making a situation mean more or less than it is. You may also be making a bigger or lesser deal out of it than it is. Be aware of what you each make it mean. There are indisputable facts a camera records, and there is a truth that you each see or hear that you each see through your own lens of perception.*
- 3. Remember the organizational values, and remember to filter what you think, do, and say through those values.*

### **Compassion**

- 1. Reflect back the words of the client to show what you hear and understand. You can acknowledge without agreeing.*
- 2. Recognize feelings. Feelings simply signal to you whether needs are met or unmet. (See Feelings Inventory. \*). You may also acknowledge the feeling (For example, “It sounds...(disappointing)” or “that sounds...(frustrating)”)*
- 3. Remember your client is communicating whether their needs are being met. Notice the underlying needs of your client. When the client vents, it means a need is not being met. It may not necessarily be about you or even your organization. (See Naming Needs List. \*)*

### **Curiosity**

*Seek to understand your client's needs and wishes through sincere curiosity. Although the client may be expressing frustration or disappointment, you do not really know what their wishes are without asking and clarifying. The client may simply wish to be heard or be looking for some remedy. Ask open-ended questions, such as:*

- 1. What would you like to see happen?*
- 2. What could we do today to make you feel more comfortable about this?*
- 3. What would you like to see done differently in the future?*

*\*Resources available at: <https://brucknermediation.com/peacebuilding-tools/>*

*Complimentary consultations available. Contact [sherry@brucknermediation.com](mailto:sherry@brucknermediation.com) or 320.808.3212 for further help.*