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## **How To Keep Your Bearings During the Difficult Client Communication**

**1. Find a way to look beyond the words.**

Remember that people who are difficult are in stressful and worried states of mind. When people are in these states of mind they do not communicate well. They will listen poorly, be stubborn, short-tempered, and inconsiderate.

**2. Do not take it personal.**

It's not about you. The difficulty the person is making has nothing to do with you, even if they try to blame you. They would act that way regardless of who was there.

**3. Practice quiet listening.**

Really listen to the difficult communicator. This means that you listen without judgmental and critical thoughts on your mind. In fact, you want to have very little on your mind when you are listening.

**4. Practice a heart to heart response.**

The more your response has a sense of compassion or understanding for the state of mind of the difficult client, the better that person will hear you.

**5. Say what you need in I statements.**

Make sure that your communication states what you need. Refrain from telling the other person what they should change. Keep in mind that you have the right to say what you need.

