

Worker Actions That May Intensify Difficult Client Behavior

1. Sending negative non-verbal signals.
2. Personalizing conflict; defining it as between you and client rather than between client and situation.
3. Making overly brusque, quick statements.
4. Lack of sensitivity and/or empathy, intellectualizing by avoiding emotions and concentrating solely on facts.
5. Making judgmental or prejudicial statements.
6. Displaying a superior attitude by using jargon or quoting rules without providing an explanation.
7. Intimidating by overuse of authority.
8. Calling client by their first name without asking.
9. Failing to clearly identify yourself and your role.
10. Not providing an explanation for delays or long waits.

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