

INDICATIONS OF CLIENT ENGAGEMENT

- * Ask permission to do what we are going to do anyway
(HOW we do WHAT we do that counts)**
- * Spell out our goals clearly in every phase of the contact**
- * “Yes set” at least three times and throughout the contact**
- * Repeat client’s exact words throughout the contact**
- * Taking what client wants (goals) seriously**
- * Announcing the change of topic - context marker**
- * Engaging clients in specific goals**
- * Let the client know that you heard him/her**
- * Inform client about every step of what is happening**
- * Engagement is necessary for a sustained conversation,
which in turn leads to change**
- * Good engagement results in client thinking differently**
- * At times, it may take many repetition to engage**