

# REMINDERS FOR CLIENT RELATIONSHIP BUILDING



**#1 Was there relation/connection?**



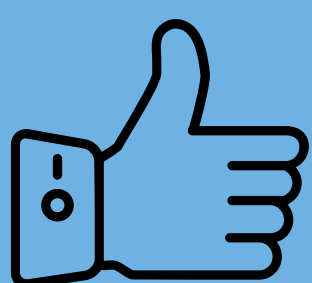
**#2 Active and intentional listening**



**#3 Consistency & authenticity are key**



**#4 Did I check in with myself, is there any counter transference?**



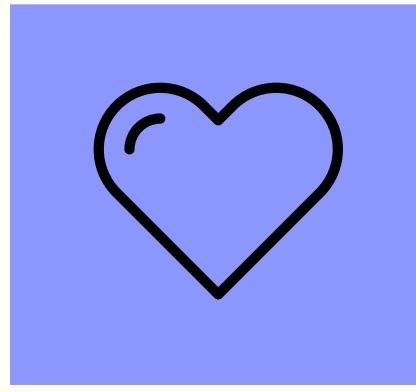
**#5 Do your best & continue to build rapport/establishing trust**



**Relationship building is the core of effective service. Our need to relate is innate and necessary for our healthy development throughout life. In order to connect the person must feel seen, & acknowledged. Finding common ground, and being present. Energy is contagious, maintain a positive outlook. Creating a safe space to enable comfort.**



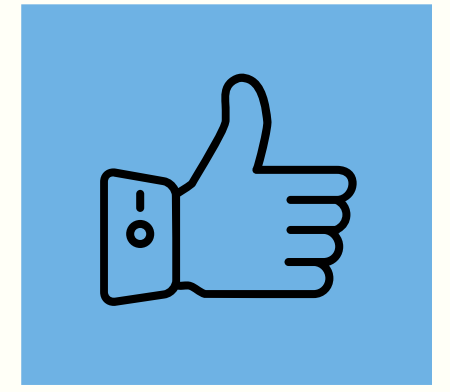
**Active listening: using reflective responses, asking clarifying questions Using verbal cues such as "I see" limit interruptions, summarizing is effective and focusing on the intent and purpose of conversation.**



**Follow up and follow through Being congruent, is what we feel internally consistent with how we act and what we say to others. Consistency builds trust, the more trust the more impactful a relationship can be.**



**Self Check In: understanding your own capacity. You can only meet other's as far as you can meet yourself. Are there any strong emotional reactions towards client? Could it be counter transference.**



**Your best will look different on different days. But as long as the intent is not to harm, and there's genuine care that's what matters. Even when you have made a mistake you can apologize, that is restorative for clients to experience. Every chance you get to engage with a client is an opportunity to partake in a healing and transformative relationship.**