

Strategies for Managing Resistance

Oppositional Client Behavior (OCB):

- Offer the client choices.
- Explore the consequences of choices or not choosing.
- Present the positive aspects of choosing.
- Explain to the client that his/her choices influence your actions.
- Maintain a positive or neutral client relationship.
- Stay fact-based and objective.
- Avoid punishing the client.
- Reinforce reasonable choices and cooperation.

Strategies for Managing Resistance (cont'd)

Passive-Aggressive Client Behavior:

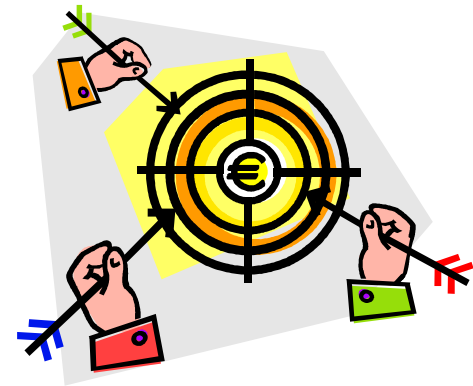
- Clarify what the client wants.
- Focus on strengths & past successes.
- Bolster the client's self-esteem.
- Break goal achievement into small steps.
- Celebrate the achievement of small steps.
- Try to avoid becoming frustrated.



Strategies for Managing Resistance (cont'd)

Denial

- Do not get stuck on trying to get the client to admit faults or wrongdoings.
- Confront problems and proceed with a fact-based plan to address the problems.
- Focus on the ASFA-related case goals and outcomes, versus secondary issues.



Strategies for Managing Resistance (cont'd)

Excuses

- Don't ask **“Why”** questions.
- Ask **“When”** the client plans to complete a task.
- Ask **“How”** the client plans to achieve the task.
- Ask **“What”** the client needs from you to ensure he/she complete the task.

