

## 7 STEPS TO MAKE YOUR CLIENT THINK CRITICALLY

### 1. CHECK WHAT REGISTER THE CLIENT COMES IN

Listen to what your client comes along with and try to find out the rhetorical register he/she is using. Use the same register in your question, follow the client, don't judge or reject. Try to direct it to the Logos level afterwards :

**ETHOS** : he expresses what he WANTS or does not want, what his targets are etc. On this level, he can also address the 'match', the 'contract', the communication problems with you

*Example:*

*Client : "I have difficulties doing my daily job. I find other things much more interesting."*

*Counselor : "So what do you want to do instead?"*

**LOGOS** : he expresses an opinion about WHAT he has been doing/looking for

*example :*

*Client : "There is something wrong with my text"*

*Counselor : "So what is that?"*

*Client : "This line of thought doesn't have anything to do with what I've done before."*

*Counselor : "So what's the difference?"*

**PATHOS** : he expresses what he feels about something

*Example :*

*Client : sighs*

*Counselor : "What's wrong?"*

*Client : "I feel like giving up the work"*

*Counselor : "Please explain"*

In this field of emotions it is important :

- Not to make it less important than it is
- Not to reject the emotion
- But to accept the emotion;

This is especially the case about '**resistance**'.

Check if there is any resistance towards the whole process in the behavior or the words of your client.

Resistance is an emotional reaction towards a change that is

- a. Not well communicated
- b. not understood
- c. not approved
- d. not accepted

Don't react against the resistance but try to get clear what it is and to discuss the unwanted change.

*Example :*

*Client : "I'm sorry I'm late. I didn't send you my homework either. I'm sorry"*

*Counselor : "Do you have difficulties with the fact that you have to make it?"*

*etc...*

## **2. ASK FOR A STATEMENT ABOUT SOMETHING CONCRETE**

Ask/ lure the client to make a statement about something in or about the thesis work. Make sure that it is about something concrete that you can understand.

*Example :*

*Client : "The problem with an evaluation like this one is that it doesn't reflect what clients have been doing during the year"*

*Counselor : "Do you say your evaluation doesn't reflect what you have been doing this year?"*

*Client : "Yes"*

*Counselor : "And is it the whole of your evaluation or just certain parts?"*

*Client : "It's all of it"*

*Counselor : "So why don't you show me the most typical part of it and show me that it doesn't reflect what you have done"*

## **3. ASK FOR EXAMPLES OR EXPERIENCES TO SHOW THE POINT**

Ask for a concrete experience or example that illustrates the statement.

*Example :*

*Cl : "This conversation takes too long"*

*C: " Could you show me a part that is too long?"*

#### **4. ASK FOR THE ARGUMENTS THE CLIENT ACTUALLY HAS**

Ask for every argument the client has about what he asserts. Even if you don't agree with them, listen them through and write them down or remember them well.

*Example :*

*C: "Why do you think this relationship lasts too long?"*

*Cl: "It lasts too long because : "*

*C (writes down) :*

- 1. I want to stop it already a year ago*
- 2. I don't think people should stay together that long*

#### **5. CHECK THE ARGUMENTS IN THE FACTS (questioning down)**

Ask to criticize the arguments the client himself has in the facts

*Example :*

*C: "When did you want to stop the relationship*

*Cl: "about a year ago"*

*C: "When was that exactly?"*

*...*

#### **6. CHECK THE ARGUMENTS AS ARGUMENT (questioning up)**

Ask the client to look at his arguments and to see if they are good arguments

*Example :*

*C: "Why do you think this experience is not necessary to mention?"*

*Cl: "Because it doesn't add anything new"*

*C: "Do you think only information that adds something new should be mentioned and the rest should be left out?"*

#### **7. MAKE A SUMMARY/ LIST OF THE OUTCOMES OF THE CONVERSATION**

Ask your client to give words to what you agreed upon and what not. And to why that is the case. And ask him to summarize what you agreed upon to do until you meet again.

Good luck!

K. Van Rossem