

In Chp 6, on page 148, it talks about " Developing Appropriate Expectations of Yourself and Your Clients" Please share some ways in which you have " Set the tone" for your client (s). What skill do you need is most needed in setting this tone. Was it effective or in effective. Please describe.

I work at a non-profit where in the morning I have clients that have chemical as well as Alcohol dependency, In addition many have mental health concerns and are homeless. When I meet with a client I never know what the client is bringing to the table that day. Some come in high, drunk or without taking their psychotropic medication for the day. I have been in situations where I have been cursed, yelled out and made to feel less than. In these situations I do not allow them to control me or reactions. I will continue to communicate with them and give them the opportunity to correct their actions. I do not allow the situation to change who I am or the purpose of what I do. I will calmly express to them that they are being disrespectful and that I will not tolerate their behavior. I make sure to express to them that if they continue to be disrespectful, I will have them escorted out of my office and will terminate all their services or transfer their case to another worker. Usually when they hear the tone in my voice they will change their demeanor and apologize. The skill that I feel is most needed to set the tone is open communication, as well as understanding your audience and why they are your client. Understanding what to expect helps to determine how you will handle a situation if it occurs.