

9 Proven Techniques To Help Your Clients Change

TECHNIQUE 1: SIMPLE REFLECTION

"I'm really busy and I don't have time to get a will right now."

→ *Simple reflection: paraphrase without adding content or feeling*

"You are really busy and just don't have time."

TECHNIQUE 2: COMPLEX REFLECTION

"I'm really busy and I don't have time to get a will right now."

→ *Complex reflection: continue the paragraph with a guess*

"You are really busy, you just don't have time, *and* there are a lot of things to sort out first."

TECHNIQUE 3: AMPLIFIED REFLECTION

"I'm really busy and I don't have time to get a will right now."

→ *Amplified reflection: exaggerate*

"You are so busy with critical tasks that you have absolutely no time to devote to meet with an attorney right now."

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TECHNIQUE 4: DOUBLE-SIDED REFLECTION

- Ambivalence
- Reflecting both sides of the ambivalence
- Change talk
- Externalizing ambivalence
- “So on the one hand... and on the other hand...”
- Pros/cons (4 to 1)

TECHNIQUE 5: REFRAMING

- Framing = how situation is defined
- Give same situation a different meaning
- Use when stuck on a particular belief
- “I have tried so many times and failed.”
- “It was all my fault.”
- “I need to cut my spending.
- May elicit resistance
- Introduce it, then back off if client resists it
- “Now this might have nothing to do with you...”
- “You may be unable to relate to this...”
- Budget → Spending Plan
- Estate Tax → Death Tax

TECHNIQUE 6: AGREEMENT W/CHANGE OF DIRECTION

- Resistance to advice - agree 1st
- Reflection followed by a reframe
- “Yes, and...” (vs. “Yes, but...”)

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TECHNIQUE 7: SHIFTING FOCUS AWAY FROM IMPASSE

- Diffuse initial concern
- Direct attention to a more workable issue
- “So tracking your spending feels like a big effort right now, so let’s talk about saving!”
- Change the subject!

TECHNIQUE 8: EMPHASIZING PERSONAL CHOICE & FREEDOM

- “You are right. No one can make you change your mind.”
- “You can decide what to do for yourself.”
- “It is your life. I support your right to choose!”
- “If things go really bad, I know a great bankruptcy attorney.”

TECHNIQUE 9: SIDING WITH ARGUMENT AGAINST CHANGE

- Paradoxical injunction
- Prescribing the symptom
- “Go slow” messages
- Be careful!