

6 WAYS TO BUILD

MEANINGFUL ENGAGEMENT

WITH CLIENTS

1 Show Appreciation

Show a genuine appreciation for the people you work with by noticing and expressing your gratitude.³

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2 Use Names Often & Correctly

Using a person's name respects their dignity and autonomy and enhances your ability to listen and engage with them.^{2,5}

3 Use Strengths-Based Language

Focus on highlighting a person's positive strengths by actively listening and framing conversations around what they do well.³



4 Recognize & Reflect on Pitfalls

Recognize pitfalls when they happen and reflect on the behavior(s) that led to them.¹

5 Engage in Cultural Humility

Allow people to define themselves and their culture. Know them for who they are rather than who you see them as.⁶

6 Repair Relationships

Support healthy and trusting relationships by making it a habit to recognize opportunities for repair.^{4,7}

References

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