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## **Positive Resolutions with Hostile, Angry, and Unhappy Clientele**

Focus is on understanding and addressing the underlying emotional and psychological issues of clientele with issues with your establishment or program; and how staff can best meet their needs through this awareness combined with appropriate technique, without compromising their integrity and needs, or management policies.

1) Child & adult correlation

2) The Professional Personal Relationship- Investing in a positive alliance with the parent.

Connection, Rapport, Integrity, Honesty, Competence, Knowledge, Experience, Availability,  
A Personal Relationship, Professionalism, Confidence.

Integrate learning, avoid self-sabotage, apply more adaptive responses, deepen self-awareness

3) What's going on in the other person.

**1ST STEP:** PSYCHO/EMOTIONAL DIAGNOSIS/EVALUATION-- The FACTS don't count!!

WHAT IS THE ADULT FEELING/EXPERIENCING IN THE SITUATION?

**2ND STEP:** PSYCHO/EMOTIONAL CONNECTION/VALIDATION—The person's perspective & needs.

HOW TO CONNECT AND VALIDATE:

GESTURE/VISUAL EXPRESSION - VOICE TONE - TOUCH

**THE VALIDATING MESSAGE, Message Part One**

**3RD STEP:** THE REALITY MESSAGE, Message Part Two

**RENEW THE COMMUNICATION CONTRACT**

**THE 4 E's FOR DIFFICULT PROFESSIONAL-CLIENT CONVERSATIONS**

**SELF-SABOTAGE**

**or HOW ONE KEEPS HIM/HERSELF FROM IMPLEMENTING THE KNOWLEDGE**

Typical Defensive Styles in response to being attacked:

- |                             |   |
|-----------------------------|---|
| 1) Attack back              | 5) Distracting                                      |
| 2) Defensiveness            | 6) Running Away                                     |
| 3) Placating or Appeasement | 7) Taking the High Ground Intellectually or Morally |
| 4) Disassociating           |   |

**Recognizing your own defensive style – Initiating the Validation Process**

