

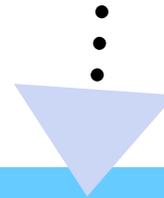


# Rolling With Resistance

## TIPS FOR WORKING WITH RESISTANT CLIENTS

### What is RESISTANCE?

Resistance refers to behaviors that interfere with making progress toward desired changes. Resistance is normal, healthy, and should be expected. A caseworker's response to perceived resistance can set the tone for either engagement or further resistance.



### DO NOT:

- ◆ Do not touch the client
- ◆ Do not argue/debate
- ◆ Do not make judgements
- ◆ Do not take on the resistance personally

### DO:

- Give the client space
- Ask the client if he/she wants to sit down
- Be clear, honest, and direct
- Acknowledge the involuntary nature of the agency
- Explain the process
- Clarify the choices the family has
- Acknowledge the difficult feelings and encourage open and honest communication
- Establish feasible, small tasks to help build early success