**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.

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**DO NOT:**
- Do not touch the client
- Do not argue/debate
- Do not make judgements
- Do not take on the resistance personally

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**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

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#InvestingInRelationshipsForChange