

HOW TO ENCOURAGE

1. Show confidence.
Give responsibility.
2. Ask for client's opinions and advice.
Avoid the temptation to rescue them when they're stuck.
3. Build on their strengths.
Acknowledge what your clients do well.
Give credit for strength, even when it's used inappropriately.
4. Concentrate on improvement, not perfection.
5. Give positive strokes with each step.
6. Avoid labeling another person's personality.
7. Value your client.
Separate worth from accomplishments.
Separate worth from mistakes.
Appreciate your client's uniqueness. Reframe it if necessary.
When you feel separate from them, get closer.
8. Stimulate independence and interdependence.
Never do for anyone on a regular basis those things that they could do for themselves.
Help your clients develop a sense of interdependence. They are with you and others.

HOW TO DISCOURAGE

1. Have negative expectations.
2. Focus on mistakes.
3. Expect too much.
4. Give too much protection.

THE ART OF ENCOURAGEMENT

SOME EXAMPLES

1. Note attributes . . . be specific.

- “Something you do that I admire . . .”
- “Would you like to know something that is unique/pretty/special about you?”

2. Identify accomplishments . . . be specific.

- “I think I see real progress in . . .”
- “I’m impressed by the speed/efficiency/courage you demonstrated when...”
- “I’ve noticed that you seem to have a special ability . . .”

3. Point out the usefulness of their ideas.

- “I’m glad you suggested that possibility.”
- “Your idea was a real helpful one. How did you think of that?”
- “Your creative solution did the trick! Thanks.”

4. Express your pleasure and lead them further.

- “I’m delighted with the way you . . .”
- “That idea seemed to work so well for you. Would you mind if I tried it too?”
- “Wow! I wonder what might happen if you also . . .”
- “I’m interested in how you handled that problem. Would you explain your strategy to me?”

5. Point out the commonality.

- “I am no exception.”
- “It’s not surprising that . . .”
- “People often find it hard to . . .”
- “I think I may have felt similarly the other day when . . .”
- “Lots of us have those scary dreams from time to time.”

6. Ask for feedback.

- “What are your thoughts on the subject?”
- “How does this suggestion strike you?”
- “Do you have some different ideas?”
- “If you try any of the ideas we discussed, I’d be interested in hearing how they worked out for you.”

7. Help them deal with mistakes and failure.

- “It’s true it didn’t go as you hoped, but what did you learn from it?”

- “Would you like to give it a try together?”
- “That may seem scary/difficult, but I think you can give it a good run for it’s money.”

8. Show interest in the concerns they express.

- “I can understand that you might be hurt/irate . . .”
- “Would you like to talk it over?”
- “I was aware of your strong feelings about . . .”

9. Ask for their help.

- “Help! I’ve really gotten myself into a pickle!”
- “Would you be willing to give me a hand with . . .”
- “You could sure help me/us/the others by . . .”
- “Since you’re skilled at . . ., I was hoping you’d . . .”

10. Distinguish between the person and their behavior.

- “I like you very much and appreciate your help, but I would like to review some of the important expectations the organization has from us.”
- “You may need to take some time off and, if you do, let me know so that I can get someone to do some of your work while you’re away.”

11. Point out what should be encouraging to them.

- “You have a right to feel good about/be proud of . . .”
- “I imagine you are pleased by your progress in . . .”

12. Express your appreciation.

- “I was grateful for . . .”
- “I sure appreciated . . .”Your help with ...your quick thinking
...your cooperation ...your hard work ...your suggestions ...your
creativity...your delightful
sense of humor ...your friendliness...

13. Express your confidence in them and in their ability to handle their situation.

- “You would like us to think that you can’t do it, but we think you can.”
- “I’m confident you can straighten this out, but if you need any help, you know where to find me.”
- “I can understand how you might feel, but I’m convinced you can handle it.”

14. Keep them in control of themselves and their problem.

- “That’s a tough problem, but I’m convinced you’ll figure out a way.”
- “Could you use a helping hand?”
- “Would you be interested in learning a few good tricks?”
“Do you have any ideas about how you might handle that?”