

WORKSHEETS

Module 5: Handling upset clients



1) What is your name?

2) List the friends who you have asked to evaluate your office decorations:

- The therapist has said the wrong thing / insensitive / inappropriate
- The therapist has arrived late to practice
- The therapist is concluding a session with a client and feels like they are not a good fit (or client express that doubt)
- The patient calls because they have been invoiced too much

