PARTICIPANT GUIDE

Skill: Identifying Case Management Skills & Strategies to Use When Working with Customers who Demonstrate Difficult Behavior

What It Is

Identifying the skills and strategies we learn during the FEP Refocus training modules to help us better engage and partner with customers who are demonstrating difficult behavior.

Why It Is Important

Everyone demonstrates difficult behavior from time to time. When working with difficult customer behavior, it is important to remember the customer themselves are not difficult it is the behavior they are demonstrating. When working with difficult behavior we have a lot of influence on whether or not the behavior continues or stops, we have a lot of influence on how our own reactions impact our relationship with the customer.

How To Do It

Practice identifying and using the FEP Refocus training module skills to better engage and partner with difficult customer behavior. Practicing these skills can better prepare us when we are faced with difficult customer behavior and can help us become better employment counselors.

Deliberate Practice

Identify case management skills and strategies from Human Development, Motivational Interviewing I, and Case Management I training modules to use when working with customers who demonstrate difficult behavior.

Complete the "Green Talk" activity sheet (received in training) with as a team, individually, or with a partner

Discussion Questions

What skills and strategies do you recall from Human Development training?

What skills and strategies do you recall from Motivational Interviewing I training?

What skills and strategies do you recall from Case Management I training?

What skills and strategies have you applied to your case management so far?

Why do people sometimes demonstrate behaviors that are difficult

How can our reactions to difficult customer behavior impact the customer?