

## **INDICATIONS OF CLIENT ENGAGEMENT**

- \* Ask permission to do what we are going to do anyway  
(HOW we do WHAT we do that counts)**
- \* Spell out our goals clearly in every phase of the contact**
- \* “Yes set” at least three times and throughout the contact**
- \* Repeat client’s exact words throughout the contact**
- \* Taking what client wants (goals) seriously**
- \* Announcing the change of topic - context marker**
- \* Engaging clients in specific goals**
- \* Let the client know that you heard him/her**
- \* Inform client about every step of what is happening**
- \* Engagement is necessary for a sustained conversation,  
which in turn leads to change**
- \* Good engagement results in client thinking differently**
- \* At times, it may take many repetition to engage**