

# How to Turn Upset Clients into Raving Fans

## **Your Intention:**

Your client feels so heard that they thank you at the end of the conversation and often continue working with you. (If it's in the Highest Good.)

This is not personal and the clients who are making you wrong are the people who most need your love and nurturing.

## **Stage 1: Open The Conversation**

**Acknowledge:** "Thank you for sharing this. I appreciate your courage and conviction."

**Positioning:** *(Example)* "In all of my work with clients I've noticed that so many of them would have chosen to avoid this conversation. I appreciate that you didn't."

## **Curiosity:**

"Is there anything else?"

## **Stage 2: Find Out What They Are Looking For**

"First of all, I really hear you and I get that this has been very upsetting to you."

"What would you have wanted to happen instead?"

## **Stage 3: Share A Resource**

"Here's what I can do for you \_\_\_\_\_.*" (Make sure that this is something that feels good to you as you give it.)*

"How does this sound?"

## **Stage 4: See If You're A Match**

"I've worked with lots of clients and I've noticed that often the biggest breakdowns happen before the biggest breakthroughs. Do you have any thoughts about what the breakthrough could be about?"

"Here's what I see: \_\_\_\_\_."

"What would you need to get for us to continue to work together?"

## **Stage 5: Ask Them To Take The Next Step**

"Would you like to set up our next session?"

