

# “My Other Kids Don’t Have Problems”

## A Message For Family Services Staff.

This will be a pretty simple conversion into wisdom for family services. Let me spell this out for you.

“My other staff and clients don’t have problems, so it’s not me that is the issue here”

The answer to that comment is “Yes you are the problem, if you have clients or group of staff who don’t really behave the way you want them to then it is you that can change that. It has very little to do with the fact your other staff and clients behave just fine”

Just so you are clear on what I am talking about. Sometimes executive directors have a “**lack of cohesion**” and “**understanding**” amongst their staff in how to deal with clients and improve their behaviour. This is a situation the “**powers that be**” can handle by creating a sweeping reform in the culture of their agency.

The same difficulty can happen with groups of clients who do not necessarily meet their obligations or obey the rules. Yes some clients are more motivated than others, but if you want more change in your clients, **it is you** that has to change.

I was really hard on schools and parents because they can seriously impact their students and children. I fully understand as an agency you are dealing with “**troubled people**” and that you will have a more limited ability to affect their decision making.

What should you do about it?

### **Call to action-**

1. **Accept the fact that** people do come with a manual, **it is called the bookstore.** There you will find countless books on how to solve each possible problem your clients and staff can have, written by people who have already solved it themselves.

2. Look up your situation in a book and do what the book tells you. Learn, become skilled, become one of those agencies that is famous for running a place that people are motivated to change their lives in. Gain that reputation.
3. The right time to do this with your clients is when they walk in the door right after you tell them your name. If that time has passed already, then the right time to start is now.
4. Thanks for being open to some strong comments. If you read through the whole letter then you were willing to hear it. That is the first step to success and I acknowledge you for it.

What I can help you with is taking all that information these books teach people and give you a **big picture** understanding so you can get your head around the information. A big picture understanding of what it is you are trying to do with client's behaviour, and why it will work. To this date I have still not found more than a couple practitioners that teach agencies a "big picture" understanding but there is every other resource out there.

So let me help you if you are ready to take an action step. Contact me for a **strategy session** by calling me at **403-391-4184** or responding to this newsletter. Let's get in touch with your administrators and have a heck of a Professional Development Day.

To learn about Tom's program and strategy for agency staff, their clients, parents and young people.

↓Click here↓

<http://streetsmartcounselling.com/sp.asp?sptype=18>

**U.S.A customers welcome.**

Or you can make this happen in your agency by calling Tom at 403-391-4184

[tom@streetsmartcounselling.com](mailto:tom@streetsmartcounselling.com)