

Agency Staff

So this is pretty simple, take everything I just said about “children” and apply it to your clients (young or adult).

That is basically it. Use the exact same context when talking to your clients.

For every little concern they could possibly bring to you, you hit them with

“So What Do You Want?”

You can be polite, or you can be firm. You can use it in little circumstances or you can use it in big ones. You can also bring their decision making into the conversation as well, begin each major life choice they are facing with this phrase and truly position it as a question!!!!!!!

Big Piece of Advice: Ask this question with SINCERITY and truly show them your interest in their answer!!!! **Children (adult or young) are like little 6 year olds** who made something in school and **can't wait to show** their (or agency staff) what is important to them!!!! **Be there to receive their answer.** If they don't answer, ask again and give them space to say yes or no. If there is no answer, then tell them you will not listen to **their concern anymore.** **Demand an answer first.**

Here is your call to action again.

Very bluntly, do these things:

1. Put up a one page document in your office titled “Complaint department”
 - a. Below that type these words “What are you going to do about it?” in big block letters.
 - b. Then type below that “So what do you want?”
2. Use this on your clients 3 times a day minimum. Make it a habit, a constant indoctrination and motto for your place of business.
 - a. You can't say it enough times in one day.

b. You don't need your clients to like it at first, or ever for that matter.

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- c. Ask the question, and don't move forward with their complaint until they answer it. Be stubborn.
- 3. If you want to have fun, ask your co-workers this question.
- 4. If you want to be courageous, ask yourself. Your life will never be the same again. Trust me, I know this. If you have ever heard my story, you would know why.

To learn about Tom's program and strategy for agency staff, their clients² and young people.

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U.S.A customers welcome.

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

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