

Substance Institute
presents



Module 11 –
Student's Manual
Types of Clients

Types of Clients

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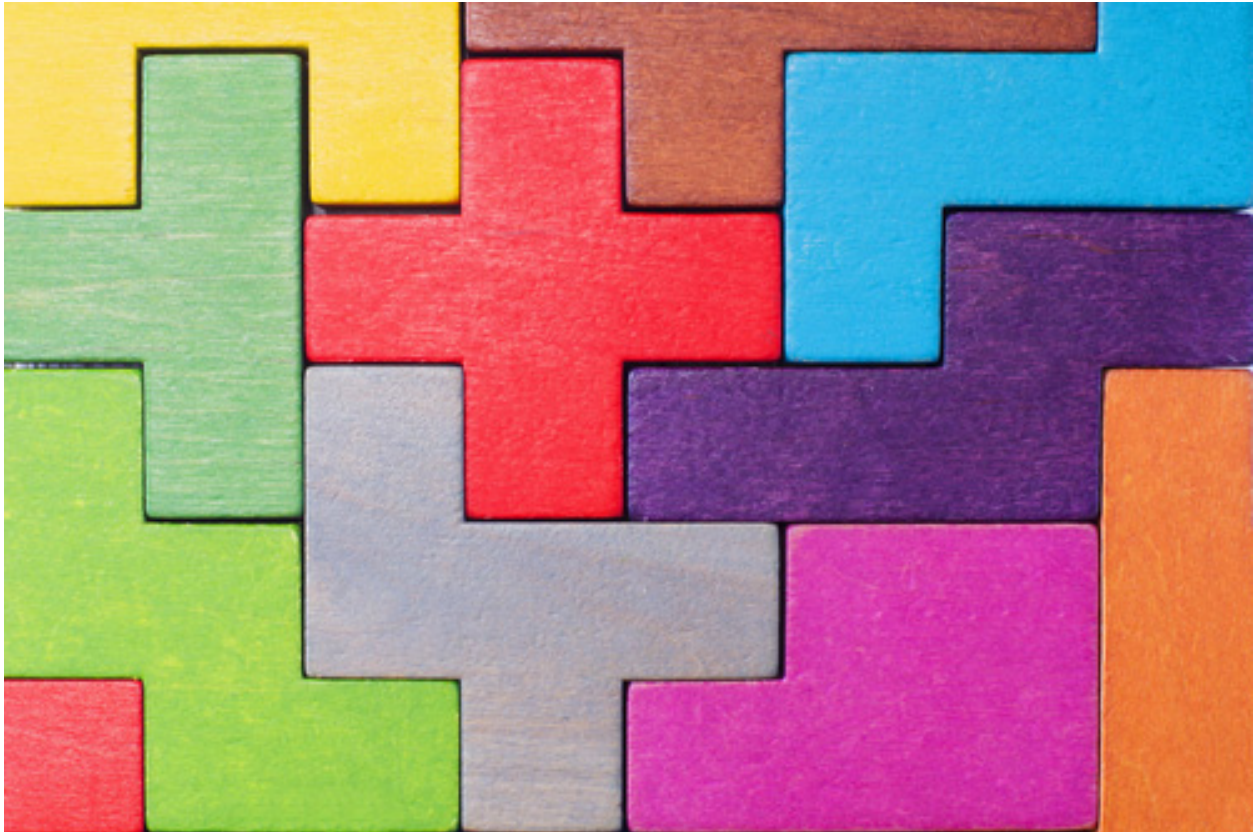
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Types of Clients

Introduction



When you look at this picture, what do you see?

How many different colors? ¹⁰

How many different shapes? ¹¹

Each one in this picture represent a different client you will have to deal with. Everyone has their own issues, their own personalities.

There are three (3) types of clients, 4 Types of Difficult Clients, 4 General Rules for All Types of Clients, 9 Skills, 5 Basic Client Positions / Styles. Let's discover this information to help you in your counseling, mentoring, coaching, teaching, instructing.

Types of Clients

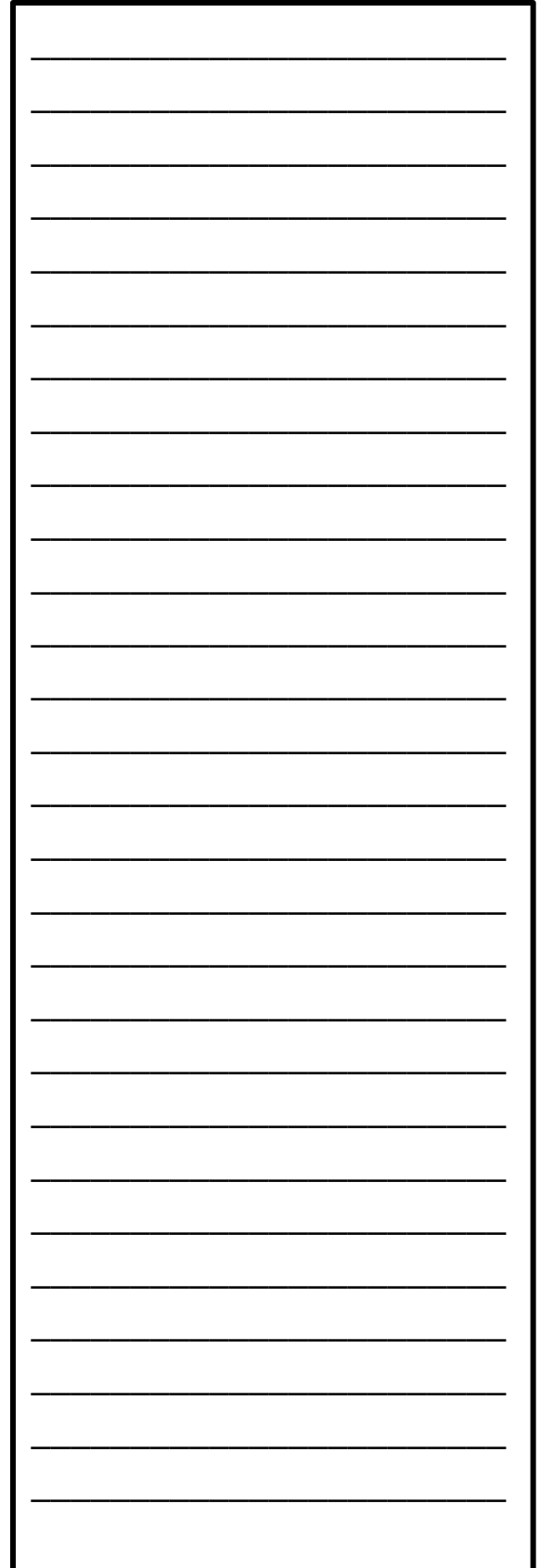
The neurotic client is best described as the client who does not practice basic coping skills even if they know and agree with them.

Psychotic Type of Client

- Out of touch with reality
- Distorted to the extreme
- Lost in the internal world
- Fragmented ego-self into several roles
- Inner world is invaded by outside forces
- Lives in their own inner world, not shared
- Magical explanations & theories
- Self-destruction
- Delusions as reality
- Impractical & impossible ego-stories

The psychotic client is best described as the client who does not reality-check.

Psychotic clients check their thinking against their thinking, not against their experience.



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Personality Disordered Type of Client

- Lying
- Faking
- Phony
- Using others
- Pretending
- Manipulating
- Deceiving
- Self in conflict with society & life
- Odd ways of relating
- Odd ways of making sense
- Odd beliefs & attitudes
- Proud of being strange
- Self-sabotaging
- Bizarre self-narratives
- Ego-stories

Personality disorders are characterized by patterns of thinking, feeling, behaving, and interacting that deviate from cultural expectations and cause significant distress and problems functioning.

A large rectangular box with a black border, containing 20 horizontal lines for writing, positioned on the right side of the page.

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9 Skills & Topics of Clients

1. Anger Issues & Anger Management:

Anger management is explored on different pages that provide various ways to understand and deal with anger in your life.

- Breath will teach you **how to relax** and regain self-control in **just 4 seconds**.

5 Steps: Act Against Anger

- | | |
|----------|----------------------------|
| 1 | Accept feeling anger. |
| 2 | Think opposite from anger. |
| 3 | Act opposite from anger. |
| 4 | Repeat opposites of anger. |
| 5 | Feel opposite from anger. |

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2. Blaming & Damning Issues:

- “It is the peculiar quality of a fool to perceive the faults of others and to forget his own.” —Cicero
- “Likewise, someone who criticizes is criticizing himself, saying implicitly, ‘I can’t see very well

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4. Coping Skills, Issues, & Practices

“Our greatest glory is not in never falling, but in rising every time we fall.”

—Confucius

2 Healthy Options

Option One: Problem Solve

1. Research solutions.
2. Practice a solution.
3. Evaluate its success.
4. Redo or refine solution.
5. Or, pick a new solution.

Option Two: Cope

1. Totally accept it.
2. Make peace with it.
3. Turn it over to God.
4. Let it go, let it be wrong.

Choose Fixing or Accepting

1. Do I have or can I get the power and authority to fix it?
2. If I do not have power over it, then I will cope with it.
3. I choose attitudes and behaviors that support fixing or accepting.

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5. Counseling, Psychotherapy, & Therapy:

Counseling issues are explored for both the consumer and the professional.

Discover information on how counseling works best.

3Rs: Recognize, Remove & Replace Actions	
1R	RECOGNIZE THE PROBLEM
My actions are causing problems in my relationships.	
2R	REMOVE THE PROBLEM
I choose to stop practicing self-defeating actions.	
I choose to see how impractical some actions are.	
I choose to face the negative results of poor choices.	
3R	REPLACE THE PROBLEM
I learn more effective ways of choosing and relating.	
I persistently practice improved ways of choosing.	
I support my new behaviors with new beliefs.	
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6. Praying Issues, Prayers, & Skills:

“And when thou prayest, thou shalt not be as the hypocrites are: for they love to pray standing in the synagogues and in the corners of the streets, that they may be seen of men. Verily I say unto you, They have their reward. But thou, when thou prayest, enter into thy closet, and when thou hast shut thy door, pray to thy Father which is in secret; and thy

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Father which seeth in secret shall reward thee openly.” —Matthew 6:5-6

“Ye ask, and receive not, because ye ask amiss, that ye may consume *it* upon your lusts.” —James 4:3

Right Way to Regard Pain

“Pain is a prayer for healing.” —Kevin Everett FitzMaurice

7. Addiction Recovery Topics:

- “Vices are never genuinely tamed.” —Seneca
- “Recovery is the process of recovering who you were as a child.” —Kevin Everett FitzMaurice
- “Regard your addiction as a whiny brat, not as a powerful monster.” —Kevin Everett FitzMaurice

8. Responsibility Issues & Topics:

Responsibility issues are often core issues for leading a happy and successful life. Discover how to develop your responsibility today.

“Responsibility is not limited to behavior. Responsibility must also be taken for thinking and feeling if one

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Basic Client 5 Positions / 5 Styles

Passive to Aggressive Using The 5 Thinking Positions (5TP)					
5TP	Position 1	Position 2	Position 3	Position 4	Position 5
Style Results	Passive	Passive-Aggressive	Assertive	Aggressive-Passive	Aggressive
Negative	doormat	sarcastic	self-centered	just a bluff	violent
Positive	agreeable	flexible	strong	compromise	self-care
Conflict	surrender	sabotage	defend	threaten	attack
Service	yes	maybe	depends	doubtful	no
Benefits	themselves	resents	mutual	doubts	themselves
Game Roles	prosecutor offender	victim defender	judge jailer	defender victim	offender prosecutor
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Passive

sort of, kind of, perhaps, maybe, will try, not sure, whatever, give in too quickly, agree too easily, please too often, whatever you want, phony, people-pleasers, doormat, appear nice but are weak, serve others as a martyr, blame others for codependency.

Passive-Aggressive

pretend to agree but sabotage, apathy, smile and stab in the back, gossip,

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Rephrase what was said without changing the essence, and answer the essence of the problem.

#4. Don't take it personally

The aggression of clients in most cases is not directed at you, but at the situation.

#5. Address the client by name

If the client does not reply, call him by his name. The majority of people will stop when you mention their name, and you will be able to voice your answer.

#6. Express sympathy and understanding

I understand your feelings, and it's really unpleasant. I'm sorry that this misunderstanding happened.

#7. Agree and apologize

It is better to accept the client's dissatisfaction straight away if it is justified.

#8. Take a break if necessary and if possible

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If you feel that emotions are overwhelming, then leave the battlefield to recover.

Excuse me, I need to check the information on this issue. I'll be back with you in a minute.

#9. Suggest a plan of action

After you have listened to the client and understood what his problem is, state your suggestions clearly and unambiguously.

#10. Finish your solution proposal with a closed question

Are you satisfied with this option?

This creates the illusion of a choice in which the client has no choice but to confirm yours.

4 Types of Difficult Clients You May Run Into

Several studies have focused on the essence of therapy and the specialist-client relationship.

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Let's take a closer look at these types of clients.

#1. Clients with personality disorders

The main feature of personality disorders is the presence of maladaptive features of the psyche - such clients are not able to adjust to changing conditions, do not know how to get along with others.

#2. Treatment-resistant clients

They seem to care about the process of therapy, not its result.

And they often go to seminars, trainings, but they do not want to work on themselves, because they are under the illusion that they are always working on themselves.

#3. Clients with mental health disabilities

Depression or anxiety is no doubt a huge bottleneck in the life of an average person. However, disability insurance benefits can cover any disadvantages.

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Module 11 - Homework - Types of Clients

Types of Clients

Homework – Module 11 – Types of Clients

Name: _____ Date: ____/____/____

Question 1: What are the 4 Types of Difficult Clients You May Run Into?

1. _____
2. _____
3. _____
4. _____

Question 2: What are the 10 Principles of Communication with a Challenging Client?

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____

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10. _____

Question 3: What are the 5 Basic Client 5 Positions / styles?

1. _____

2. _____

3. _____

4. _____

5. _____

Question 4: What are the 9 Skills & Topics of the Clients?

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

Types of Clients

Question 5: In your own words, explain the three (3) types of clients you may have in every session when counseling people which are Neurotic, Psychotic, Personality Disordered?

Neurotic

Psychotic

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Personality Disordered

Question 6: Which types of clients you don't want to counsel out of the Neurotic, Psychotic, Personality Disordered, please state why?
