



Choice and Training:
Communicating with Clients

Kristina Spaulding, PhD, CAAB
Irith Bloom, CPDT-KSA, CBCC-KA, CDBC, VSA Faculty

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Be kind

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Activity

- **Task:**
 - Answer the following question by standing in the corresponding area of the room:
"I would work with a client that insisted on using aversives."
- **Answers:**
 - Strongly disagree
 - Disagree
 - Agree
 - Strongly agree
- You are allowed to change your mind!!!

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Getting Clients on Board

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Think of Yourself as a Teacher

- Our job = Help clients succeed
- Better teaching = Better learning
- Be prepared to adjust to your learner!
- Better teaching -> Better results

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Key Skills

- Listening skills
- Coaching skills
- Positive reinforcement skills (for humans)
- Empathy
- Flexibility

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Collaborate

- Coach, don't lecture
 - Listen more than you talk
- Work together to create the plan
- Work together to adjust the plan

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Keep It Simple!

- Clients don't need everything at once
 - Focus on one thing
 - Choose your battles
 - Theory is for professionals; stay practical
- Make it appealing
- Use analogies

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Activity

- Task:
 - Role play: Client wants to use tools of techniques you don't approve of
 - Work in pairs (one plays client, other plays trainer)
 - Switch roles after five minutes

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Discussion

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Activity

- **Task:**
 - Role play: Client isn't following the plan
 - Work in pairs (one plays client, other plays trainer)
 - Switch roles after five minutes
 - Need inspiration? Think about former clients

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Discussion

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Thank you!

- To all of you!
- To Jennifer Franco and the APDT

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Get in touch

- Kristina
 - Mailing list: <http://eepurl.com/grDzPH>
 - sciencerocks@sciencemattersllc.com
 - www.sciencemattersllc.com/
- Irith
 - Mailing list: <https://tinyurl.com/mry7tpf3>
 - Trainer@TheSophisticatedDog.com
 - www.PorterLabs.ai
 - www.AwesomeDogProject.com
 - www.TheSophisticatedDog.com

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