

Noticing The Patterns Exercise

This exercise is best done in a group, or at least with one other person, so you have someone to reflect with.

List your current 10 most difficult clients below (only 10) (3-5 min)

For each of them, quickly list: (5-7 min)

- i. What's hard about working with them? (Be as specific as possible.)
- ii. What do they ask of you?
- iii. When, and how often, do they generally call/come in?

(over)

Notice if there are themes or patterns – things that show up in your interactions with most or all of these clients. List those themes or patterns. (3-5 min)

Spend 5 minutes with one other person discussing the themes and patterns you see from a place of curiosity – What do you notice?

What could you do differently that might shift the patterns you wish would change?

This exercise works best paired with the “Getting Proactive” exercise.