



WESTERN MICHIGAN UNIVERSITY

Department of Psychology

# Meeting Them Where They Are: Client Communication Workshop

Led by:

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**IOGSO**

Students will have the opportunity to practice consulting skills through multifaceted activities during this student-led workshop. Although IOBM coursework equips students with the skills to properly analyze a performance problem, students often express interest in gaining experience with the "soft-skills" involved in consulting practice. An important skill when consulting is to use client-friendly language around proposing solutions that meet them in the middle, shaping their view to see and understand the actual problem. During this workshop, students will have the opportunity to hear consulting advice and tips provided by our IOBM faculty, practice preparing for a client meeting by creating probe questions, and engage in hypothetical client-consultant interactions with fellow students using role-play scenarios. Students will have to navigate performance improvement situations using non-behavior analytic jargon in the presence of a variety of client types. Client-consultant pairs will take turns role-playing scenarios and providing constructive feedback. A social event will be held at a local establishment following the conclusion of the workshop.



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**Friday, Jan. 24, 2020**

**4 p.m.**

**3715 Wood**