

Listening Skills and Communication

As a healer you are not expected to counsel as such - some of you may have had experience of counselling and bring those skills into your practice. However, we do need to exercise good listening skills and communication when we are with our clients particularly during the beginning consultation and ongoing.

We need to be able to listen to what the client is really saying which is why its good to fill in a consultation sheet with them instead of asking them to do it by themselves. Go through it together. If something isn't clear we need to be able to skillfully probe a little and help the client open up a little more. This creates an open space energetically and trust. You may be able to intuit that there is more to hear and learn from the Clients story so far.

We need to honour clients privacy and sometimes a person will take several visits to really trust and reveal more so you can help them more.

We must be empathic at all times rather than sympathetic.

Remember we are all of us wounded in a sense - we have ourselves experienced pain and this is what makes us understanding and compassionate.

Remember your own boundaries. If someone clearly needs more expert help that is beyond your capabilities and time - refer them to another professional.

- Allow a Client clear space to speak
- Do not interrupt them or talk about yourself or your experience
- Maintain eye contact - let them know that you are listening.
- Be concise in your responses - short sentences that are clear and focussed.
- Hold space and be compassionate and understanding.
- Know and exercise your own boundaries.

Role Play Exercise

We will always at some point come into contact with clients and customers who are difficult and really test our resolve. here is a role play exercise for you to try with a willing participant preferably healer/therapist.

You can also make up your own - the following are suggestions.

Awkward Client : -

'So do these crystals really work then?'

your response

'So what happens if they don't work for me?'

your response

'I went home last night after the treatment and cried and cried. There must be something wrong - I feel worse now than I did before, What have you done?'

your response

'Well - I didn't feel anything in the treatment at all.'

your response

Despondent Client : -

'I've felt like this for so long, I dont think anything will ever change.'

your response

'I've tried it all - nothing works for me.' Do you think I'm normal?

your response

'How are these crystals going to work for me if nothing else has?'

your response.