

04.01.26 Slide Deck - Navigating Difficult Conversations with Clients

01 - 07 Apr 2026

Poll results

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- Share one or two words that describe the biggest challenges in resettlement work today.
- What is one challenge or difficult situation you've encountered in your client interactions?

What are you taking away from today's training?

(1/7)

072

- You don't always have to fill those silent moments. Give client time to process
- acknowledge the clients concerns and to help them take actions for their situation and self sufficiency
- mindfulness tool STOP
- It's okay to make respectful communication a necessity.
- Understanding how trauma affects different areas of a client's life How to build boundaries
- Learning to provide better assistance
- From today's training, I'm taking away a deeper understanding of [specific topic/skill], practical strategies I can apply in my work, and a reminder of the importance of [key principle, e.g., empathy, clear communication, trauma-informed care].
- Understanding that client's responses can be triggered by trauma and remembering this to respond appropriately
- Validating that many others are navigating similar conversations
- Importance of interpretation
- Checking in with myself and co regulating

What are you taking away from today's training?

(2/7)

072

- Supporting others but also supporting yourself
- Importance of non verbal communication too
- Taking a step back and have a moment to think about our approach to their concerns and how to provide better communication that will impact their goals
- Understood better the needs of the people we serve, show them empathy and understandings
- Strategies for difficult conversations
- More in depth reasoning as to why these key aspects are important to client care and in preventing burnout
- That is okay to pause and come back later if a client is not in place to work with us at time of visit/call
- Boundaries can build safety and trust
- Avoid burnout
- Remembering boundaries
- Prepare myself and clarify my approach and conversation before we meet with clients. Examples and phrasing helped.

What are you taking away from today's training?

(3/7)

072

- Specific wording expressing empathy
- Importance of interpretation
- Validation that I am doing enough for my clients
- Boundaries
- the strategies were great
- Example phrasing
- Set clear boundaries without hurting client's feelings
- How to navigate difficult situation, I.e speaking to the supervisor
- Setting boundaries first. Giving clients time to process Empathy
- Boundaries
- Good materials how to deal with clients
- To be more mindful and utilize trauma informed care while working with clients.
- Empathy
- How to use these skills in context
- Refreshed my experience
- Educate clients and understanding your own boundaries.
- Boundaries and expectations
- refreshing on existing policies and new information / scripts

What are you taking away from today's training?

(4/7)

072

- Establishing boundaries from the beginning to help both us and the clients
- We appreciate it was too useful
- Taking care of myself to care for others
- The importance of supporting clients while setting boundaries
- How to handle the difficult situations
- Help your client to the maximum you can but don't forget your wellbeing
- All of it. Mainly the setting boundaries respectfully
- strategies for difficult conversations and setting boundaries
- Boundaries
- From today's training, I'm taking away the importance of trauma-informed care, active listening, and setting clear boundaries. I learned how to respond to families with empathy while maintaining safety and professionalism, which will help me support clients more effectively in difficult situations.
- Boundaries

What are you taking away from today's training?

(5/7)

072

- Importance of boundaries
- The framework: validate, set the limit, provide explanation, offer alternative
- setting boundaries
- Much better ways to communicate and establish boundaries respectfully
- Boundaries help establish kindness for clients and clinicians
- Guidelines of setting boundaries and how they can also be healing for the client
- STOP
- specific phrases to use with pts around boundaries
- Definitely be more confident dealing with difficult customer.
- Remembering to repeat client concerns so they know you heard
- Mindfulness STOP
- Honesty is important
- It's important to have a plan of how you are going to approach a difficult conversation that includes giving them space, and knowing your boundaries
- Many are going through similar obstacles
- Refresh or new ways how to handle hard conversations

What are you taking away from today's training?

(6/7)

072

- Lots of helpful info to use
- Importance of Empathy
- Techniques to use with clients to build communication and interactions
- Strategies to support clients
- Reinforcing that boundaries protect us and clients
- SO grateful for the example phrasing!!!
- how to engage in trauma informed conversations with families
- Reminder that we are all in this together
- Boundaries ensure consistent, equitable service for our clients
- How to respond to the frustration of our clients
- The 6 principle of trauma informed care
- I appreciated the sample scripts!
- Defining clear boundaries
- How to set clear expectations and boundaries with clients
- Remember that boundaries help everyone
- The ability to empower my clients
- The guidelines to setting clear boundaries are very helpful

What are you taking away from today's training?

(7/7)

072

- Taking time to breath and understand client concerns in a calm matter.

How might you establish boundaries with Ahmed and Sara that are clear, safe, and supportive to both them and you?

(1/8)

0 5 1

- Show them how to contact landlord to report concerns about their apartment
- Also help them understand the lease
- Support them understand the new life challenges at the beginning of immigration and cultural differences
- Validate their concerns and explain what is available in the area and provide assistance to think through safety options while they are in the current situation. Provide options of how to better their situation
- Community gathering and activities
- I know this is just the first step, and it might not feel perfect yet. Remember, you'll need to keep working toward your dreams, and I'm here to support you along the way
- Remind them it's just their first home in the US and the lease

How might you establish boundaries with Ahmed and Sara that are clear, safe, and supportive to both them and you?

(2/8)

0 5 1

- of short so they are able to move later if they prefer
- Not a person looking different is harmful they are just not practicing we do
- Help them to understand that the size and location of a home is dependent on the cost. Maybe we can look at ways to increase your income so that you can afford housing you prefer. You have options that we can work toward.
- Pass their messages to in charge case manager
- Safety plan
- follow-up
- Connect the children with others from the same country who has been earlier here.
- Show validation and empathy, explain that we need to follow the clauses in the lease contract before we find an affordable and the right place for them
- want to support you and your family. I can help with [specific actions], but I cannot promise

How might you establish boundaries with Ahmed and Sara that are clear, safe, and supportive to both them and you?

(3/8)

[unrealistic request]. Let's focus on what we can do to make your situation safe and comfortable."

- This is how our program can help you for now. Once you are working, you can move to a place of your choosing with your own resources
- Let's have this for now, let's watch the others' availabilities. I do understand you do not like this.
- Transparency with options, asserting expectations, make clear goals

with real time lines, validate their concerns.

- Educate and provide resources.
- Validate the concerns, and explain the resources available
- Validate their concerns and explain limits
- Explaining a time line for services
- Help them understand the diversity of the area
- Validate their concerns, and explain my role/scope
- Acknowledge living standards in the

How might you establish boundaries with Ahmed and Sara that are clear, safe, and supportive to both them and you?

(4/8)

0 5 1

US are different than expectations. Clarify all apartments found by the agency are safe, sanitary and affordable and if they prefer a different apartment they have the choice to search for another on their own.

- Make sure interpreter is present if needed.
- I explain resource limits
- This is a lot of change all at once and it's important to focus

on what we can control. What would you like to work on first?

- Listening for them and explain what is the options that we have
- Validate their concerns about their new home and see if they will open up on why they have those concerns and explain what is in their budget and then work with them to set goals to get them to a better place
- Dear Sara and Ahmed with resources available this is what

How might you establish boundaries with Ahmed and Sara that are clear, safe, and supportive to both them and you?

(5/8)

051

we could dedicate for you, however we could work on self sufficiency and skill development to become employable and move to better neighborhoods and houses through that.

- I realize this may not be the home you were hoping to move into and let's see if there are other option or alternatives available.
- Identify safety concerns
- I understand your disappointment. What concerns you most about

your neighbors? Is there something making you feel unsafe?

- Listen to them and provide the best solution, or refer them to the case manager, depending on their case.
- Review Expectation and limitations with clients and offer pathways forward
- It's completely understandable to want a bigger or cleaner home, and I hear how stressful this is for

How might you establish boundaries with Ahmed and Sara that are clear, safe, and supportive to both them and you?

(6/8)

- you. We will work together to make your new home as comfortable as possible within our program's rules."
- Understand the real feeling so that you can help with a real and achievable plan
- Said we understand all the expectations but explain why they have to be there
- Validate their concerns
- Making sure there is understanding, both ways of communications.
- Explain program guidelines and expectations as well as their role in housing search
- Validate their worries. Explain their options. Give an explanation on what we can do together. Show alternatives we can explore together as well.
- We help them understand the transition process and will help them once they completely resettled
- Focus on identifying any safety concerns.

How might you establish boundaries with Ahmed and Sara that are clear, safe, and supportive to both them and you?

(7/8)

- Offer to let their case manager know to see if there is another unit to move them. Try to manage expectations about what is available
- Validate concern but explain the availability
- Reestablish boundaries, inform them of the limited options as far as housing and highlight the positive qualities of their housing. Remind them that this is temporary.
- Validate concerns and offer support to make folks feel more comfortable
- It must be hard to face so many changes at once, and your new home is not what you expected or were hoping for....
- Validate concerns and limitations
- Paraphrase their grievances, talk about what is available in the area and discuss expectations.
- understand that you want a different home. Right now, our program can support you in

How might you establish boundaries with Ahmed and Sara that are clear, safe, and supportive to both them and you?

(8/8)

051

[specific ways], and I will help you as much as possible within these guidelines.”

- Resources
- Explain your capabilities
- Being clear about it!
- I would offer time to listen to their concerns and what are their expectations
- Validate their concerns but make sure they know why that might not be possible right now
- Explain my job role of connecting with resource
- I do understand that this is not what you were expecting. I can help you work towards a goal where one day you can be in a better and bigger home.
- Reasonable expectations
- Share what you can and what you cannot do while validating these concerns
- Provide reasonable expectations

What might you say or what action would you take to carry out this trauma-informed principle?

(1/7)

052

- "I have had clients who have also taken a long time to get to where they want to be. You might want to consider working your way up in a company with a role similar to the one you want. Especially if we want to prioritize providing for your family."
- I understand your frustration, but you want take any job, to bring money home
- Offer options and have a cleaner plan to achieve their goals
- You do not have stay in this job, We can still find one in your field while you are doing the entry-lever.
- I know that adapting to a new culture and language can be difficult, but we are here to help you understand the system so you don't have to carry this alone.
- When calm assist in coming up with a step wise plan. Might not be what you want right now but let's come up with a plan to get there
- Action: refer them to employment program and provide a warm hand off.

What might you say or what action would you take to carry out this trauma-informed principle?

(2/7)

052

- "I know it can be so hard to find work you enjoy."
- Create conducive environment as possible as you can
- I understand that it's disappointing not to get a job in your field. Would you like help finding something that will give you financial support right now.
- Validate their frustration and goals, offer other resources and explain that a different job would be a step towards getting a job on the field they want
- You're in a safe space
- here. You can tell me as much or as little as you feel comfortable sharing.
- Let's take a step back from action and talk about alternative approaches that might meet you where you are. Let's review your goals and see where we can make smaller steps to achieve your end goals. If we need to refer you to another organization to meet that need we will do so.
- I understand your feelings of frustration. Let me help you work

What might you say or what action would you take to carry out this trauma-informed principle?

(3/7)

052

through this situation and find the best option for you.

- Validate the value they feel in education and skills, highlight their focus and highlight what is within their control to address challenges.
- I understand the desire to use your education. This first job is to establish your U.S. work history. We can continue to look for another job while you start working here.
- Acknowledge their frustration and disappointment in not

being able to get the job they were hoping for based on their education/skills and offer an alternative solution

- Offer referral to free trainings for a better job
- I know you would like other employment. Let's figure out if there's something that will work until you can find employment in your field.
- Remind them of their initial goals and highlight the path to the job they want in the future.

What might you say or what action would you take to carry out this trauma-informed principle?

(4/7)

052

- "How can we make sure your bills are paid now so you can study/get a better job later?"
- You are not alone most of us went through this situation
- "You are not alone. Many clients we support experience what you are experiencing. We know it's hard, and we are here to help you navigate this difficulty. Let's work together to find a solution or alternative."
- acknowledge and show patience and talk facts , show options
- Validating feelings and reminding them of their strengths
- React positively
- Validate their feelings, offer mentorship and networking options
- One step at a time
- Offer alternative resources, what we can do
- I understand this is frustrating, but we are here to help you take the first step of building your job experience in the United States and hopefully work towards finding a job relevant to your education in the future

What might you say or what action would you take to carry out this trauma-informed principle?

(5/7)

052

- Let them time to process and reach out later with an alternative
- This is not an unusual situation, and we have the tools and knowledge to make a plan
- I know this is frustrating and you want more. You deserve that and this is the important first step
- I understand your concern and frustration about not getting a job in your field. It is important to have a job in the usa and we will work to help you get a job in your field but explain to them that it may not be right away and will take time but it is possible
- Highlight future promises with time
- Empathy
- I understand your frustration. Finding a job in your field in the US takes time.
- I understand your frustrations and concerns. Let's discuss what we can do to alleviate your worries and make some progress toward your career goals.

What might you say or what action would you take to carry out this trauma-informed principle?

(6/7)

052

- Validate emotions
- "I understand this situation is very upsetting for you, and your feelings are completely valid. I'm here to listen and work with you to find a solution.
- "I understand your frustration of not finding what you are looking for. However, we will work together to find a solution"
- Empathy
- Let have some time to think about it,
- I understand this is not what you are used to doing but we have to start some where.
- You are not alone, I understand this is frustrating
- It makes sense to feel frustrated when trying to find a job that meets your needs and wants. What do you think would be supportive as we finish up our time working together?
- Acknowledge experience and offer resource
- Let's see on what we can work with, we are to assist you.
- Assurance

What might you say or what action would you take to carry out this trauma-informed principle?

(7/7)

052

- Letting them know that we know it's not where they want to start, but it'll be a good start even if it is an entry-level job
- Active listening
- Refer them for job search .
- provide an alternative and remind client of their strength/perseverance
- A plus is referring for completing their transcripts if have a degree
- Empathy with the clients
- You are not alone. Many of our clients feel the same way
- I know it's disappointing we haven't found a job yet in your field.
- I know it is frustrating but we are here to help you

Describe how you would use a principle of trauma-informed care to respond to the family's distress and anger.

065

(1/7)

- Letting them lead the goal setting and offering perspective on potential solutions
- Acknowledge frustration, being transparent and come up with clear plan explaining steps toward their goals
- Patience
- They are not alone in this
- Validation
- Understanding and explaining
- Collaboration will continue till they find the desired job
- Refer them to a volunteer who has more capacity to help them with job search
- Reinforce their empowerment, voice and choice. They can also go beyond. Be transparent on what is available and show that most of the answers are temporary
- Highlighting that they are valuable and their experience is valuable even if they don't get a job doing what they want to do right away
- "Many clients we support what you are experiencing. We know

Describe how you would use a principle of trauma-informed care to respond to the family's distress and anger.

(2/7)

it's hard, and we are here to help you navigate this difficulty. Let's work together to find what's available in the area that may be of interest to you."

- Reminder of realities and what is in our control
- Validate the distress and anger but also explain to them that sometimes you need to take a job not in your field

right away but can work towards their goals and help them get to that goal through a referral or helping them directly

- Interpretation
- bring in collaboration- "lets look together"
- Confidentiality
- Validate their frustrations, let them know that you understand their frustration, and show them how important it is to have a job.
- listen without judgment, acknowledge their

Describe how you would use a principle of trauma-informed care to respond to the family's distress and anger.

(3/7)

065

- distress, and provide clear
- Self sufficient importance
- We all gone through this and believe in patience
- empathy and acknowledge and set expectations
- Validate their frustration, also take time to listen to their experience as to why they are turning down those opportunities. Then pivot to expressing expectations
- Validate and educate
- Understand their concerns
- about wanting to use their education
- Empathize with their concern for a job and needing money to take care of family. Recognize the education and skills. Communicate their wishes but let them understand what you can and cannot do to help.
- I would validate the patient's frustrations and explain expectations
- Explain you cannot guarantee a certain type of job

Describe how you would use a principle of trauma-informed care to respond to the family's distress and anger.

(4/7)

- Being transparent and tell them they could not directly to positions they had back home the environment here is more competitive
- Validation of feelings but clarify the boundaries of your work scope
- Change the day if needed
- Acknowledge and empathize
- Explain the situation
- Offer breaks and additional appointments
- Validation
- Offer goal-setting
- empathy for the loss of their ability to use their skills/education
- express empathy for situation, offer to continue searching for job until case closure
- Validate and empathize
- Explain the difference at this moment
- Right interpretation
- Validate feelings. Offer assistance on steps to take to achieve their goals
- Limitation of what you can

Describe how you would use a principle of trauma-informed care to respond to the family's distress and anger.

(5/7)

065

- Validate their frustration
 - Validate feelings but also go over realistic expectations
 - Setting a boundary and offer a referral
 - Acknowledge their priorities and validate concerns they are navigating
 - collaboration & mutuality- validate their feelings, show collaboration to find a middle solution
 - Respond with acknowledging their distress
- and validate their frustration that they aren't getting the job offers they'd hoped for
 - Validate the concern about employment. Explain limits regarding options available
 - Use empathy
 - Understand the client
 - Validate their feelings
 - Validate and acknowledge their desires
 - Validate the concern, set the limit, provide an

Describe how you would use a principle of trauma-informed care to respond to the family's distress and anger.

(6/7)

- explanation, offer an alternative, normalize the situation
- express your wish that you could meet their need before clarifying your role
- Understand
- Understand their feelings
- Empathize
- Validate wanting to work in field of expertise
- First I will validate the frustration and help them find a job
- Acknowledge their frustration & expectations
- Recognize and validate their concerns
- Im sorry that you are in this stressful situation. Let's review your goals and reevaluate what is important
- Ask why they turned the jobs/interviews done to gain understanding
- Validation
- Be transparent about what's available
- Be understandable
- Search for more options

Describe how you would use a principle of trauma-informed care to respond to the family's distress and anger.

(7/7)

065

- Validate their feelings
- Validate their desire to use their education
- safety and empathy
- Validation
- Show empathy, but then set a boundary and make a referral
- Validate - I know this isn't what you wanted
- Review expectations
- Validate his frustration
- normalize their feelings
- Acknowledge frustration
- Validate wanting a certain kind of job

Share one or two words that describe the biggest challenges in resettlement work today.

140



What is one challenge or difficult situation you've encountered in your client interactions? (1/7)

109

- abrupt changes. losing main provider and facing insecurity now
- Staff turnover
- How to request ride and how to redeem it
- Identifying wants vs needs
- Desperation
- Lack of communication
- Explaining Government assistance requirements
- fear of deportation
- Confusion
- Privacy
- Sadness for family left behind in their country
- Mental health
- Unrealistic expectations
- Lack of knowledge
- Immigration fears
- Anger and extreme disrespect due to frustration
- Financial barriers
- boundaries
- desperation
- Unrealistic employment expectations
- Language barrier

What is one challenge or difficult situation you've encountered in your client interactions? (2/7)

109

- Legal status
- Immediate employment due to services they provided to the US back in their own countries
- Frustration for not finding job
- Transportation
- Lack of results and resources despite strong client efforts
- Unfamiliarly with technology
- Expectations of client that is not realistic with the current situation environment
- Client's children taken by cps
- Language barrier
- Housing problems
- lack of communication
- Understanding the outcomes
- Communication and making them feel safe
- Loss of EAD
- Preparing for Medicaid ending
- Client not wanting foods from food shelves
- Dependency on case manager
- Ice
- Mental health crises
- Discussing trauma
- Conflict between youth

What is one challenge or difficult situation you've encountered in your client interactions? (3/7)

109

- and caregivers
- Client's schedule overwhelmed
- financial instability
- Lack of accountability
- Unrealistic expectations
- Lack of willingness
- Client expectations especially from Allies Welcome clients
- Resisting work requirements
- Languages
- Managing patient expectations in America and time frames
- Understanding the changes
- loss of food stamps
- Financial difficulties
- Mental health
- Medical issues and lack of education about it
- Childcare
- Persistent medical issues
- Mental stress
- Lack of legal services Voluntary return
- Lack of resources
- Money
- Psychological obstacles
- Confusion
- Employment expectations

What is one challenge or difficult situation you've encountered in your client interactions? (4/7)

109

- Legal status
- Urgency of their needs
- Housing situation
- Fear of detention
- Food insecurity
- Lack of legal relief options
- Lack of trust
- Parent being taken away or separated from the family
- Legal status loss
- Cultural differences
- Navigating policy changes (ex loss of parole)
- Why call In Letter?
- Food insecurity
- Unknown
- Legal
- Transportation
- discussing mental health needs
- managing unrealistic expectations.
- accepting mental health intervention
- Misdirected anger
- borderline intellect
- The U.S. government
- Finance
- Financial

What is one challenge or difficult situation you've encountered in your client interactions? (5/7)

109

- Transparency of my capacity
- Financial adversity
- Lack of motivation
- Law and immigration
- Defensiveness
- Trying to explain to patients disability in America SSDI
- Client losing benefits
- Barriers to Communication
- Client wanted to go back to their country because they don't feel safe due to immigration
- Emotional regulation- taking accountability
- Medical bills, rent that can't be paid
- Client reports feeling unsafe everywhere
- aggressive language
- Abusive relationships they can't leave
- High expectation
- When the clients share their complaints about the agency with me, not directing it at me personally but still
- Mental health
- Domestic abuse

What is one challenge or difficult situation you've encountered in your client interactions? (6/7)

109

- hesitation
- Keep changing stories
- Fear
- Client being frustrated with waiting for status change
- Past trauma
- Money issues
- Indifference
- Navigating changing eligibility
- Client not wanting used clothing
- Lack of resources
- A young adult trying to understand mental health problems
- Legal status
- Legal services
- Fear around immigration enforcement
- Suicidal ideation
- Cultural adjustment
- Talking about sexual assault
- Having to manage client expectations in a challenging job market and discussing pay and issues of self-sufficiency and trying to have them understand how hard it actually is in the US
- lack of legal services

What is one challenge or difficult situation you've encountered in your client interactions?

(7/7)

1 0 9

- Mental health episodes
- Expectations alignment
- perseveration
- fear
- unrealistic expectations
- Financial conversations
- Temporary absence of child due to cultural differences
- Lack of honesty
- Discussing history of sexual abuse
- Legal services
- unrealistic expectations