

# Client care

## Learning objectives

This chapter covers the following:

- **first impressions**
- **interpersonal skills**
- **counselling skills and the therapist**
- **protecting yourself**
- **preparing for treatment**
- **consultation techniques**
- **contra indications**
- **after care and advice**

This chapter will look at a variety of skills to ensure that you give your clients the service they deserve. Many therapists forget too quickly that the client has a choice. It is a privilege – not a right – that the client has chosen *you* to be their therapist. There is only one opportunity to make a good ‘first impression’. Make sure it is the right one.