

Name: _____

Date: _____

Dealing With Difficult Clients

D Q Y D E E S C A L A T I O N D N
O S Q Q G U F S J H L W E C U T M
F W N M D U E R L B O S C H C W W
S K W O O K K L I A F Z X X T M N
U N P W I R K C H E N D Q X C A R
N S O I P T B T O U Z R C E S B R
S T S I Z O N H J O Z B E J Y C E
T V C T T K N E G X G V S T A R V
A W E S A C X M T T V Z W F N O B
B G C W O B A N Q N S S X J M I O
L V O A C F L H I W I I Z M Q B Z
E I E B A E H E F K T H I D V G M
T T L E C O N T R O L L A B L E H
U N C O N T R O L L A B L E K N V
T T W C Z Y D U X N N O O T Q I Y
E C P R D K K P M M F T Z Z H Z V
B H B C O L K L E X T E R N A L C

uncontrollable
intentions
unstable
fae

controllable
external
actions

deescalation
Internal
stable