

# Assignment: Considering Client Interactions

Transactions  
↳ Experiences

Submitted by: \_\_\_\_\_

**Instructions:** Take time to reflect on common client interactions during each phase of a project (PEDaL). For each interaction, reflect and respond to the prompts below. If it helps, you can think of these in general terms (for most clients) or consider a specific client.

- Upon completion:**
1. Email your completed form to the Learning and Development Inbox **and** your department leader
  2. Discuss your completed form with your supervisor during a 1:1 meeting



Interaction      What might the client be experiencing or feeling?      What may be the client's biggest anxiety?      What do we WANT them to feel?      What actions or words could we use to proactively address those things?

	Interaction	What might the client be experiencing or feeling?	What may be the client's biggest anxiety?	What do we WANT them to feel?	What actions or words could we use to proactively address those things?
Prepare					
Execute					
Deliver					
Listen					