

# Interpersonal Skills

## for Behavior Analysts & Consultants



### TIPS FOR SUCCESS

#### Make Proper Introductions

This starts the meeting off positively.



#### Ask the Right Questions

Open-ended who, what, when, where, how questions.



#### Actively Listen

Includes verbal and nonverbal behaviors.



#### Set Expectations

State what you do/don't expect, and what can be expected from you.



### COMMON MISTAKES



#### Using Too Much Jargon

Using terms someone outside of the field of behavior analysis may not understand.



#### Not Recognizing Individual Needs

Selecting cookie-cutter treatments without customizing to the client's needs.



#### Acting Arrogant

Promoting own ideas as superior or claiming to know the client better than the caregiver/manager.



#### Not Wanting to Improve

Unwilling to admit that more help and learning is required.



**48% of customers**  
would spend more money for  
better customer service.



**67% of customers**  
switch businesses due to poor  
customer service.

Sources: Hyken, S. (2018, May 17). Businesses Lose \$75 Billion Due To Poor Customer Service.

Ward, T. A., & DiNovi, B. (2018, July 5). The Difference Between Great and Poor Behavior Analysts.