

How to Turn Your Upset Client into Your Biggest Fan

When you truly want the best for your clients, it can be disappointing or scary when your clients get upset with you.

You may be so afraid of your clients' getting upset with you that you may unintentionally sabotage yourself from getting more clients. Because more clients means there's a greater likelihood that some will get upset with you.

The bad news is that you can't be successful without some of your clients getting upset.

But the good news is that upset clients can be a HUGE opportunity for growth. And, this template will support you to stay empowered as you support your client to move through their upset. When you know you can handle anything your clients bring to you, you'll be so much more magnetic to clients.

Prepare For Your Call:

If you know that your client is upset with you, leave time to take care of yourself before your call with them.

Prepare Your Mind:

- » Review the templates you are most likely to use:
 - » [Turn Lean-Outs Into Lean-Ins](#)
 - » [Dance with Concerns](#)

Prepare your Spirit:

- » Reassure yourself that you'll love yourself no matter how your conversation goes.
- » Make a list of 5 things you appreciate about your client.
- » Visualize your client's upset melting and ending the call with deep appreciation and renewed commitment.
- » Ask for Whooshes in the Thrive Academy Facebook Group. (This community will understand how challenging these conversations can be.)

Prepare Your Body:

- » Choose a state of being or archetype you want to embody.
- » Physically embody the archetype: Meditate, jump on a trampoline, pound a pillow, dance, sing...

Your Intention

Your client feels so understood and valued that they profoundly thank you for the call. If it's in the Highest Good, you continue to work together. If the arc is over, they remain a fan and send you lots of referrals.

Your Mindset

While your client may share some things that sting, your client cannot hurt you even close to how much you can hurt yourself. So, instead of defending, look for how you can improve from their feedback and become a stronger leader.

Make your love for yourself and your relationship with them more important than being right (or keeping money).

Your clients are upset with you because you are important to them. This is not the time to give them advice or coaching. This is the time your clients need your love and nurturing the most.

Stage	Notes
Stage 1: Open the Conversation	
"Thank you for sharing this. I appreciate your (willingness, courage, conviction)".	Gratitude and acknowledgement helps you stay strong and allows them to relax their attack.
I am hearing (reflect what you heard). And, that you've been feeling (use their words). Did I miss anything?	Your reflection lets them know they were deeply heard. This allows them to tell you if you missed something.
Is there anything else you'd like to share with me? <i>Reflect back what you hear.</i>	This helps them feel safe knowing that you value hearing their whole truth.
"I really appreciate your (courage, directness, honesty). Not all of my clients would have the courage to share what you shared, and I'm really glad you trusted me enough to share this with me.	This re-positions you as mentor/expert and acknowledges your client simultaneously.
Stage 2: Find Out What They Are Looking For	
"If I'm understanding you correctly, it sounds like what you would have wanted is . Is this right, or is there something else that you would have wanted? If they're leaning in at a Level 8 or higher, move to Stage 3.	This helps you get closer to a solution. If you don't know what they would have wanted, ask them. Check to make sure you are hearing them correctly. If not, use the Turn Lean-Outs into Lean-Ins template.
Stage 3: Share A Resource	
So, in our work together, I hear that (what they said) is very important to you. Here's what I suggest we do moving forward .	Caution: don't overgive to try to keep your client. Your suggestion should honor them AND honor you. And, if you made a mistake, a thoughtful action can restore integrity: for example, if they're upset that you missed a session, you can reschedule the session AND gift them another half-session.

"How does this sound?"	Move to Stage 4 if their lean in is 8 or higher. If they're not, use the Turn Lean-Outs into Lean-Ins template or adjust your suggestion.
Stage 4: See If You're A Match	
[Optional] I have a request. For me to feel really great about continuing our work together, I would request <i>If they honor your request:</i> Thank you, I appreciate that.	For example: I would request that if you ever get upset with me again, that you communicate it in a more respectful way.
I am really excited to support you to get Is there anything else you would like to receive in our work together?	This is where you get to align on an exciting future together.
Stage 5: Ask Them To Take The Next Step	
So, would you like to set up our next session?	This solidifies the relationship and moves things forward.

FAQ

What if you feel so triggered that you can't be present with your client?

At any time during the conversation, you can say this: I want to hear everything you have to share with me, but before we go any further, I have to admit that I am feeling (rattled, confronted, embarrassed, uncomfortable) hearing what you shared. So, I'd like to request that we (take a moment so I can take a few deep breaths).

Okay, thank you. I am really committed to you and to our relationship.

What if your client is being overly mean or abusive?

You can say: I am really happy to talk with you and I'm on your side and want the best for you. But I need you to (speak to me with respect) if we're going to continue this conversation.

What if they're still not calming down?

You can say: I would like to continue our conversation, but let's take a 20 minute break. I will call you back in 20 minutes.

What if that doesn't work?

You have every right to end your contract with your client. If you do so, you can choose to refund them the sessions they did not use.

Self-Rating Tool

Why Did We Create This Self-Rating Tool?

So you can see exactly what it will take to master this template (and track your progress toward mastery).

Should You Use This Tool to Beat Yourself Up?

Hell no! Be gentle with yourself. Mastery takes time. And love. And tenacity.

Be truthful. If your score is low, get support. You will be better able to reach your people when you master this.

Keys to Mastery	Score 1-low, 10-high
1. How strong was your Fire Element (Connection)?	
2. How strong was your Earth Element (Service)?	
3. How strong was your Metal Element (Acknowledgment)?	
4. How strong was your Water Element (Be Curious)?	
5. How strong was your Wood Element (Give them a Choice)?	
6. How strong was the Lean-O-Meter (on average)?	
7. How bold were you?	
8. How closely did you follow the template?	
	Total Score =
Acknowledge Yourself Here:	Divide Your Score By 8 =

How Close Are You to Mastery?

1-3 "I'm on My Way". Get support from Your Thrive Business Coach to raise your score.

4-6 Good. Better than 90% of entrepreneurs. Time to use this template with potential clients!

5-7. Great! You should see great results when you use this template!

8-10. AMAZING! You have attained mastery that will make you magnetic to clients.

When Are You Ready to Use This Template With Potential Clients?

Many Thrivers are making 6 and 7-Figures because they had the audacity to use templates before they felt ready. If you scored 1-3, get support. If you scored 4+, you are ready enough. Start now, and watch yourself soar. You are unstoppable.