

## **Communicating with Clients Cards**

Practicum in Human Services provides occupational specific training and focuses on the development of consumer services, early childhood development and services, counseling and mental health services, family and community services or personal care services. Divide class into groups. Have one student from each group draw a card from the container. The selected card will determine the field in Human Services the students will use to develop a situation and role-play/skit. The situation and role-play/skit will focus on defusing client's anger or skepticism. Students will determine ways to resolve conflicting interests and respond to client objections or complaints to the client's satisfaction. Inform the students their role-play or skit will be presented during Summative/End of Lesson Assessment.

**Financial Managers**

**Employee Benefits Representatives**

**Hospital Patient Accounts Representatives**

Customer Service Representatives

Marriage and Family Therapists

School Counselors/Psychologists

Substance Abuse and Behavioral  
Disorder Counselors

Mental Health Counselors

Childcare Facilities Directors

Childcare employee

Preschool Teachers

Educators for Parents

Dietitians

Geriatric Care Managers

Vocational Rehabilitation Counselors

**Social and Community Services Managers**

**Cosmetologists**

**Nail Technicians, Manicurists and Pedicurists**

**Skin Care Specialists/Estheticians**

# Funeral Directors/Morticians
