

In This Issue

*Tips for Supporting GLBTO Clients

Remember, today is the tomorrow you worried about yesterday.
-- Dale Carnegie

Contact Us

Brandon@serc.mb.ca

727-0417 (office)

729-8364 (fax)



Have a gay day!

Thanks for reading!

Tips to Support your GLBTTO* Clients

OK, picture this: Your new client comes into your office and tells you that he/she is gay. They are looking at you and trying to see your reaction. They are obviously nervous and are wanting help from you. What can you do to help put him/her at ease?

- **Acknowledge what he/she said to you-** Try not to gloss over what he/she said or change the subject. It took a lot of courage to tell you and it shows they are trying to be open with you. They deserve a response from you that shows respect and support.
- **Build rapport –** No one expects you to be an expert on gay and lesbian issues. As long as you talk openly and honestly with your client, you are helping. If you are not sure of something, ask your client to help clear up any confusion.
- **Have an up to date list of resources-** If you have the information handy, you can pull out the list when you need to so you can give your client the information they want. Telephone numbers of support groups or organizations where they can get more information can be a huge help to someone who wants support.
- **No judgment-** This one sounds like a no-brainer, but your lips may say one thing and your body language says another. Some people may get tense, push their chair back away from the client, not smile, and/or not keep eye contact. Try and make sure you appear friendly, open and relaxed.
- **Follow his/her lead-** Depending on your client and where he/she is on their personal journey, they may want to talk more about certain subjects or may want to talk just in general. Probably, if this is your first meeting with your client, it is best to keep it general. As the trust builds with your client, he/she may want to talk about more specific things. Talking about certain things, like sexual activity, may make your client (and you possibly) uncomfortable if they are meeting you for the first time.

BRANDON PRIDE COMING UP JUNE 20th!

Community Family Event- 2-4 @ City Hall

Dinner Focus Groups- 5-6 & 6-7 @ SERC

Social Night- 9-1 @ The North Hill Inn

For more info please call SERC @ 727-0417