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Toxic Client Checklist

I Preparation Prior to First Meeting

1. *Provide client with a written summary of services you provide.*
2. *Provide client with clear and specific fee structure, including billable and non-billable item*
3. *Have your own list of what client behaviors are red flags*
   (not automatic cause for termination)
4. *Check yourself - When you get a new client:*
   Are you centered, clear on role, ready to listen, set boundaries? ***Be mindful***

II Toxic Behavior Watchlist

Examples of behaviors to watch for (not exhaustive):

- ***Excessive emotionality***
- ***Hostility***
- ***Mismatch between words and affect***
- ***Controlling***
- ***Lack of insight***
- ***Absence of sense of humor***
- ***Overly suspicious***
- ***Immediate complaints about fees***
- ***Idealization of your skills***
- ***Pronounced arrogance***
- ***Excessive narcissism***
- ***Marked passive-aggression***
- ***Poor personal / professional boundaries***
- ***Sudden and unexplained mood changes***
- ***Second, Third, and Subsequent Meetings***

III Second Chance?

They have demonstrated responsibility:

- Provide evidence of accountability, culpability, and insight into their contribution to the dysfunctional work environment,
- They are aware of what they must do differently.

IV Termination.

You've done your due diligence; you are ready to terminate the relationship. Tools to employ:

1. Litigious? Have third party present.
2. Us concise, clear language.
3. Use a professional, caring tone; avoid blaming, shaming.
4. No need to go into detail - “This working relationship is no longer going to work.”
5. Use phrases like “different points of view,” “contrasting ideas on how to proceed.”, et cetera...