



SHUT UP!  
THE CASE FOR SILENCE ON TIP CALLS

1. When you talk, all that clients hear is BLAH...BLAH...BLAH.
2. It's not about YOU...talking makes it about you.
3. Clients don't want or need your verbal advice, cheerleading, opinions....
4. TIP Calls are solemn and sacred situations which call for silence.
5. Silence gives clients the room to take control and to make the situation theirs.
6. A quiet demeanor allows you to pay attention to what the client is expressing and needs.
7. Chatting with responders on a TIP call can appear to others as too casual and inappropriate. You are always being observed!
8. There is no danger of you inflicting a “*second injury*” on your client by being silent.
9. Clients need a caring presence. Silence communicates a caring presence.
10. Silence is simple. You don't need to try to figure out what to say on a TIP call...just be quiet.