

Recognizing Resistance Observation

Instructions: Spend some time observing participant interactions at the front desk and keep an eye out for signs of resistance. Examples of resistant behaviors are listed below.

Examples of resistant verbal behaviors:

- Arguing, interrupting, negating, judging, lecturing, negative tone of voice.

Examples of resistant non-verbal behaviors:

- Avoiding eye contact, body posture, eye rolling, sighing, shaking head, ignoring

1. In the space provided, note what behaviors you observed.

2. What do you think was behind the resistance?

3. How did the clerk handle the situations you observed?

4. What, if anything, would you have done differently?