

leading up to the door, you may have to search to find a client who has fallen into it—not a great start to a reading.

Clean your toilet and, please, no undies in the bathroom in plain sight.

Show your certificates, awards and professional memberships. However, if you have over twenty certificates you may want to consider which are the most important and highest in ranking for that modality.

If working from home, create a completely separate entry and have separate bathroom facilities where possible. This prevents clients from accessing the private, family-oriented areas of your home. It is far easier to maintain a clear, defined space and to clear it after clients have left if you follow this tip.

PRICE AND INVESTMENT

Your time is an energy that is exchanged for money. If the energy exchanged is equal, clients will return and refer others and you won't feel drained and neither will your clients. If clients tip you, it does not necessarily mean they think you should charge more and are guiding you to do so.

UPSELLING

A soft sell always works better in the long term than a hard sell. If something is good and right for an individual, it practically sells itself; whereas people can feel manipulated after the event if pushed into buying.

Clients are sometimes vulnerable. It is our job to help the vulnerable, but not help ourselves to the vulnerable. The highest priority for a practitioner should be the client's outcomes, not bums on seats.

PROTECTIVE BOUNDARIES AND CREATING SACRED SPACE

Use whichever rituals feel most relevant to you and remember to meditate regularly. This clears your mind and helps you process anything going on in your own life, which is necessary if you are to reflect into your client's life effectively.

Clear your space after each client. Using the same technique for a decade may become ineffective.

Before you commence the reading, state how you will work with them today and what the boundaries and limitations are. If they have brought a recording device make sure they start the taping before you state the terms of service to them. Setting up clear boundaries and a verbal contract of that nature reminds them of what to expect and reinforces the understanding that they have choice and are safe to speak their mind at the appointment.

Gossip reflects badly on the speaker more than whom they are talking about. Doctors, psychologists, counsellors and most other professions don't act like that. As an industry we shouldn't

either. It's common sense really.

COMPLAINTS

We are individuals. Readings are a very personal service. Sometimes a client and a practitioner simply don't click.

Customer service research says that an unhappy customer is likely to tell an additional nine other people about their negative experience. If they are unhappy it's usually best to simply refund, be diplomatic yet maintain your boundaries, learn from the experience, grow and move on.

WHAT THE CLIENT WANTS

Many of my inner city clients who are high-end business people want down-to-earth details and accuracy. They don't want to communicate with etheric realms. Other clients want to explore past lives, auras, animal guides, spirit guides and angelic realms, or for me to deep-trance channel dear departed Aunty Dora. They don't want me to be zipping along at a mile a minute the way a business person might.

Mediumship and channelling are a completely different service to corporate and predictive readings in which the client may ask how Mr X plans to deal with staffing levels in departments A, B and C, or how to manage the business relationship with a new colleague, or how to get that promotion.

come from dear dead Aunty Dora, spirit guides, as well as the akashic records, but its best to speak in terms they are ready to deal with. If they are not open to hearing that it's Dora on the end of the line, it's okay to speak her sagely wisdom without having to say that she is here and wearing a lovely pink and white tartan dress with her hair in rollers. Today they might not be ready for Dora, but next year when they return they could be.

THE HARD TRUTH

Offered a plate of chocolate or brussels sprouts, most people will take the chocolate. But if you coat the brussels sprouts in chocolate? Once they have it in their mouth, chew it they must. Brussels sprouts are good for you and, in most cases, the client will thank you later. There is a way to deliver a truthful message to clients without getting them on the warpath and out for your blood. If you have upset someone with your delivery there is little comfort to the client to be told you 'tell it like it is'. Be sensitive, after all that is your profession.

Jacqueline Close-Moore is the Ethics Officer for the Australian Psychics Association. She is an award winning psychic artist, medium, Reiki Master, and shamanic practitioner. Visit her on the web at www.jacqueline.com.au