

## WHAT DOES RESISTANCE LOOK LIKE?

1. **ARGUMENT:** The person contests the accuracy, expertise, or integrity of the helper.
  - **Challenging:** the person directly challenges the accuracy of what the helper has said.
  - **Discounting:** the person questions the helper's personal authority or expertise.
  - **Hostility:** the person expresses direct hostility toward the helper.
2. **INTERRUPTION:** The person breaks in and interrupts the helper in a defensive manner.
  - **Talking over:** the person speaks while the helper is still talking, without waiting for an appropriate pause of silence.
  - **Cutting off:** the person breaks in with words obviously intended to cut off the helper. (e.g., "Now wait a minute, I've heard about enough").
3. **DENIAL:** The person expresses an unwillingness to recognize problems, cooperate, accept responsibility, or take advice (not a character flaw).
  - **Blaming:** the person blame other people for problems.
  - **Disagreeing:** the person disagrees with a suggestion that the helper has made, offering no constructive alternative (e.g., yes, but...).
  - **Excusing:** the person makes excuses for his or her own behavior.
  - **Claiming impunity:** the person claims that he or she is not in danger.
  - **Minimizing:** the person suggests that the helper is exaggerating risks or dangers, and that is "really isn't that bad."
  - **Pessimism:** the person makes general statements about self or others that are pessimistic, defeatist, or negativistic in tone.
  - **Reluctance:** the person expresses reservations and reluctance about the information or advice given.
  - **Unwilling to change:** the person expresses a lack of desire or an unwillingness to change, or an intention not to change.
4. **IGNORING:** The person shows evidence of not following or ignoring the helper.
  - **Inattention:** the person's response indicates that he or she has not been following or attending to the helper.
  - **Non-answer:** in answering a helper's query, the person gives a response that is not an answer to the question.
  - **Non-response:** the person gives no audible or nonverbal reply to a helper's query.
  - **Side-tracking:** the person changes the direction of the conversation that the helper has been pursuing.
  - **Not doing what they said they'd do.**