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## How do you handle a client who thinks they know it all?

Every once in a while, you're bound to have a client who thinks that their repeat viewings of *Fixer Upper* mean they know as much about interior design as you do. We asked eight designers—**Ariene C. Bethea**, **Liz Caan**, **Gabriela Gargano**, **Yvonne McFadden**, **Nina Nash**, **Josh Pickering**, **Jan Showers** and **Erika Hollinshead Ward**—how they deal with know-it-all clients.

### WIN-WIN

“I usually roll with it when it comes to know-it-all clients. Honestly, if we are doing our job well, the client will quickly realize that this is our area of expertise and hopefully, they'll end up being excited to learn something new. We like to help our clients make educated decisions, so we are always presenting the pros and cons of an idea, a selection or a potential decision. I believe that type of information should be shared so that everyone feels part of the project, and in turn, everyone wins.” —*Liz Caan, Liz Caan & Co., Newton, MA*



*Liz Caan* Courtesy of Liz Caan