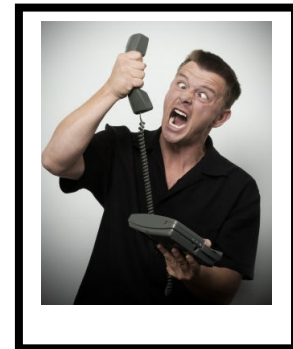




The **PEACE**ful Approach to DEALing
with Difficult People

Practice Presence

- Stop and give your full attention
- Don't internalize their anger – it's not about you
- Keep good eye contact
- Listen with an open mind
- Let the person finish their thoughts



Emotional Acknowledgment

- Take time to acknowledge the person's feelings
 - *"I can hear how frustrated you are."*
- Echo technique – repeat back a few of their words. For example, *"I'm so angry I've called this center 3 times with no response. – Echo: "3 times"*
- **Change:** *I know how you feel to "I can't even imagine how you must feel I know I'd be frustrated if that happened to me. I appreciate how calm you are under these circumstances. I really want to work with you to resolve this situation."*

Anything Else?

- Allow individuals to exhaust their frustrations
- If they want to speak to someone "higher-up" before you've had a chance to assist, you might say: *"Mrs. Johnson. Please give me a chance to help."*

Clarify and Confirm

- Provide feedback to demonstrate understanding
- Paraphrase versus "parrot" talk
 - It sounds like, It looks like, Based on your experience, It appears that, from your point of view, from where you are standing, Correct me if I'm wrong, I sense that, Let me be sure I understand. You said. . "Let me make sure I understand exactly what's on your mind. Are you concerned about . . .*

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The PEACEful approach (Con't)



Explain, Educate & Execute Next Steps

- Own up to your responsibility
- Stay away from starting your sentences with “*You should, You need to, You better*” vs. “*Here’s what I suggest you do.*”
- “You’re wrong’ vs. “*The information you have is incorrect.*”
“*Yes, you are accurate that the amount charged for is incorrect.*”
- ASK if unsure - “*What would you like to see happen next?*”
- Only make promises you can keep
- Indicate Your Availability for Future Service
- Thank the individual for bringing the issue to your attention

If you have a customer or client who is screaming in your face and being rude, try the Broken Record Technique:



Broken-Record Technique

“I want to assist you, and I need you to stop talking to me that way.”

“I choose not to respond to that statement. I would like to help you, but it’s not okay to speak to me that way.”

“I need you to be respectful if you’re going to receive my assistance.”

Email me, AskColette@SpeakYourTruth.com if you would like help in DEALing with a challenging individual in your life!

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