



Sharpen Our Skills

Dealing with Unhappy Customers

S.O.S. Class 14

August, 2017

Dealing with Unhappy Customers

- 1. Adjust your Mindset** – All that matters is *you* realize the customer is upset, and it's up to *you* to solve the problem. Give the person your entire focus.
- 2. Actively Listen** – Give the person all your attention. Start the conversation with a neutral statement. "Please tell me why you're upset. Or let's go over what happened."
- 3. Repeat Their Concerns** – After the person explains the problem, repeat their concerns. Ask questions if you need clarification. Repeating the problem shows the customer you were listening. It also shows you understand it is a problem that needs to be solved.
- 4. Be Empathetic and Apologize** – Be compassionate, apologize if necessary. "I understand why you're upset, I would be too."
- 5. Present a Solution** – If you know you have the solution to the problem, tell them how the situation can be corrected. If you don't have a solution, ask what would solve the problem. If it's in your power, discuss how the situation can be rectified. If not, is there an alternative?
- 6. Follow Through with Action** – Explain every step you're going to take. Be sure to get contact information and give your contact information. Then, follow-up...quickly.
- 7. Avoid the Problem in the Future** – Is there a way to avoid this happening in the future? Get to the bottom of the problem & improve your work process.

Sometimes there is just that person who gets verbally abusive towards you or your team. Know in advance what your boundaries are and what you would do.

Difficult folks can be a challenge, but something we all deal with. If you learn to handle those situations well, relationships can improve resulting in additional opportunities.

