

Defusing the Angry Customer

Susan Gaffield
Kentucky Employee Assistance Program

Debbie Hibbard
Kentucky Department for Libraries and Archives



5/3/2017

VERBAL DE-ESCALATION



5/3/2017

What is Verbal De-escalation?

- Nonphysical techniques
- Diffuse anger and tension
- Prevent a hostile situation
- Improve communication under stress

5/3/2017

Why Verbal-De-escalation?

- Because we work with the public and provide services
- We are concerned with:


Customer Service
Customer Satisfaction
Customer Complaints

- The best way to defuse customer anger is with good customer service.

5/3/2017

Escalation

- Rage
- Anger
- Frustration
- Dissatisfaction
- Customer Complaint



- A 2007 consumer survey showed that 70% of customers were in a rage before they call.

5/3/2017

Consumer Survey

What makes customers so angry?

- 70% want Apology
- 72% Tell their story or express anger
- 78% Explanation
- 83% Assurance mistake not repeated
- 84% Service or repair
- 69% Thank you for your business
- 57% Money back

Source: Customer Care Measurement & Consulting and Arizona State University (2007)

5/3/2017

Customer Satisfaction

Our job is to be polite,
get past their anger,
and solve the problem.

Verbal de-escalation skills can help us do that.

*Speak when you are angry and you will make
the best speech you will ever regret.*

--Ambrose Bierce

5/3/2017

Verbal De-escalation Techniques

Goals

- To calm ourselves
- To calm our customer
- To maintain safety



People who fight fire with fire usually end up with ashes.

-- Abigail van Buren

5/3/2017

Calm Ourselves

Why?

To communicate effectively

To maintain professionalism

To solve the problem



5/3/2017

Calm Ourselves

How?

Recognize our “Hot Buttons”

Learn how to control our own
emotional reactions

*First keep peace with yourself, then you can
also bring peace to others. --Thomas A. Kemp*

5/3/2017

Calm Ourselves

How? Relaxation Skills

- Improves breathing rhythm with slow deep breaths
- Release tension that builds with stress
- Decrease anger reaction
- Promotes a “thinking” response

5/3/2017

Relaxation Skills

Deep Breathing

- Inhale slowly through your nose to the count of 4. Fill up your abdomen, not your chest.
- Exhale slowly through your mouth to the count of 4. Feel your abdomen flatten as the air is released.
- Practice to get a smooth flow of air and to use the abdomen more than the chest.

5/3/2017

Relaxation Skills

The Relaxing Sigh

- Sit or stand straight
- Sigh deeply
- Inhale naturally
- Repeat



5/3/2017

Calm Ourselves

How?

Cool Thoughts



Make a list of calming thoughts to replace hot ones:

- Stay calm. Getting upset won't help.
- I expect people to be upset when they believe they have been treated badly.
- I am here to help. I can't do that if I'm upset.
- I won't take this personally.
- Listen, breath and focus on the solution.
- I choose my words and feelings, not the customer.

5/3/2017

Calm Ourselves

Practice

- Write down a few quick calming thoughts
- Read the list to practice or memorize them
- Imagine yourself feeling calm and communicating calmly under stress.

5/3/2017

Why Calm Others

To communicate effectively
To maintain professionalism
To solve the problem

People who fly into a rage always make a bad landing.

-- Will Rogers

5/3/2017

Calming Others



How?

Know customers' "Hot Buttons"

Be polite and choose respect

Give them at least some of what they want

5/3/2017

What do customers want?

70%	want	Apology
72%		Tell their story
78%		Explanation
83%		Assurance mistake not repeated
84%		Service
69%		Thank you
57%		Money back

5/3/2017

De-escalation Techniques

*On of the best ways to calm others is with your ears....
by listening to them.* *--Dean Rusk*

- Listen
- Empathize
- Validate
- Apologize



5/3/2017

De-escalation Techniques

Voice

- Rate
- Volume
- Tone
- Inflection



*They may forget what you said, but they will never forget
how you made them feel.*

--Carl W. Buechner

5/3/2017

De-escalation Techniques

Body Language

- Posture
- Hands
- Arms
- Personal Space



5/3/2017

De-Escalation Techniques

Respectful Attitude

- Facts
- Nonjudgmental
- Cooperative effort
- Explore solutions



The most important thing in communication is to hear what isn't being said.

-- Winston Churchill

5/3/2017

Safety

- Stay calm
- Listen; repeat with understanding
- Set limits
- Change the focus; clarify facts; what you can do
- Avoid challenging posture
- Keep near an exit
- Pre-arranged signal with staff
- Get assistance; call security
- Leave the room



5/3/2017

Summary

- Relax
- Listen
- Empathize
- Disengage
- Discuss
- Offer solutions
- Get assistance



5/3/2017

De-escalation Results

- Effective communication
- Cooperative effort
- Problem Solving
- Safety



*It is through cooperation,
rather than conflict, that your
greatest successes will be derived –Ralph Charell*

5/3/2017

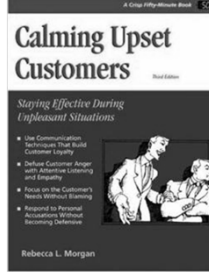
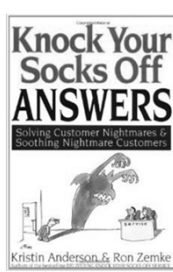
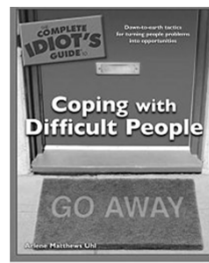
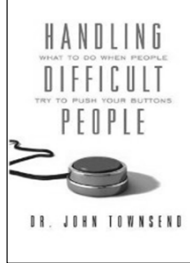
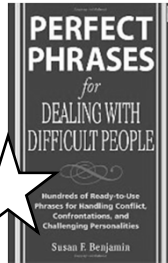
Resources at the State Library



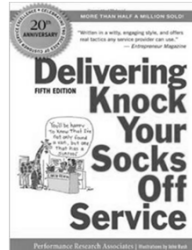
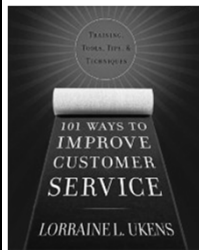
Debbie Hibbard
Division of Library Services
Kentucky Department for Libraries and Archives

5/3/2017

Customer Relations



Customer Service



Relaxation and Communication



5/3/2017

And a few videos...

- *Conflict Communication Skills (DVD)*
- *How to Handle the Irate, Angry, Rude, and Sometimes Abrasive Caller (DVD)*
- *That's Just Rude!: Exploring the Rudeness Matrix (DVD)*



5/3/2017

How do I find materials?

- KDLA Catalog
 - <https://kdla.on.worldcat.org/discovery>
- Kentucky Libraries Unbound (KLU)
 - <http://kdla.ky.gov/employees/downloadingmedia/Pages/default.aspx>



5/3/2017

KDLA Catalog

A screenshot of the KDLA Catalog website. At the top, there is a search bar and the text "Ky.gov An Official Website of the Commonwealth of Kentucky". Below this is the "Kentucky Department for Libraries and Archives" logo and name. A navigation menu includes "Librarians", "Archivists", "Researchers", "State Employees", and "Records Management". A large advertisement for a "Distracted Driving DVD" is featured, with the text "Thousands die every year from distracted driving" and "Just Drive nsc.org/ddmonth". A dropdown menu is open over the "State Employees" link, listing various resources, with "KDLA WorldCat Discovery" circled. Below the advertisement, there is a section for "Upcoming Events & Closures" listing dates for Memorial Day, Archives Research Room closure, Independence Day, and Labor Day. The website URL "kdla.ky.gov" is displayed in large text at the bottom right, and the date "5/3/2017" is at the bottom center.

KDLA WorldCat Discovery

Kentucky Department for Libraries and Archives
Library Links DEBBIE

KDLA WorldCat Discovery

Search Kentucky Department for Libraries and Archives and beyond.

Q

[Advanced Search](#)

Language: [Čeština](#) • [Deutsch](#) • [English](#) • [Español](#) • [Français](#) • [Italiano](#) • [Magyar](#) • [Nederlands](#) • [Português](#) • [Svenska](#) • [日本語](#) • [한국어](#) • [中文简体](#) • [中文繁體](#) • [العربية](#)

Copyright © 2001-2017 OCLC. All rights reserved.
[Privacy Policy](#)
[Terms and Conditions](#)

REL-1 1024-101
7800 New Southville Blvd #640 Cincinnati OH 45236

[Send Feedback](#)

5/3/2017

Search Results

Kentucky Department for Libraries and Archives
Library Links DEBBIE

KDLA WorldCat Discovery

angry customer | Advanced Search

3,133 results sorted by: [Library and Relevance](#)

Library

- Libraries Worldwide
- Kentucky Historical Society
- Kentucky Department for Libraries and Archives

Content

- Full Text
- Peer Reviewed (586)

Format

Top 6 Formats

- All Formats
- Article/Chapter (2179)
- Chapter (1073)
- Article (981)
- Book (493)
- Print book (315)
- Video (275)

[See All](#)

Databases

- All Databases
- WorldCat.org (3063)
- WorldCat (858)
- OASIS (47)

Author

- 1 Defusing the angry patron : a how-to-do-it manual for librarians**

by [Bbea Joyce Rubin](#)

Print book ©2011

Does dealing with angry customers eat up staff time, increase stress at public service desks, and undermine morale? This work introduces the many causes and faces of anger as well as practical... [Read More](#)

Held by: Kentucky Department for Libraries and Archives

Available State Library General Stacks 025.5 Rubi
- 2 Perfect phrases for customer service: hundreds of tools, techniques, and scripts for handling any situation**

by [Robert Bacal](#)

Print book ©2005

Held by: Kentucky Department for Libraries and Archives

Available State Library General Stacks 656.912 Bacal
- 3 How to handle the irate, angry, rude, and sometimes abusive caller**

by [Nancy J. Friedman](#) Telephone "Doctor" (Firm)

DVD video ©1997

Source: Provides tips and ideas on how to handle difficult and complaining callers. Shows how to provide good customer service in spite of having to deal with angry callers.

Held by: Kentucky Department for Libraries and Archives

Available State Library Audiovisual VC DV 651.73 How
- 4 Perfect solutions for difficult employee situations**

by [Sud Kemp](#)

Print book ©2005

*With this book's quick-reference **5/3/2017** will learn how to handle a crisis in an

Kentucky Department for Libraries and Archives

angry customer

Advanced Search

Library Links DEBBIE

View Filters KDLA WorldCat Discovery My List

2 Perfect phrases for customer service : hundreds of tools, techniques, and scripts for handling any situation

by Robert_Bacal

Print book ©2005

Held by: Kentucky Department for Libraries and Archives

Available

State Library General Stacks

658.812 Baca

3 How to handle the irate, angry, rude, and sometimes abrasive caller

by Nancy J. Friedman Telephone Doctor (Firm)

DVD video ©1997

Source: Provides tips and ideas on how to handle difficult and complaining callers. Shows how to provide good customer service in spite of having to deal with angry callers.

Held by: Kentucky Department for Libraries and Archives

Available

State Library Audiovisual

VC DV 651.73 How

4 Perfect solutions for difficult employee situations

by Sid_Kemp

Print book ©2005

*With this book's quick-reference

Perfect phrases for customer service : hundreds of tools, techniques, and scripts for handling any situation

by Robert_Bacal

Print book ©2005

Held by: Kentucky Department for Libraries and Archives

Place hold

Description

Editions & Formats 10 found

Availability / Holdings

Kentucky Department for Libraries and Archives 1 available

Place hold

Kentucky Department for Libraries and Archives

Holding Summary

Local Holdings Available

State Library General Stacks 1 of 1 available

Call Number Availability

658.812 Baca Available

Send Feedback

5/3/2017

Kentucky Department for Libraries and Archives

angry customer

Advanced Search

Library Links DEBBIE

View Filters KDLA WorldCat Discovery My List

2 Perfect phrases for customer service : hundreds of tools, techniques, and scripts for handling any situation

by Robert_Bacal

Print book ©2005

Held by: Kentucky Department for Libraries and Archives

Available

State Library General

658.812 Baca

3 How to handle the irate, angry, rude, and sometimes abrasive caller

by Nancy J. Friedman Telephone Doctor (Firm)

DVD video ©1997

Source: Provides tips and ideas on how to handle difficult and complaining callers. Shows how to provide good customer service in spite of having to deal with angry callers.

Held by: Kentucky Department for Libraries and Archives

Available

State Library Audiovisual

VC DV 651.73 How

4 Perfect solutions for difficult employee situations

by Sid_Kemp

Print book ©2005

*With this book's quick-reference

Place Hold

DEBBIE, you are requesting a hold for:

Perfect phrases for customer service : hundreds of tools, techniques, and scripts for handling any situation

by Robert_Bacal

Print book ©2005

Database: WorldCat

Held by: Kentucky Department for Libraries and Archives

Pickup location

Send to my office

Set hold schedule (optional)

Cancel Submit

Place hold

Kentucky Department for Libraries and Archives

Holding Summary

Local Holdings Available

State Library General Stacks 1 of 1 available


Call Number Availability

658.812 Baca Available

Send Feedback

5/3/2017

Kentucky Libraries Unbound



Kentucky Libraries Unbound
eBooks • audiobooks • and more

Subjects Collections Kids


Language Feedback Help

New to the site? [Learn more here](#) and [share your site feedback](#).

Popular Trilogies


SEE ALL

AVAILABLE




The Girl Who Played With Fire
by Stieg Larsson
EBOOK
BORROW

AVAILABLE




Assassin's Apprentice
by Robin Hobb
AUDIOBOOK
BORROW

AVAILABLE




Royal Assassin
by Robin Hobb
AUDIOBOOK
BORROW

AVAILABLE



Assassin's Quest
by Robin Hobb
AUDIOBOOK
BORROW

AVAILABLE

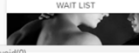


The Countess's Client
by Alison Richardson
EBOOK
BORROW

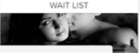
Just added >

SEE ALL


WAIT LIST




WAIT LIST




WAIT LIST




WAIT LIST



WAIT LIST




WAIT LIST



More KDLA Services

- Interlibrary Loan
 - Get materials we don't have in our collection

- Ask A Librarian
 - Ask a question, get help with research, etc.



Kentucky Government Employee Information Request

Please complete this form only if you are a Kentucky state government employee.

For Family History and Genealogical Questions please visit our [Research Services](#) area. Other individuals should contact their local public libraries for assistance.

Ask a Librarian - State Government Employees

Information Requested

Subject:

How long would you like to borrow?

Your Reason:

How often do you need this?

Contact Information

Name:

Address:

City:

State:

Zip:

Phone:

5/3/2017

WARNING CONCERNING COPYRIGHT RESTRICTIONS

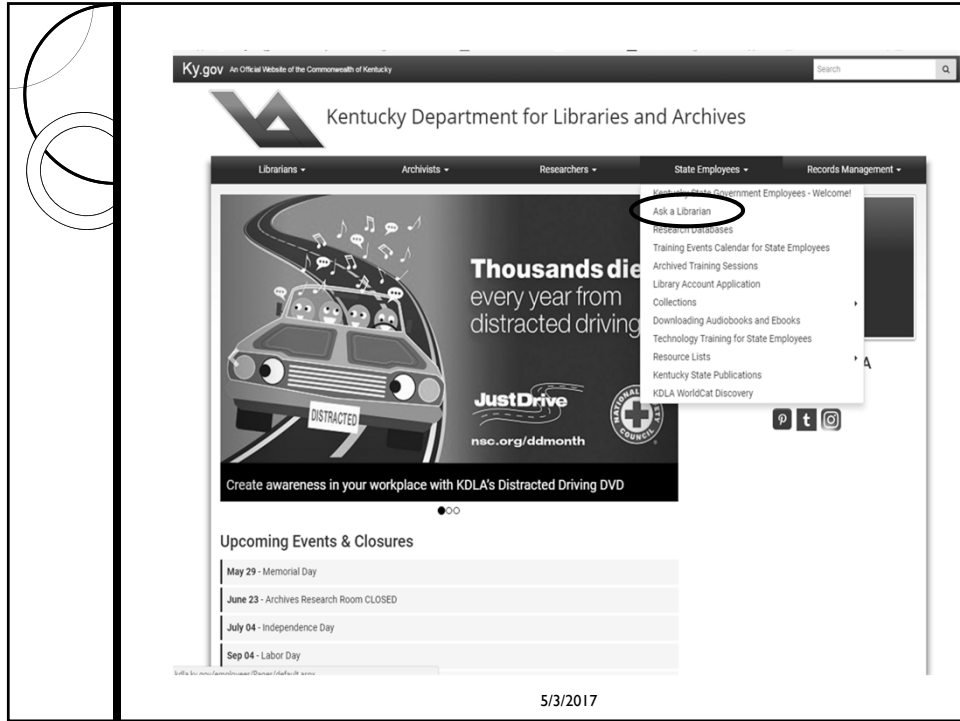
The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

State and local libraries participating in this service and activities are authorized to furnish a photocopy or other reproduction. One of these specific conditions is that the photocopy or reproduction is not to be used for any purpose other than private study, scholarship, or research.

For more information regarding copyright or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

© Copyright 2017



Thank you for attending!

To get the PDF:

- In the Files box, click "Defusing PDF"
- "Download File(s)"
- In the pop-up window:
 - "Click to Download"
 - "Save"
 - Choose where to save
 - "Save"

Call KEAP at:

- 502-564-5788
- 800-445-5327
- <http://personnel.ky.gov/empirel/keap/>

Call KDLA at:

- 502-564-8306
- 800-928-7000, option #3
- KDLAReferenceDesk@ky.gov
- [facebook.com/kystatelibrary](https://www.facebook.com/kystatelibrary)
- [@KYStateLibrary](https://twitter.com/KYStateLibrary)