Dealing with Difficult Clients:
by Providing Superior Human Service
“Someone calling themselves a customer says they want something called service.”
Agenda

What is Customer Service/Human Service

Superior Customer Service
no I don’t need
ANGER
MANAGEMENT

You need to stop
PISSING ME
OFF!

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The assistance and advice provided by a company to those people who buy or use its products or services.
Servant

One who serves others; a public servant

A person who is devoted to or guided by something
Superior Communication

S-TLC

➢ STOP - calm down, back off, walk away

Think

Listen

Communicate
S-TLC
Stop
➢ THINK - do nothing, change other person’s mind, situation, yourself
Listen
Communicate
S-TLC

Stop

Think

Listen - Shift attention, look at them, try understand their feelings

Communicate
S-TLC

Stop
Think
Listen

Then Communicate - chose words carefully.
The 7 C’s of Communication

Clear
Concise
Concrete
Correct
Coherent
Complete
Courteous
Superior Human Service Qualities

Patience

Attentiveness
"Words have special powers
The power to create smiles or frowns.
The power to generate laughs or tears.
The power to lift up or put down.
The power to motivate or de-motivate.
The power to teach good or evil.
The power to express love or hate.
The power to give or take.
The power to heal or harm.
Choose your words carefully."

Anthony Douglas Williams ~ Inside the Divine Pattern
There’s no substitution for knowledgeable, human service. You’ll be amazed at what happens when you go out of your way to be an available and authentic voice.
It takes 12 positive experiences to make up for one unresolved negative experience.
Man with no smile should not open shop

Chinese Proverb

We all Smile In the Same Language
Thank You

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