

Where is the Outrage! On the job site

Rising tensions in a time of uncertainty
Presented by Patrick Kovach



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The Stressors



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Stay Calm and Professional

- Control your emotions. Don't take it personally.
- Keep your tone neutral and respectful, even if customer is upset.



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Listen Actively

- Let them speak without interrupting.
- Use empathetic listening: nod, maintain eye contact, and say things like “I understand how that must feel.”



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Acknowledge and Validate Feelings

- Say things like: “I can see why you’re upset.” “That would frustrate me too.”
- This helps the customer feel heard and respected.



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Apologize Sincerely

- Even if it's not your fault, say something like: "I'm really sorry this happened." "Let's see how we can fix this."



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Ask Clarifying Questions

- Find out exactly what went wrong: "Can you help me understand what happened from your perspective?"



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Offer a Solution or Alternatives

- Give clear, realistic options. "Here's what I can do for you right now..."



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Take Responsibility Where Appropriate

- Avoid blaming others. Say: "Let me take care of this for you."



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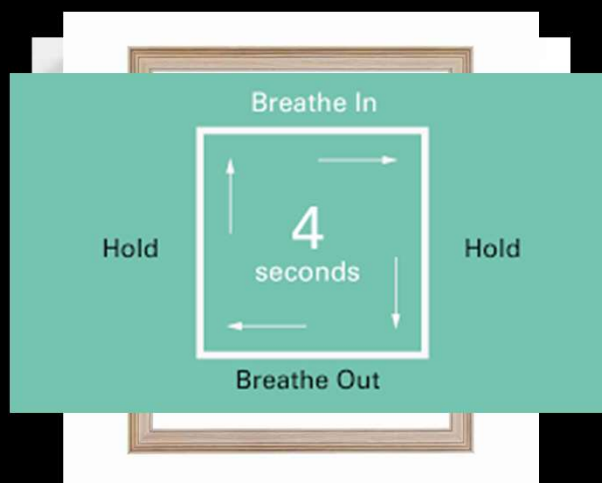
Know When to Escalate

- If you can't resolve it, calmly involve a supervisor or higher authority without making the customer feel passed off.



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Just some ideals



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Quick Tips

- Stay composed. Breathe.
- Use the customer's name. Personalization builds rapport.
- Never argue. Even if they're wrong.
- Follow up. Make sure the issue was truly resolved.
- Learn those calming techniques.
- Be sure to care for self.

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