

# Dealing With Difficult Customers

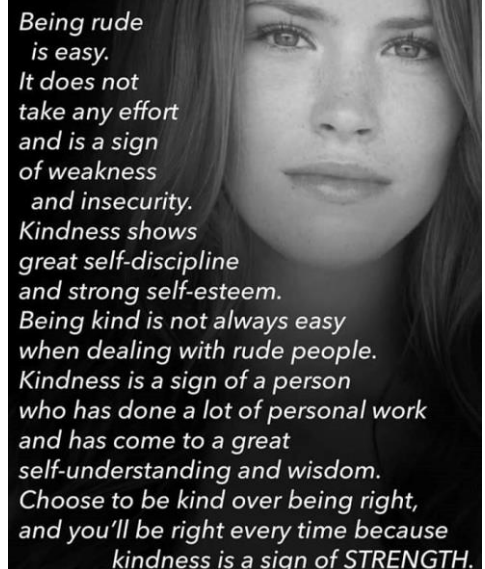
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## Employee tip

## GOLD STANDARD

1. Have the right mental attitude. Start fresh with each customer.	CUSTOMERS WANT TO BE TREATED LIKE AN INTELLIGENT ADULT.
2. Hear the customer out. Listen.	CUSTOMERS DESERVE TO BE HEARD
3. Be mindful of your verbals and extra-verbals (words=7%, tone=38%, body language=55%)	DIPLOMACY IS TO DO AND SAY THE NICEST THINGS IN THE NICEST WAYS
4. Be discrete.	There's a time and place for every conversation.
5. Don't take it personally.	CUSTOMERS ARE UNHAPPY WITH THE ISSUES NOT THE PEOPLE TRYING TO SOLVE THEM
6. Act quickly.	IT IS RIGHT TO VALUE A 'GUEST'S' TIME
7. Empathize/Apologize/Compensate	THE GOAL WITH EACH CONVERSATION IS TO CULTIVATE, NOT CORRODE
8. Know when to fold.	SOMETIMES WALKING AWAY IS A STEP FORWARD
9. Be skilled at diffusing anger.	EMOTIONAL INTELLIGENCE WILL BRING THE BEST RESULT EVERY TIME.
10. Thank them.	GRATITUDE IS A FORM OF GENEROSITY

Be what you most admire.



*Being rude is easy. It does not take any effort and is a sign of weakness and insecurity. Kindness shows great self-discipline and strong self-esteem. Being kind is not always easy when dealing with rude people. Kindness is a sign of a person who has done a lot of personal work and has come to a great self-understanding and wisdom. Choose to be kind over being right, and you'll be right every time because kindness is a sign of STRENGTH.*