Customer Service Foundations

with Jeff Toister



The Partner Technique

This technique can help you defuse an angry customer by making the customer feel like you are on their side and working to help them.

The technique uses these steps:

- 1. Listen carefully.
- 2. Acknowledge their feelings.
- 3. Refocus on a solution.

Use this worksheet to identify how you can avoid confrontations and create a partnership.

Problem:		
riobiem.		

Confrontation	Partnership
(Feels like a confrontation to an upset customer.)	(Defuses an upset customer.)