

Working with Upset Customers

with Jeff Toister

After-Action Review Worksheet

We can learn a lot from reflecting on an interaction with an angry or upset customer. Use this worksheet to conduct an after-action review and determine how to get a better result the next time you face a similar situation.

The most difficult part is suspending your judgment of the customer. They may have been difficult, rude, or unfair. However, you can only control your own behavior, so try to focus on what **you** can do differently.

Step	Action
1	Replay the scenario on you mind. Focus on your actions. What did you do?
2	Consider the customer’s perspective. How did your actions influence your customer?
3	What would you do differently if you faced the same situation?