

Working with Upset Customers

with Jeff Toister

Fight or Flight Symptoms Checklist

When we're confronted with danger, our natural instinct is to confront the danger directly (fight) or try to get away (flight).

The key to avoiding this instinctive reaction is to recognize the symptoms as soon as they begin.

Step 1: Think of a Recent Encounter

Think of a recent situation where you encountered an angry or upset customer. Describe what happened.

Step 2: Identify Your Symptoms

Below are some typical fight or flight symptoms.¹ Check off which ones you experienced:

Flushed face

Increased heart rate

Shortness of breath

Muscle tension

Sweating

Tunnel vision

Step 3: Recognize the Symptoms

The final step is to try to recognize these symptoms the next time they occur. When they do:

1. Pause and catch yourself before acting impulsively.
2. Take a deep breath.
3. Refocus on helping the customer feel better.

¹ Source: http://www.huffingtonpost.com/2013/03/19/body-stress-response_n_2902073.html