

"ANGER MANAGEMENT"



☞ SIMPLE RULES

- No matter how you approach the problem of a peeved customer, try to be as inclusive as possible in every solution you offer.
- For one thing that immediately defuses the 'us versus them' landmine.
- For another, you also let the person on the side of the issue know that you consider a common understanding as an important outcome to the discussion.



Be TUNED IN to know more.....