

# "ANGER MANAGEMENT"



## ☞ SIMPLE RULES

- Ways to defuse anger with regard to clients/customers
- This simple phrase covers several powerful areas for one thing, by asking your client to recount the wrong you're forcing him to think not just vent.
- This can smooth the things considerably.
- By doing so one is letting the other person know that you're genuinely interested in his or her version of what happened.



**Be TUNED IN to know more.....**

For more guidance & tips email to - [manageanger@wellnessway4u.com](mailto:manageanger@wellnessway4u.com)

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