"ANGER MANAGEMENT"



SIMPLE RULES

- And no matter if your customer is a quick to back off bully or simply conscious of behaving more civilly face to face.
- Chances are good that your conversation will be far more controlled and productive when you actually get together.
- Confrontation between customer and business owners are akin to two rams butting heads.
- Another way to defuse the situation and work towards a resolution is to call in a third party.

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