

# Defuse!

## Be Effective with Difficult People

- **D**on't loose your cool
- **E**mpathize
- **F**ind out the facts
- **U**se courteous control
- **S**tay assertive
- **E**ngage the customer in the solution and **Follow Through**

### **D**on't loose your cool

Tool 1. Active Listening

Tool 2. Practice Positive Self-Talk

Tool 3. Avoid Blaming

### **E**mpathize With Them

Tool 4 – Use Calming Language

### **F**ind out the facts

Tool 5 – Ask Permission to Ask Questions

Tool 6 – Share Information

Tool 7 – Apologize if appropriate

### **U**se courteous control

Tool 8 – Use Bridging

Tool 9 – Disengage & Breathe

Tool 10 – Refer to supervisor or other

### **S**tay assertive

Tool 11 – Instant Replay

Tool 12 – Direct the Anger

Tool 13 – Selectively Agree

Tool 14 – Set Limits

### **E**ngage the customer in the solution and **Follow Through**

Tool 15 – Gain Cooperation

Tool 16 - Say "no" courteously

Tool 17 – Request Ideas about a Solution

Tool 18 – Under promise and Over deliver