



The
2007 Service & Retail
Convention

CM10 - Handling the Hostile Customer

Tuesday, February 27
1:15 – 2:45 PM

Presented By:

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Allison Training

Building Confidence Through Knowledge For Success

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UNDERSTANDING AND HANDLING THE ANGRY PERSON

A. HOW ANGER BUILDS

B. LOGIC VS. EMOTION

C. USE OF UNDERSTANDING - NOT AGREEMENT

D. STEPS TO FOLLOW - THE PROCESS

1.

2.

3.

4.

5.

E. PROCEDURE TO CREATE A CALM CLIMATE

1.

2.

3.

4.

5.

6.

7.

8.