

LED TECHNIQUE FOR HANDLING EMOTIONAL PEOPLE



LISTEN

- Use active listening techniques.
- Show the speaker that you hear.

“Are you saying that ...?”

“Do you mean that...?”

“Let me make sure that I understand.”



EMPATHIZE

- Imagine yourself in the patron's situation.
- Show that you have seen and understand the emotion displayed.
- Indicate your desire to help.

“I understand that this is difficult for you.”

“I can see that you are frustrated.”

“Perhaps we could help you by...”



DIFFUSE

- Don't take the anger personally.
- Help others maintain their self esteem by not casting blame.
- Say that you will look into the situation.
- Refer the problem to someone else.

“I can get an answer for you (or solve this problem) by tomorrow.”

“Would you be able to come back later to speak to...?”

“Perhaps you could go talk to ... about this issue.”