

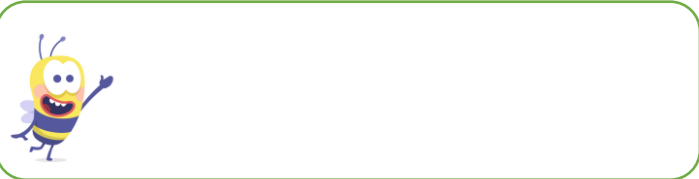
Top 7 Things you Need to Know Before Speaking to your Next Angry Customer

① Anger precludes rationality



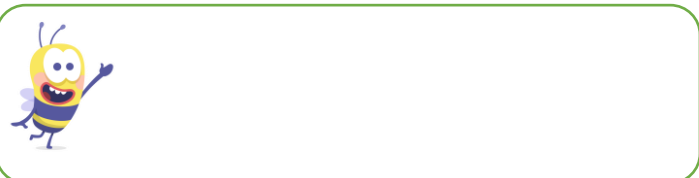
Anger must be acknowledged ②

③ First, diffuse anger



The issue is not the issue ④

⑤ Ventilation is crucial



An apology works ⑥

⑦ You cannot win an argument with a customer



OR.... are there 8?

