

Simple Method to Resolve Client Concerns

It's happened to all of us – we get into a situation where we have to resolve a problem with a client, customer, friend, co-worker, or even a family member. They are angry and upset and it throws you for a loop. There's a simple way to handle almost any situation with ease.

Before you get started, remember that the “anger” is because they feel like they have been wronged in some way.

They may feel:

- frustrated
- confused
- like you don't care
- like you haven't heard them
- like you just don't understand

If you want to keep the peace and resolve the issue, here's what you need to do (and all the steps need to be done to make progress).

✓ **Listen**

1. They want to be heard. Let them get it out without interrupting.
2. Empathize with them. They will listen to you better if you sincerely understand what they need.
3. They also want acknowledgment that you understand.

Phrases like *“I didn't realize that you felt that way until now. Thank you for letting me know.”* or *“Wow, I'm sorry this is causing you so much grief. Let's resolve this for you.”* will make great strides in getting them to be cooperative in a resolution. Use your own words of course, based on the situation. But you get the idea...

- ✓ **Repeat** back what you understand is their issue. If you aren't sure, ask questions like *"Just so I can make sure I am understanding you correctly, you _____. Is that right?"*
- ✓ **ASK** them what they want. Again, using your own words, maybe try something as simple as *"What can I do to make this right?"* or *"What can I do to make you feel better about _____?"*
- ✓ **Care** about them.
 1. They are frustrated
 2. They want you to solve the issue (If you do, you can be their HERO, and they will love you for it!)
- ✓ **GIVE OPTIONS** for a resolution. If they don't know what they want, give them two choices.



For example, you could say something like *"I understand your frustration. Let me help you. This is what I can do for you. I can either _____ or _____. Which one would you prefer?"* Offering a choice gives the power and control back to them.

If they did tell you what they want, but you can't do that (for whatever reason), then you tell them what you can do. Remember, they probably don't want to hear you talk, they want you to listen to them and fix it! Again, keep it simple, show empathy, and say something like *"I understand your frustration, and I wish I could do that. However, this is what I CAN do..."*

*Remember, it costs way less to keep a client,
than it does to get a new one!*