Customer Service III: Crisis Prevention Techniques

**Lean In**
- Mirroring Emotions
  - Show you share same feelings as customer.
- Paraphrasing Complaints
  - Say it back in your own words.
- Winning Respect
  - Listen and appreciate complaint.
- Stealing Thoughts
  - Address frustration before customer can.

**Problem Solving**
- Objection
  - Protection
  - Acknowledge before addressing reality.
- Incentive
  - Create a vision customer can share.
- Craft Response
  - Focus on positive before addressing negative.
- Fire Rescue
  - Is here to help!
- Make Need Clear
  - Show you share same feelings as customer.

**Ending Interactions**
- Summarize
  - Follow-up problem and agreed solution.
- Reassure
  - Eliminate lingering uncertainty.
- Appreciate
  - Promote continued relationship.
- Thank you for trusting me.

I know you're scared. We will survive. We need to find another way. We started but... Finally... Oh no! This could be serious! If we see fire, we will go back. Okay, I can help. Follow me. What if... We have to help! What if... If we see fire, we will go back. The alarm says we should exit! They can get us out the window. You have to help! The alarm says we should exit! They can get us out the window. You have to help!