

Managing People: Learn to Work
With Angry People
Monday, January 30, 2006

Incentive: Starting Period 2...Get out there and make Alaska your dream trip; I will share some experiences

Mannafest: Be there if this is your business!

Lydia Ramsey, "Keeping your Cool"

1. The importance of diffusing any situation
 - a. Our business is a business of people...people are our product. So, the reality is we will invariably come across people who are upset with us, or with our organization.
 - 1) product never arrived
 - 2) you fail to do something (they perceived you should do, or you committed to do)
 - 3) you failed to tell them about certain parts of the comp plan
 - 4) the products did not work as they thought
 - 5) etc.
 - b. Resolution is a must to move forward. Diffusing anger takes a specific set of skills.
 - c. Result you want: always work for WIN/WIN...your Win is if they restore faith and trust in you and your business moves forward
2. Five Steps to resolve any conflict:
 - Step 1: Listen to the person, and I mean truly listen
 - 1) Hear the person out...focus on what they say and quit always trying to defend yourself or others.
 - 2) Stay out of judgment! We go there with alacrity; why? because that is how we listen. These are terrible listening skills.
 - 3) Focus on them...not on what you want to say in response.
 - 4) Do not interrupt the person...why? often people calm down
 - a) they just "run dry"
 - b) they start hearing themselves and see how foolish they have gotten over a small issue
 - c) they finally found someone who will listen
 - 5) Critical that your body language reflects your listening: you focus on their eyes, lean into them, do not say "I see", no distractions.
 - Step 2: Apologize

- 1) Yes, no matter whether you perceive you were wrong or not, because you truly are sorry if there was some kind of mix-up, some miscommunication.
- 2) As an entrepreneur who is growing your business, the best approach is to take responsibility.
- 3) Your willingness to be accountable will have a great impact on them.
- 4) Once again, make sure your body language (tone, posture) supports your apology. If they think you are just trying to pacify them, this will not be effective.

Step 3: Sympathize

- 1) Review the facts as they see them in their mind, and express some empathy for how they feel.
- 2) Your understanding of their feelings is important...it gives them a feeling that their emotions have credence.
- 3) Once again, match your posture, words to reflect this empathy.

Step 4: Take Responsibility

This step is implied in the apology but goes beyond just the apology...it goes to doing whatever it takes to make things right.

- 1) Get their order straight, pay out a few bucks lost, etc.
- 2) This step moves everyone forward...gets the focus off the past so no more dwelling on the negative.

Step 5: Prepare for Action

- 1) Finally, decide how to resolve and communicate what that resolution will look like.
- 2) Always attempt to go beyond the call of duty...in other words make the resolution have some kind of bonus associated with it.

3. How do I remember this technique of resolving any conflict?

ASAP

A: Apologize

S: Sympathize

A: Accept Responsibility

P: Prepare to take action