



Safety Message of the Day for IMEA Members



How to Deal with Angry Customers Safety Message

1. Remain calm.
2. Practice active listening.
3. Repeat back what your customers say.
4. Thank them for bringing the issue to your attention.
5. Explain the steps you'll take to solve the problem.
6. Set a time to follow up with them, if needed.
7. Be sincere.
8. Highlight the case's priority.

LAURA Technique:

Listen – Listen to what the other person is saying to you.

Ask – Ask questions to clarify what was said to you.

Understand – Be sure you understand what was said, take a few minutes to absorb if needed.

Respond – Respond appropriately to the other person.

Ask – Ask more questions to ensure you responded appropriately. If you did not, repeat the process.