



RESILIENCE in Customer Service

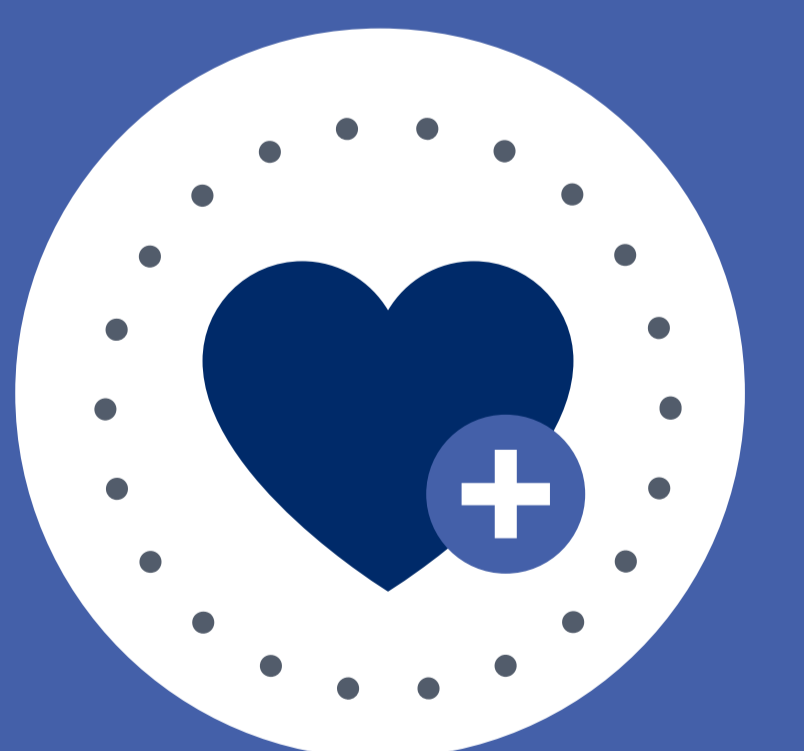


Use negative visualisation
to prepare for the realistic
worst-case scenarios of
customer interaction

Use the technique of scenario
planning to minimise the amount
of uncertainty in your role



Make time for self-care



Visualise your
“circle of control”



**Mindfulness is a powerful
way to reduce stress levels**

