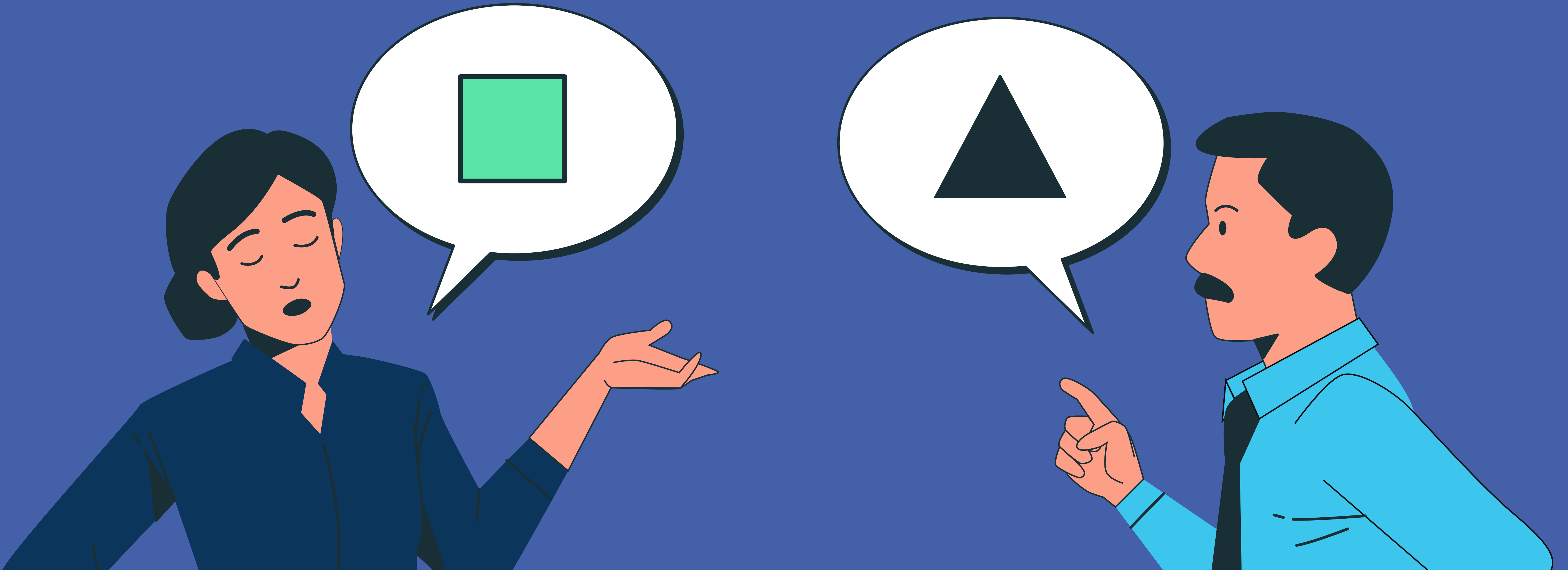


DEFUSING AN ARGUMENT



The most common type of stress experienced by British people is work stress (Statista 2020)

Try to empathise with the customer



Identify the source of the problem



Make the customer feel heard



Honour the customer's feelings and provide evidence that you have corrected the issue

