



## Don't *Make* People Difficult

5 Great Tips ... for keeping mildly unhappy people from becoming wildly difficult people.

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- **No surprises!** When a potentially difficult situation arises, tell your customers ahead of time if there will be delays or if there are problems.
- **Blame begets blame!** Don't tell others the problem is *their* fault.
- People want someone to **care** and to **take responsibility**. Refrain from arguing and don't quote the rules to anyone.
- **Make no assumptions** about people based on their appearance or the tone of their voice.
- Check your **policies and procedures** to see that they are **customer-friendly**. How many times have *you* gotten stuck in a company's automated customer "service" system?

*For further information on scheduling an On-Site seminar in your area, call*

1-800-944-8503

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9757 Metcalf Avenue • Overland Park, KS • 66212 • 1-800-944-8503