



TACTICS TO DE-ESCALATE AN ANGRY CLIENT

Hear them out. Actively listen to the client to understand the issue/concern. Let the client vent and do not interrupt!

Empathize with the situation.

Express understanding and share the feelings of the client.

Ask more detailed questions. "I want to do what I can to help, but first I need to ask a few more questions if that is okay."

Take action. Repeat what you have heard to verify you understand.

Explain what the next steps will be in the case based upon the information gathered.