DE-ESCALATION TRAINING

GAIN THE CONFIDENCE TO DEAL WITH CHALLENGING PEOPLE!

3R Method
Bring down the temperature and guide interactions to closure

PLUS
How to Say 'No' to Customers
3R De-escalation Method

Recognize

Reframe

Resolve
3R De-escalation Method
Notes Space

Use this space to make notes on the 3R Method.

Step 1: Recognize
3R De-escalation Method
Notes Space

Use this space to make notes on the 3R Method.

Step 2: Reframe
4 ways to Reframe...

1. Optioning
2. 3W Method
3. Priming
4. Ligea’s Method
3R De-escalation Method

Notes Space

Use this space to make notes on the 3R Method.

Step 2: Reframe - 3W Method

1. Here's what we know
2. Here's what we've done
3. Here's what's next
Use this space to make notes on the 3R Method.

Step 3: Resolve

- Assure the person there’s a solution
- Positively position the options
- Avoid absolutes
- Keep the person focused on the options
STEP 1: RECOGNIZE

Why:
Recognizing the customer's concern helps you preempt escalation and move the person from the emotional right-brain to a focus on resolving the issue.

How:
One sentence to recognize the inconvenience:

"I can see your point on that."
"I want to get to the bottom of this as much as you do."
"I understand and will do everything in my power to get this resolved immediately."
"I realize the situation this puts you in, and I am sorry."

PRACTICE STEP 1: RECOGNIZE

How will you Recognize the person's issue and inconvenience?
STEP 2: REFRAME

Reframing is to take the focus off of the problem through positive positioning.

How:
Reframe with "reframing statements, intentional inflection, or by explaining:

Here's what we know.
Here's what's been done.
Here's what's next.

PRACTICE STEP 2: REFRAME

How will you Reframe the issue?
Resolution is guiding the person to the next steps, re-presenting options, and containing the situation.

How will you Resolve the issue?
Write out three to four (or more) ideas you've heard so far today that you commit to adopt and apply.
What will you **start** doing as a result of something you learned in this training?

What will you **stop** doing?

And what will you **continue** to do?