



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

3R De-escalation Method Notes Space

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

3R De-escalation Method Conversation Sheet

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?

3R De-escalation Method Conversation Sheet

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?

3R De-escalation Method Conversation Sheet

STEP 3: RESOLVE

Resolution is guiding the person to the next steps, re-presenting options, and containing the situation.

PRACTICE STEP 3: RESOLVE

How will you Resolve the issue?

Adopt and Apply

Write out three to four (or more) ideas you've heard so far today that you commit to adopt and apply.



Start

START

What will you **start** doing as a result of something you learned in this training?

Stop

STOP

What will you **stop** doing?

Continue

CONTINUE

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

Notes

Notes

Notes