

Customer Service Success

Defusing Disagreements

When you need to calm down, say:

- I need to regroup and get a few facts...
- I want to pause now...can we finish this later?
- I am needed to speak with my team; I need to stop for now but will get back to you (time/date)
- Can I take that back?
- This is not feeling right to me. Let me investigate the situation and ... (list your next steps)
- I need things to get calmer before we can go on.
- Can we call a truce for now? I'd like to do (xyz)...

Stop escalation or disagreement by saying:

- I need to take a break. Let me go find out ... and get back with you ...
- Let's stop this for now.
- I'm feeling overwhelmed so let me recap the facts...
- I think we are losing focus. First thing I need to do ...
- Maybe we can agree to disagree on this.
- Give me a few minutes...I will be back.
- Can we start over again? You've given me a lot ...
- I am not up for this conversation now. Let me ...

To reach a compromise, try saying:

- I understand.
- I think that makes sense.
- What are our points of agreements?
- Let's see if we can identify some common goals.
- I never thought about it in that way.
- This is making sense to me now.
- Let's compromise. Would this work for you?
- I agree with this part of what you are saying.
- I am starting to see this from your perspective.
- Help me understand where you are coming from.
- If we agree on these goals, how will we get there from here?

To say you are sorry, consider saying:

- I apologies for (situation), here's (remedy)...
- I overreacted...I am so sorry."
- I'm sorry. Please forgive me."
- I can see my part in this."
- Let's try that again."
- Let me start over, please."
- I really blew that...can I try again?"
- Forgive me...I didn't mean that."
- How can I make things better?"
- How can I make this up to you?"