

Dealing with angry clients

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Dealing With Angry Purpose: We all find ourselves having to deal with angry in any line of work that we find ourselves in. It is not an easy situation to deal with. I have found myself in similar situations a number of times and I am going to share one of these experiences with you today.

Thesis: It is important to know how to control your temper while dealing with an angry client. But that is not easy to do when you combine the stress of a workload with the stress of having to calm a client's nerves that is just as frayed as yours. It is not an easy job but it can actually be done if one just tries hard enough.

I. Introduction:

I worked part time in a call center a few years back. I dealt with clients in the health insurance field. Most of the calls that I had to deal with included angry clients who had a tendency to voice out their anger over the phone. It was my job to placate them, regardless of my own work related stress. But there are just some clients who refuse to be placated and will complain to higher authorities just because they need to vent out their frustrations on people they don't even personally know.

Transition

II. Body

My department meeting early in the shift already had me stressed out after our team leader informed us that we had to handle at least 150 calls a day, per seat. Not so good news for a part time employee such as me since that meant that I had to handle at least 35 calls an hour within a 4 hour time frame. So you can imagine the stress that the situation placed on me when I finally started my shift. Adding aggravation to an already difficult situation was the fact that I kept getting screaming clients on my line demanding their

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insurance needs be serviced. Although I did my best to get the job done, one of them still complained to my supervisor about me and demanded that I be retrenched. Needless to say, the situation left me very angry and upset because I felt like I was being harassed on two fronts. My supervisor immediately asked me why I should not be suspended based upon the complaint he received. Although I was very angry and upset that the client misrepresented everything about what transpired during the call, I did my best to further control my temper and try to rationally explain the situation that transpired to the best of my rational thinking and calming abilities. Luckily, my supervisor accepted my explanation and decided not to suspend me from my tasks.

Internal Summary

If there was one thing that I learned from that situation it is that finger pointing will not solve the problem. Your supervisor is not there to listen to you lay blame on others, he wants to know how you plan to deal with a situation or at least expects you to supply some answers that will help me deal with it. That is exactly what I did and it produced excellent results on the part of my supervisor and myself.

III. Conclusion

In the end my ability to rationally explain a situation and how events happened without sounding like I was blaming the client for the situation, and the fact that I was able to stay calm and collected under direct questioning helped me to resolve what could have been a potentially work threatening situation. Therefore, it is important to remember that a clear mind, a willingness to take responsibility for a situation, and logical thinking

will always helps you get resolve any stressful situation that you might find yourself in at the office.