



# Microlearning for Customer Service: Know Proper De-Escalation Techniques

## Introduction

In the customer service industry, you will deal with a multitude of people with varying moods, needs, and communication styles. During this course, we want you to learn how to properly de-escalate an intense situation.



### **Know Proper De-Escalation Techniques**

Sometimes, emotions can run high when dealing with an upset customer. As a customer service professional, you have to know how to reduce tension while keeping your own emotions in check.

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### **Maintain Self-Control**

Remain calm. In doing so, customers are able to manage their feelings. By remaining calm, you are able to gain control of the situation.

### **Remember Your Non-Verbal Body Language**

Make sure to keep your arms unfolded and maintain eye contact. Having an open stance helps relieve tension.

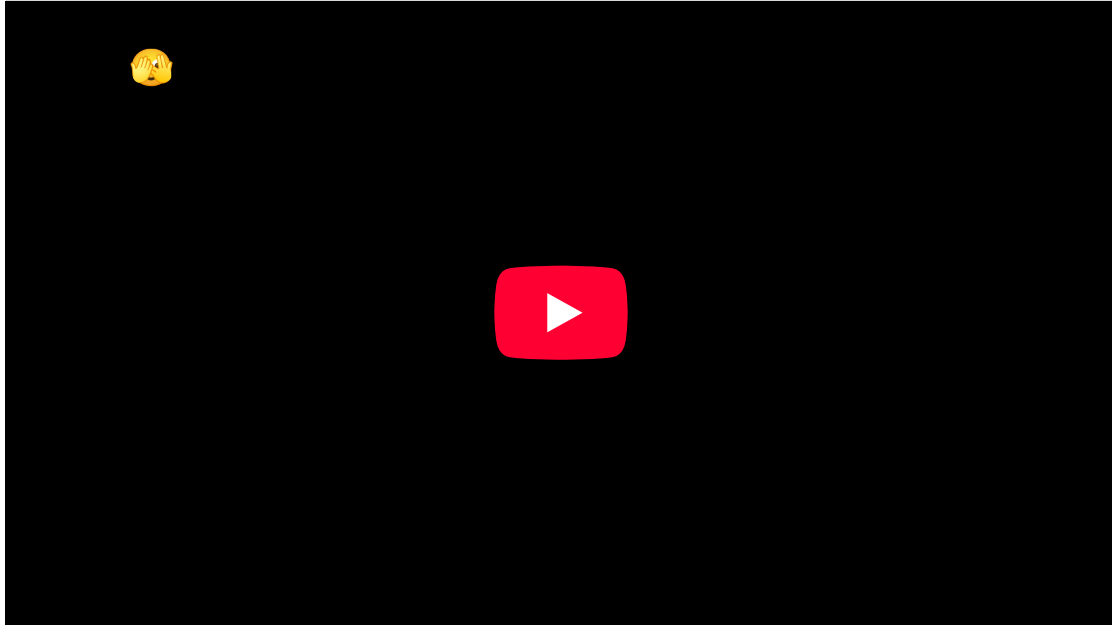
## **Acknowledge the Customer's Issue**

Never ignore how the customer is feeling. Use phrases such as, "I understand why you feel that way." It's ok to repeat what the customer says back to them to ensure that you all are on the same page.

## **Build Trust**

Express genuine concern in what the customer is saying. Empathy goes a long way and is essential for building rapport.

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## **De-escalations Skills: How to De-Escalated a Tense Situation with Customers, Coworkers, or Friends**

Sometimes you'll find yourself stuck in an emotionally charged situation, whether it be with a friend, customer, or with a coworker. Use these simple steps from conflict expert Jeremy Pollack to learn how to turn down the temperature. How to De-Escalate Customers, Coworkers, or Family Members Want to de-escalate an emotionally charged Customer, Co-worker, or family member?

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Which of the following is not a de-escalation technique?

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- ☐ Maintain self-control
  - ☐ Build trust
  - ☐ Yell back
  - ☐ Remember your non-verbal body language

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Congrats on completing your de-escalation module!  
Make sure to keep this lesson in mind for when you need  
to apply the techniques you learned.