De-escalation phrases that work

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Reader group: All agents
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Upset customers want to feel heard before they want a fix. Acknowledge, then act.

Instead of	Try
"Calm down."	"I can hear how frustrating this has been. Let's sort it out."
"That's our policy."	"Here's what I can do for you right now."
"I don't know."	"Let me find out for you."
"You should have..."	"Next time, the fastest way is..."
"There's nothing I can do."	"I'm going to bring in my supervisor, who can look at more options."

The LAP method

1. **Listen** without interrupting.
2. **Acknowledge** the feeling and the problem.
3. **Propose** one clear next step.

If a caller becomes abusive, give one warning: "I want to help, and I need us to keep this respectful." If it continues, you may end the call and tell your supervisor.