

Competition

In handling complaints, Dale quotes the French philosopher La Rochefoucauld (that's a mouthful) who said, "If you want to make enemies, excel your friends. If you want friends, let your friends excel you." In handling complaints, if we try to win the argument - if we compete with the other person - we will lose. Let them talk. Let them win the point. Listen and ask questions that help lead them through their "grieving" process - which is really what they're doing. They wanted something so badly that when they didn't get it, they were compelled to vent their frustration on someone else. They want sympathy and affirmation. Give it to them.