

Dealing with Our Angry Library Customers

What is Your Currency? _____

**The Customer Is
Always Right**

The Customer is Always _____

Is this a Customer Worth _____ ?



Where do you get stuck? _____



An angry customer is most likely not angry with you

“You can’t have a logical conversation with an _____”



Techniques to Help You Stay Calm and in Control

1. E + R = O

2. QTIP

3. WHAT CAN I LEARN FROM THIS?

4. KNOW YOUR HOT BUTTONS



One Gift to You/Your Organization: _____


