

Three Steps to Deal With Upset Clients In Your Veterinary Practice

Assume Positive Intent

You can assume positive intent by asking yourself questions:

Did this person have a challenging day?

Did this client plan on doing something else with their day?

Are they worried about their animal and just want to get the best for their pet that they love?

De-escalate the Situation

Getting to a solution starts with de-escalation. You can cause de-escalation by asking for input that help move people away from emotional impulses and toward more rational thoughts.

Hey, tell me more about what's going on here.

Help me understand your experience so far.

Help me understand what's been communicated to you so far.

Create a Partnership and Find a Solution

As your client settles down, you can pivot into creating a partnership and solution. Use language that is both solution- and partnership-oriented.

Is it okay if we start to work on this together, because I want to try and help you with where you are. I've got a few ideas in mind. Is it okay if I share them? I think it will help us solve this or at least help address the problems you're having with us right now.

