31 Angry Clients

LEVEL UP! TO SPEAKER

Motivation

Again we are dealing with negotiating. This is the hardest part of your job. And this is the most difficult part of a foreign language. So we need to practice this!

Tips for dealing with angry clients:

-Get in the right mindset. Adjust your personal feelings. Don't worry about who is to blame or how unjustified the client's criticism appears. If you are stressed about the call before hand, try this: Flex every muscle in your body for 30 seconds before making the call. This burns the adrenaline and will help relax your mood.

-Listen. Give 100% of your attention to the client. Your client wants to vent (to be heard).

-Remain calm. Use a soft tone. Don't take the statements personally.

-Talk in general and avoid accusative "you" and "I" statements. "These things just happen" is better than "You are to blame for this." "Let's go over what happened" and "please tell me why you are upset" are great as well. Explain that you are doing all that you can.

-Express empathy. Explain that you understand they are disappointed/ frustrated/unhappy/ less than satisfied and that you are sorry for that. DON'T say that you know they are angry. That makes people more angry. Use softer words. "I see that you are less than satisfied, I'm sorry for that." Another good example "I understand why you're upset. I would be too. I'm very sorry that we didn't get the samples to you on time, especially since it's caused these problems"

-Present a solution. If you know what will make your client happy, offer a solution. If not ask for a solution. "help me out here. What will work? If it's in my power, I'll get it done, and if it's not possible, we can work on another solution together."

- Take a few minutes for yourself. Even if you reach a solution, dealing with angry clients in a second language is stressful. Take a few minutes to walk,

eat a snack, watch a funny video or pray. Don't let that stress linger inside of you!

New Words
Synonyms for "He is angry."
He is ticked off.
He is pissed. (considered a curse)
He is pissed off. (considered a curse)
He is all worked up.

3rd person only:
He is furious .
His/her blood is boiling.
He is going ballistic.
He is seeing red.
He is out for blood.

For those who are easily angered
He's hot tempered.
He's got a short fuse.

Video Examples

Off Topic
Memory championships. Can you *still* remember your 20 items from lesson 23???

Group Discussion
Your lead programmer was sick with the flu. Your client is upset that he is NOT going to have a working version of the app for an important presentation with his sponsors.

You client entered the due date for the project incorrectly in the contract. He wrote that he needed it the 21st but really needed it the 12th. You all are not ready and he is going to miss the holiday for which his app was created.

You client is upset at the change in scope of the project. Two of his favorite features will not be included in the price of the project. And the price of the project has increased nearly 20% from the estimate.

Your client calls you and is very upset that you all have used 60% of the money to complete 30% of the project.

Your client calls because he lost half the funding on the project. He doesn't think a half-funded version of the app will work.

Preview Next Lesson and Homework
With a partner, record a conversation with an angry client on vocaroo.com. The next lesson will be about estimating and adjusting estimates. We'll use the language from this language then, too, so do your homework!