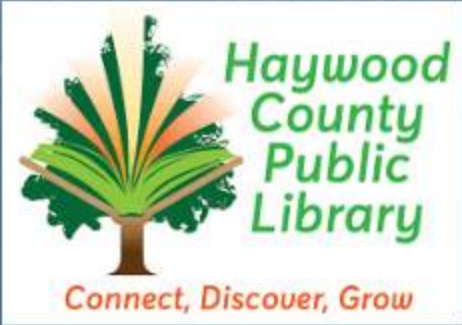


De-escalating Difficult COVID-19 Customer Behaviors



Andrew Sanderbeck

Only people that have registered for the live program have the right to view the archived recording. Please respect the presenter's content and rights.



What We Will Discuss

Eight customer de-escalation techniques



What We Will Discuss

- Eight customer de-escalation techniques
- Specific verbiage to use with customers to set boundaries and to guide behaviors

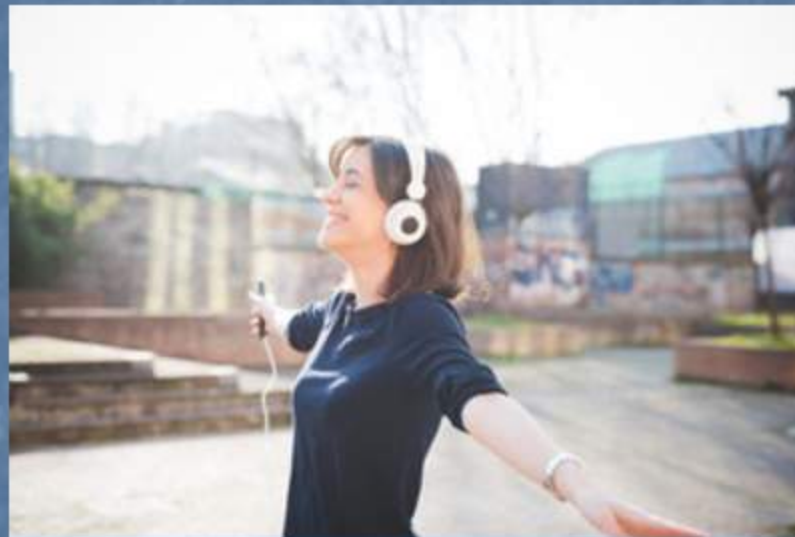


COVID-19 behaviors to be addressed in this webinar

- Not wanting to wear a mask or not willing to socially distance
- Verbally or physically threatening an employee or customer
- Spitting on an employee or customer
- Non-compliance and other unwanted behaviors
- Wanting to argue and to “be right” that you are wrong

Customer Service COVID-19

Patrons initially wanted your library to represent “the way things used to be.”



They have quickly learned that this is not the case

And Perhaps More Importantly...

You may want to perform your customer service duties the way you did before the pandemic



You must model the behaviors you want from your customers

What Libraries Are Doing

- Requiring Customers to Wear a Mask
- Enforcing Social Distancing
- Temperature Checks
- Limiting Capacity 25 / 50%
- Limiting Services in Phased Re-Openings



“Public health, when it does its work best, is not telling people what to do. It’s telling people how to keep themselves and their loved ones safe so people can make their decisions about how to do that.”

- Dr. Kirsten Bibbins-Domingo, UC San Francisco

Minimize S & S

WE'RE REOPENING! June 1, 2020

Here's what you need to know.



LIMITED HOURS.
We are excited to welcome you back. Reduced days and hours are in effect, so please check our website for the availability of your local branch.

SOCIAL DISTANCING.
Plexiglass barriers have been installed at service desks. Face masks are recommended. Please follow signs and designated floor markings. Curbside pickup will continue for your convenience.

RETURNING ITEMS.
All due dates were extended to June 15 and no overdue fines have accrued. Returned items will be quarantined before they are checked in and returned to circulation. Please return your items via the bookdrop.

LIMITED CAPACITY.
Occupancy will be reduced to maintain social distancing. Seating is limited. Meeting rooms and study rooms will remain closed.

LIMITED COMPUTER USE.
Computer use is limited to two hours per day per person. One hour at a time. Computers have been spaced 6 feet apart and assistance will be provided remotely.

CONTINUED VIRTUAL PROGRAMMING.
Follow us on Facebook for instructional craft videos, tech tutorials, and live storytimes. Subscribe to our YouTube channel for even more videos.

Thank you for your patience and understanding. We look forward to seeing you again!

 a division of the County of Volusia
Volusia County Public Library volustalibrary.org

Minimize Difficult Situations with Consistent Responses to Customers





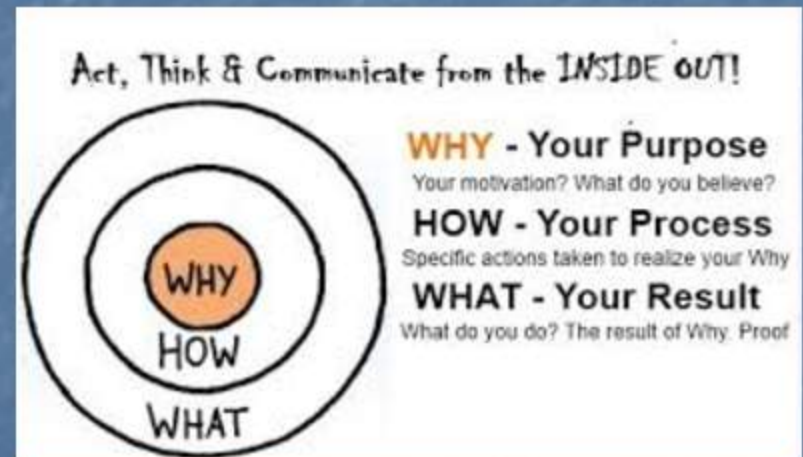
Unpleasant Conversations During a Pandemic – Wisconsin Valley Library System

<https://www.youtube.com/watch?v=1bExfzVU3Lo&feature=youtu.be>

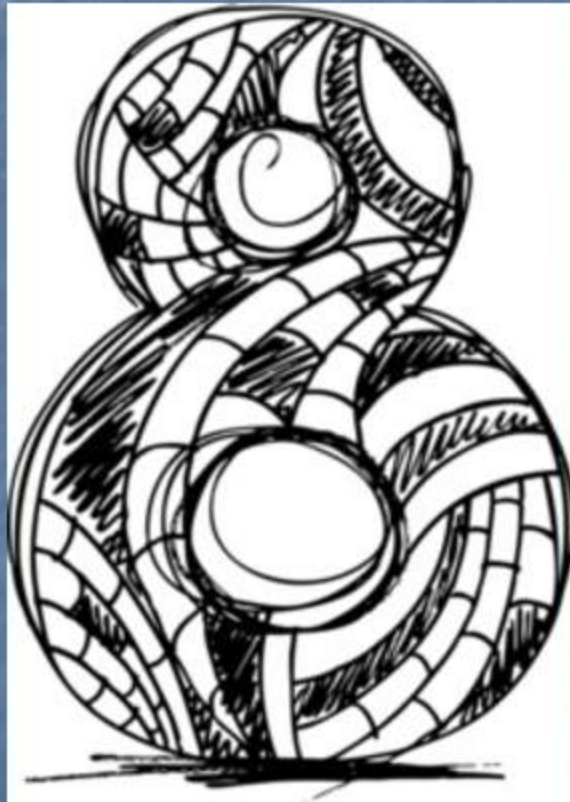
Tips for Dealing With Angry Patrons When Your Library Reopens

<https://www.youtube.com/watch?v=H11UbaaE9lk>

To Be Successful, Your Training Must Focus on What, How and **Why**



Eight Customer De-escalation Techniques



Prepare in advance

Avoid “winging it” when you run into an difficult customer. Practice responding to different concerns; it might even help to have a script prepared, but realize that the customer will hear it in your voice if you’re giving a “scripted” response.



Prepare in advance

Specific verbiage for these COVID situations:

- Not wanting to wear a mask
- Not willing to socially distance
- Verbally or physically threatening an employee or another customer
- Spitting on an employee or customer
- Wanting to argue and to "be right" that you are wrong

Consistent Responses to Customers



When possible, obtain the name of the customer

People respond favorably to their own name. It also makes conversation more personal and real.

Ask for the name of the customer early in the conversation and know when to use it as the conversation continues.

"To serve you better, May I ask you what your name is?"

"Would you please tell me your name?"

"Would you mind telling me your name?"

"Your name?"

"Mr. James, I understand that you don't want to wear a mask in the library. Unfortunately..."