

How to Diplomatically Draw the Line with Customers in Difficult or Negotiation Situations

1. "Although you might not agree with my decision, I'd like to explain it so you can at least understand."
2. "We see this differently, and I am going to have to put more thought into the perspective you have shared with me. It's helpful for me to understand how you see things. In the meantime, here is what I can do to solve the immediate problem."
3. "I am hearing you say you want \$500 in pain and suffering. Please tell me how you arrived at that figure?"
4. "That sounds a little high." **Note:** *No matter what dollar amount the customer puts on the table, just state those five words and then shut your mouth. Since most people become increasingly uncomfortable with silence, your tight lips will force the customer to say something in response. Either he or she will make a more reasonable request, or they will attempt to justify their request.*
5. "This is fair and reasonable because.."
6. "I'm willing to _____ because...."
7. * "We appreciate hearing about your experience, but we cannot compensate you in this matter because you failed to follow instructions/did not read instructions/misused the product."
8. "I've/We've given this a great deal of thought, and it's the best I/we can do. Any more and it's not worth it for me to do the deal./Any more and this simply won't make good business sense."
9. * "It is our company policy that we cannot pay a claim that involves consumer error. We have a responsibility to the company to uphold the integrity of our products. When a product performs as expected and has no deficiencies, we cannot take responsibility and accordingly can offer no financial assistance."

** This statement adapted from sample statements as presented by Rachelle M. Wassel, Esquire, Meyer, Darragh, Buckler, Bebenek & Eck, P.L.L.C.*

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