PRE-EMPTIVE ACKNOWLEDGEMENT

One of the best ways to prevent conflict is to pre-emptively acknowledge their emotions before you lose control of the situation. The following table will give you the opportunity to identify common situations where you can use this technique.

Step	Action
Identify situations or areas in your library where customers are likely to get upset.	
Create scripting for how you can pre-emptively acknowledge their emotions for each situation.	
Are there any solutions you could implement for these problems?	
It is impossible to plan for everything. What are some general phrases or methods you can use to acknowledge an upset customer's emotions so that you can take control of a bad situation?	