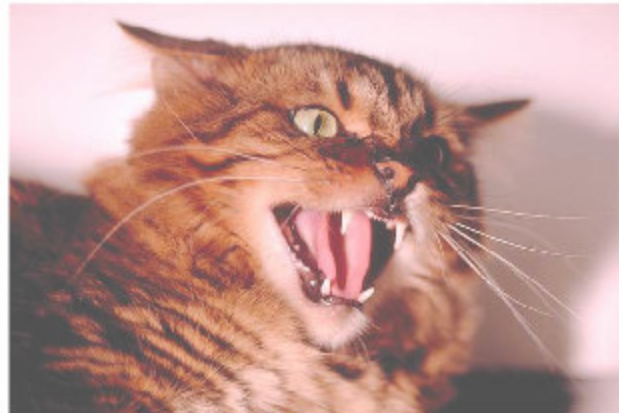


# *Dealing with the Dirty*

## How to Handle the Most Common Unpleasant Client Comments



Dr. Ernest Ward  
Calabash, North Carolina  
[www.E3Management.com](http://www.E3Management.com)





**PEOPLE**

**ARE**

**MEAN!**

***(Aren't They?)***



**Adversity  
Is When a Person  
Is Introduced to  
Themselves.**

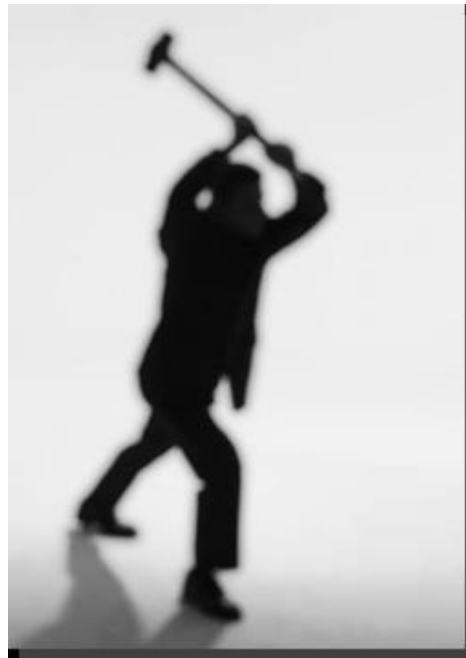


**Life** doesn't proceed in  
a straight line; it meanders  
in ways that test our  
integrity and true self.

**Response**

**Versus**

**Reaction**





**YOU  
CONTROL  
YOUR  
ATTITUDE**

# Client Conflict

- **It's a Fact**
- **It's Going to Happen – Period.**
- **Effectively Dealing With It**
- **Focus on Solutions**
- **Casual Complaints versus Threats**







# Client Conflict

*Complaints are simply*

**Camouflaged  
Corrective  
Criticism**



# Client Conflict

- **Moving Beyond the Words**
- **Searching for a Root Cause**
- **Ignoring Personal Attacks**
- **Celebrating the Positive**





# 1. Complaints about Money

- “I spend more money on my dog’s medical bills than I do on my own.”
- “I can get this for half what you charge down the road.”





## **2. Complaints about Caring**

- **“You care more about my money than my pet.”**





### **3. Complaints about Service**

- **“Did you even feed my cat while he was here? I can’t believe what poor care you guys took of my cat!”**





## **4. Complaints about Different Doctors or Staff**

- **“I’ve been coming here for years and Dr. Ward never charged me for that before!”**
- **“I’d prefer never to deal with that girl again. She’s rude and uncaring and my cat doesn’t like her.”**



# 5. Complaints about Anything Else







# **Conflict Lessons**

- **Privacy**
- **Maintain Composure – Not a Contest!**
- **Listen. Listen. Listen.**
- **Breath Control**
- **Maintain Eye Contact**
- **Open Body Posture**
- **Subordinate Position**
- **“I understand”**
- **Smile**
- **You Control Your Response  
(or Create Your Reaction)**



# Conflict Lessons

- Analyze. Learn. Move on.
- “Two-Minute Rule”
- Leadership Is Moving Forward





**LACK OF ABILITY**

**TO CHANGE**

***VERSUS***

**LACK OF**

**MOTIVATION TO**

**CHANGE**



# THANK YOU!

*For Staff Training and Client Education Materials:*

**[www.E3Management.com](http://www.E3Management.com)**

**[DrWard@E3Management.com](mailto:DrWard@E3Management.com)**

**910-579-5550 phone** 📞

**Great**