



Resolve Discussion Sheet

The person wearing the fanciest shoes will lead this discussion. ☺

In your small group, you'll practice all three steps of the 3R De-escalation Method, with a focus on Step 3, Resolve.

1. In your small groups, I want you to **go through your index cards again to identify a situation where you can't do what the customer is asking because of policy, guidelines or another boundary.** Choose a different card than you used for our last discussion.

2. Sketch out a response that includes a statement of **Recognition** and another for **Reframing**. (You'll get to Step 3, Resolving, on point 3 below.)

3. Now it's time to work on Step 3, Resolve. The **Resolve** response your group crafts should aim at explaining the reason behind the no, and when possible offering an option. When options aren't possible, make sure your explanation is clear and thorough.

Remember: *It's crucial that you sound confident and assertive when you tell the customer what you can't do. Otherwise, some customers won't take your word as final. They'll push and ask to talk to someone higher up.*

4. Be prepared to share your explanations with the large group. You have 6-8 minutes for this activity.