









Learning Goal : Collaborate and Guide to provide member service that will LAST.

**Service to LAST 7 steps to De-Escalate a Member Conversation**

Branded opening. Welcome the member to Neighbors and #Power Language

	<b>Listen</b>	<b>1</b>	<b>Use Active listening- Let the member be heard.</b>	#We will make you feel important.	<b>Community Involvement</b>
	<b>Acknowledge/ Apologize</b>	<b>2</b>	<b>Apologize or Empathize- Always start with and apology or empathetic statement</b>	#We will make you feel important.	<b>Community Involvement</b>
	<b>Solve</b>	<b>3</b>	<b>Ask “Fact-Finding Questions”- to find out why they are frustrated</b>	#We will make it easy to do business with us.	<b>Innovation</b>
		<b>4</b>	<b>Explain what happened- and why it happened that way.</b>	#We will act with integrity.	<b>Integrity</b>
		<b>5</b>	<b>Ask the Member how <i>they</i> want this resolved</b>	#We will provide trustworthy guidance based on identified needs.	<b>Collaboration</b>
		<b>6</b>	<b>Explain the options to the member- List Pros/ Cons and let them choose.</b>	#We will provide trustworthy guidance based on identified needs.	<b>Guidance</b>
		<b>Thank</b>	<b>7</b>		#We will take personal responsibility and hold ourselves accountable.
	<b>8</b>		<b>Thank the member</b> for bringing this to our attention.	#We will make you feel important.	<b>Community Involvement</b>