Just Calm Down

Okay, Welcome to Positive Educational Trainings Business Summit. We are on day two and this is a new workshop for me, so I'm pretty excited to hear this one. So Mindy, it's being you need to come down by Mindy Dinwiddie and I'm just going to turn it right over to Mindy hello so. We all have at one point in our life told somebody that they just need to calm down. And my thing is how did that work for you? Well, we're going to get into that. So what we're going to do is on how to deescalate, negotiate and get to yes, this is my information if you ever need any, have any questions.

And how you can get ahold of me now? This information presented in the program is a design for educational purposes only. It's solely advisory and I don't hold me responsible in actions taken regarding this program. And we i offer no warranty either implied or expressed. So our goal today is we're going to learn how to actively listen to our clients that are upset and are angry. We're going to be aware of how our body language and the tone of our voice affects the communication, Use verbal techniques that are proven science to deescalate a situation.

And show empathy without having to always give in to those clients. So what is verbal deescalation? Verbal deescalation is we use during high situations, high stress situations that people are upset. Let's go back. It's making the escalated person feel heard because that is the number one human thing that we require is when we are upset. We want somebody to understand and we want to feel that what we're trying to convey is being heard by somebody. We're paying attention to how a person is feeling. And that we remain non judgmental.

So verbal deescalation is an intervention for use with people who are at risk for aggression. Come on now, to actively listen, We're going to use our ears and try to understand what the root of the problem that they're saying. And we don't want to be prejudgemental. So when we're listening to somebody, things that we want to do is we want to be able to interact with them without with staying calm. With being able to repeat back to them what it is we think that they are saying and the these are things that we're going to talk about later on.

Also we're going to use eyes which maintain eye contact, but don't let your eyes do the talking because we all, most of us have raised kids or been around kids and how many times do those kids roll their eyes at us. That's talking with their eyes, Okay. And those are the type of things that we want to avoid. We don't want to roll eyes. We don't want to, you know, kind of give the impression that we don't care or we're not listening to them. Our facial expressions say, they always say a picture is worth a thousand Words.

So what is your face saying and are you sitting there? With your lips pursed like okay, like you don't care? Or are you actually being sympathetic and empathetic and being able to listen to what they're saying in a way that you're able to communicate body language, respect, personal space, and the type of person that will? When somebody stops into me, I take a stop back because I don't like somebody within my personal space. In fact I have a service dog and one of his tasks is when people get close to me he will actually move in between us to create a barrier and create space because I don't like people in my personal space.

It just makes me very anxious. So this is you have to be aware with people and. One of the things that we've always the way that i learned all of this information in this negotiations is that I used to teach store detectives. I worked in retail for over 20 years and of those 20 years, I spent probably five years teaching store detectives. These negotiations tactics that were actually designed to develop by Ferris State University out of Michigan and those we took these because as a store detective they did not have, they were not allowed to use any weapons or anything like that.

So we the only way that you could get a shoplifter, somebody who's already committed crimes to come back to us peacefully. Is by talking them down and getting them to a point that we could get them to come back with us quietly and be able to talk. So this is these kind of things are the things that we use to bring these people back. Now when I when I was a trainer in this, not only was I a trainer, but my husband was a trainer too. So we both went through these. Classes and basically these classes are how to argue. So I'm sure you can imagine how the arguments went in my household because it was stand back, look at them and say I know those saying connected says you don't use them on me, they're not going to work.

And the same went for him. So our arguments went way different than any other household. So The thing is that. You can always use these things not only in the workplace, but you can work, use them at home, you can use them in on your children, you can use them everyday life. The more you practice these tactics and you become aware of how you're communicating with people, the better it becomes at you being able to connect with people and actually. Deescalate or communicate because they are the same words with people.

So as we continue on, you're going to learn that both communication is not only with your body language, your eyes. Your facial expressions and everything, but it's all, it's also what you say. So both things. So when we're talking about somebody who is escalated and who is upset, getting them to calm down, telling them to calm down is not the way that it works okay. Deescalation is basically the nerd word for calm down because they're the same thing now. Sympathy versus empathy, because we're going to deal a lot with sympathy and empathy. But there is a difference between the two. Sympathy is feeling the pity or sorrow of somebody else's misfortune so.

And it can make you, but it can make you vulnerably vulnerable to getting emotionally sucked in. So sympathy is basically think about if you're driving down the highway and you see somebody with a flat tire that they're changing, you can feel sympathy for the situation that you're in. Therein, and be thankful that it's not you that's sympathy, where empathy is the ability to understand and share the feelings of another, and allows you to see the person's point of view without having to agree to its excuse or fixable, or that it is an excuse as an excuse or a fixable problem.

So think of empathy as. If my child comes in at night and has a nightmare, I can be empathetic by inviting that child into the bed for a little bit to give him a safe place to of safe, warm place to breathe and be able to essentially deescalate or calm down from that dream. And that is empathy, because you're being able to remember what it is like when you were a child and had those nightmares and be able to help that child through those nightmares by being able to see their point of view.

So that's the difference between sympathy and empathy. Now another thing that we go into is perception is reality for that person. To a person who is upset, whatever they perceive the situation as, that is always going to be their reality. It is our job. Trying to try and connect with them to before we can ever change their perception. Now when I taught it to store detectives, I used to wear this hat and it literally had all kinds of cables coming out of it.

And what the idea was that you may have all these things that, but you have to find that one thing that is going to connect with that person. In order to be able to change their perception. Now we had, we in the industry have a very unique thing to be able to connect with. Because when I taught store detectives, we didn't have a connection with that, with that person. We had to find it. We already have a built in connection with these people and that is the dogs.

Their dog is our connection. We are taking care of it by grooming it and pointing out things that could be a potential problem medically by pointing out things that are changing within the dog. So we're eight. We already have that built in connection through the dog. So it's able to easier to connect with that person. We use that connection and empty. We used an active listening and empathy to connect before we try to make that change in perception. Now their reality is distorted. It's still theirs to make a connection. We sometimes have to step out of our comfort zone because we are the professionals, so we're going to step out of our perception and be able to connect with that person.

So I'm going to play this little video. So what that shows us is that sometimes we have to step out of our comfort zone and do things that we would normally not actively do to try to get the person to comply with what we need. As you saw it, when everybody's coming at him, trying screaming and yelling and trying to get the knife from him, there's just chaos. Nobody's actually connecting with him and. They're all just bombarding him. That's the way a person feels when they are angry.

That's why we need to step aside, be one-on-one with the person and be able to connect with them like the officer did and did it in a very unconventional way. But he connected with him and he was able to easily be able to get him to comply. And that's what we need. So now it's very easy when we start talking and we to get sucked into what to conversations. You know what do I talk about when say get sucked in. I'm talking about sometimes we talk and.

Instead of being interactive in a communication, we get reactive. Everyone defends their own point of view, and when people are defending their own point of view, we have to look at It's not we're not going to get anywhere when it's when it is a point that we are. People are just trying to defend their point of view. Then it's going to become a stalemate and the conversation's not going anywhere. And this is where the alligator brain comes in. Now what is the alligator brain? Alligator brain is alligators basically have no the only instinct they have is like a flight or fight.

And that's basically where we get stuck into. We either sit and we fight or we flee. And it is a position that we are no longer active in the conversation and it's. Kind of That did disconnect from the brain to the mouth. It just kind of go everything that comes in the brain comes out the mouth. And we have, I mean, if you've ever raised teenagers, you know that they are very much alligator brains.

Sometimes they just don't think before they speak. So it's really stepping back, taking a second, thinking about what we say and not reacting to things. And one of those things that we tend to react at are things that we seem to think they are personally attacking us at. So we have to learn to step back and not take anything personal. Now there's a there's a concept that we talk about that's called sore toes and blind spots. Sore toes are pet peeves that we know about.

If somebody tells you you're a bad groomer, you know that that's going to spark a reaction in you and that you know that that's going to make you want to react to something okay. Where blind spots are you've ever said something and then you thought, oh wow, where did that come from? I had it yesterday, kind of had a blind spot hit me yesterday. Yesterday I took the kids to we went to the zoo and my daughter was driving my oldest daughter and she we were turned in the corner and a guy passed us.

While we were turning the corner. And I'm sitting there as we go. And the more I think about it, the more mad I get, the more mad I get and get to a red light stop. I find myself jumping out of the car going to his window and I'm yelling at him. What do you think you're doing? I've got kids in that car. You cause an accident. Well, I'm sorry. I'm like, I don't care if you're late, work late for work. So that was kind of a blind spot. It was an action that was a blind spot, but it was a blind spot and it's a it was something that I was unaware of that would make me so angry to react.

Because anybody who knows me, that is not me. I am typically a very laid back, you know, hey, just let it go type person. And I yesterday just wasn't that day for me. And I had a I kind of reacted instead of acting and kind of went off on this person. And I think I scared him a little bit because he definitely was sitting up straighter and kind of back a little bit. So that's the type of things that we had. Once they are a blind spot, though now I know that I have a blind spot. So that blind spot now turns into a sore toe.

So I'm aware of it. Whenever that now that something somebody does or says that I didn't wasn't aware of, now I'm aware of it and now those so your blind spots will turn into sore toes and those sore toes. Kind of art. That list of things should grow as you as you get older, because you become aware of things that upset you or make you mad. And the more we know about, the more we know about, we kind of are able to keep that communication and that interaction going. So that we're not reacting and we're actually communicating with people. So Nicole, negotiation there is an art and that art like any art has tools now negotiations is a strategic.

Discussion intended to resolve an issue that is acceptable to both parties. So now how do we get to that? Some of these tools that we taught people was getting to Yes and silence is golden. Interactive clarification and. Admit, deny, and if then, now we're going to go through these individually because there were even more tools, but these are the ones that I have found in our industry that I tend to use the most. So our first and the most used one you're going to use. I you can use this I'm sure by the end of the day today, and i challenge you to do that because getting to yes is if you find yourself in a disagreement with somebody.

The goal is to get them to agree to something to reach an outcome you want to ask a question. They can't say no to and it's not as you saw see no is in quotations because it's not so much saying no to as just agree with you on. So if I say, I know you would like to get this taken care of right? Are you going to tell me no now? Depending on what the what it's following, I'm sure you would like to figure out a resolution correct? Or I know you want to get through this issue right? So this is something that even saying when now in the dog world we can say if they're unhappy with something or you say you had to shave their matted dog.

You could tell them something. You could say something like, well, we both want the what's best for the dog and the dog not to be in pain correct. What are they going to tell you? No, they're not going to, They're not going to agree disagree with the fact that they don't want their dog in pain. So once you get, and once you do, you get them to say yes, then that yes. It comes easier each time because then they're able to actually okay. We want the same thing that's in there.

Remember, perception is reality. So if our their perception is, oh okay, they actually do want what's best for my dog because then you're connected with them. And there's you're starting to bring that deescalation, you're starting in to bring in that deescalation because they under they're being heard. So now once we've gotten them talking sometimes it's in the human nature, it's for us to sit. If I was just to sit here and not say anything, how long can you take that before you feel like you have to say something? It's in our human nature that when we're actually standing with somebody and talking, there shouldn't be silence.

That's our human nature. So if we stand there. And just listen. They are going to talk. And sometimes people just need to talk and they need to unburden themselves without interruption. So we just sit there and listen. Now are we just going to sit there and listen or are we going to sit there and we're going to actually nod our head? Look like we're paying attention. You know that is the type of thing that let her. Don't let your body language do the talking, Okay. Let it speak what you you're wanting it to speak. Not that we don't. We're not listening and we don't care a lot of times.

It doesn't have anything to do with what happened here. Sometimes it's just that they've had a frustrating week and we know when it When we have a frustrating week, things can distort our perception of what is in front of us. So sometimes it's just a matter of letting them kind of unload a little bit. Without judgment, just listen to them and it's very hard for us because we want to become defensive, but just let them unburden themselves because a lot of times they'll reach their own conclusion and that if not, they'll give you a lot of information that you can help reach that conclusion help.

Reach a negotiated conclusion too. So it's not always that we have to be talking. Sometimes it's just silence and letting them do the talking. So a lot of times when I am using silence as golden. I will let them sit and talk and then we're going to go to an interactive clarification. What is interactive clarification? We I know that we have all done this. I can bet I will. I am not a better and my we just had a discussion on this yesterday.

I don't bet unless I know for a fact that. I'm going to win, and I will bet that everybody has used interactive clarification at one point. Basically what that is just repeating what they say in your own words. It avoids misunderstanding. You'd probably do it when you bring in every dog trying to get a cut out of a person. Because those cuts, sometimes trying to get what they want is like pulling eye teeth and we know this, so it's constantly asking them, so you want it how short? And then it's okay. So I'm understanding that you want it short but you don't want it shaped. Now we know that when we do this, it is sometimes their perception of what is short and what our perception of short is.

Because to me short is nothing less than a half inch come through, whereas when they say short, they're saying they want to find that so. I use interactive clarification by asking them. So what I am understanding is that you want this. Those a lot of people who have ever taken my classes or anything know that I do an Asian fusion class and that is they don't have anything on the chin. That's pretty much my Asian fusions is they'll say my people. Clients come in and they'll say don't like this. It gets food. It gets water and everything and I'm so then I'll use OK So let me understand. You want me to take this short but then I'll leave some around the rest of the muzzle and kind of round it out and make it look real cute.

Yeah, that's what I want. Ok right there they said that what they didn't want and I said OK so I'm understanding this is what you want. That is interactive clarification. The more interactive clarification that we use in the beginning though, the less we have to use the deescalation parts at the end. So if we are always asking them okay, I'm understanding. And then this is 2 parts because it not only tells them hey okay, I'm listening to you, but I'm trying to make sure I understand what you want to.

Now, this doesn't always mean that we're going to give in and say yes, all right, because we're not dormants. We shouldn't always give in to the clients, but then we want to make sure that we understand what they say and then we're able to move forward from that. So admit and deny. This is where we admit that they have said something but we're going to deny it as an excuse or an option.

So when we have the clients that come in and say, I don't know how the dog got matted, it must got matted on the way over here. So let me understand on your drive over here in the. 1520 minutes it took you to drive here. Your dog got medded to the skin okay. So how many times have we've heard that And basically what admit and deny is that when we so okay, so when we tell a client say a client calls and.

It's been 3 weeks since they were groomed. The client calls and tells you I'm not happy with the cut. I didn't like it and everything. This is 3 weeks in. One thing that you would do is that i understand you want you that I understand that you're not happy with the cut what? What am I understanding? You want okay? No well, I want you to fix the cut. Now when they when they say that they want you to fix the cut. I'm not going to fix the cut at 3 weeks in, So I can, I will typically tell them okay, I understand you want me to fix the cut, but we are now three weeks past the cut.

And that isn't going to be possible to do it for free. And then we're going to start talking about okay. Am I doing this for, you know, a price cut? Am I doing it for full cut or what are my standards? Because our standards are not negotiable and they shouldn't be. We are in an industry where. Once we set our policies and procedures Okay and they are known to our clients, we should not negotiate those are things that we are going to stand firm on and we are not going to get into a position where. Things are different for different people because that's why we have our policies and procedures.

Now at one class that I taught, somebody had said that they had this client that they charge a no show fee for when they don't show up for their appointment when their appointment comes the next time. She informed them that they would have to pay the no show fee plus the appointment. Well, he proceeded to call her several times and basically come down to harass her and she says.

She told me that she didn't know exactly what to say to him to get to make him understand because he just wasn't understanding it. And he what? Didn't want to pay the no show fee. So I told her this is where you would use your admit deny would sound like. I understand you don't want to pay for a no show fee, but this isn't going to. This isn't an option. This is in our policy and procedures for. Our clients and our staff and are non negotiable. That is the way that you shut it down. He has then at that point he has no option but to decide to pay the no show fee or go somewhere else.

Now when you say something like that you have to. Already beyond the understanding that you're probably going to lose this client, but do you want to keep the client That isn't going to respect your policy and procedures that are in place for other clients and your staff. And that's what you have to understand that you put these in, you have put your foot down for your staff and clients. So this then. There we go to the if then ultimatum. This is the drawing the line. Some things are negotiable and some aren't. You don't have to give it. And that is that is your. You know where your if then is. Kind of like you're admit, deny, okay.

They can be used interchangeably, but they are also the ultimatum is kind of a drop deadline okay. Whereas if using the same kind of scenario that I just used. In an ultimatum instead of telling them. I understand that you don't want to pay, but this would be if you don't pay the no show fee then we can no longer service you as a client flat out. Ok that is a respectful way to draw the line. If you don't do this, there's nothing we can do for you. So a lot of things are just in the way that we speak with people and the words that we choose to use the techniques in the if and then.

Allows you to stand your ground when needed and draw that line respectfully because we know that if we tell a client, I'm sorry, I'm done, how is that going to affect our business? Because a lot of this if you'd use these techniques on a daily basis and you practice them. They'll start coming very easily to you. And The thing is that when they come very easily to you can still keep the respect from your clients, but be able to have your boundaries too. And when you have those clients that are unhappy. We can deescalate them and talk them down so they're not so angry when they go to go to home, go to their house and go home, that the first thing they do is get on the keyboard and start those reviews.

Because we know that the people that are going to review you the most are the ones that are unhappy. So if we can get these people talk down and feel like they were at least heard and understood, a lot of times they're not going to do that. They're not going to go home and immediately get on that keyboard and start pounding out because we even negotiating sometimes doesn't.

Stop that because like I had a client that was had a Husky. Now when the Husky came in it was completed and completely matted and we talked to the client and she told her that this wasn't going to probably be able to be done in one session because it the IT was just matted and we didn't she didn't want to shave it down. We were given she was given. The option to shave it down because dematting it was going to be hard on the dog and but then we explained if you shave it down hair won't necessarily grow back.

So we gave all the information to her and let her make the decision was made to demat the dog. Well we got the dog of course the dog is jumps in swamp water a lot and. Where I live, tell you a little bit, where I live we have no four way stops, we have no stop lights and we have Amish buggies running around everywhere. We are in farm country and so we also have a lot of little ponds and swamps and things and this. The dog would jump into the swamp and it would get black, almost like tar on it.

So we washed it, dried it and working on D matting and the dog got upset, was done, started getting nippy. We called her and we said we're done with there's nothing, you know, the dog's tired and done and we'll have to set up for another appointment. Whenever we do this, we tell them that we need to get them in within the next few days. So the decision was made to bring, and it was. She was charged for a regular appointment and then we told her that it wouldn't be quite as much the second appointment because all we needed to do was demat.

We weren't going to have to wash and all that anymore again. So it was made that the decision was made that it the dog would come in two days later when the dog came in, it had jumped in the swamp again and it was completely matted again and had to be washed again also. So it was basically starting from square one. Well, of course we did not get the dog done again. And then she got upset because here we were, two appointments and then the dog wasn't done and she was continuing to pay for all these appointments. Well, she got very upset and went back and immediately got on to the keyboard and started typing out a review saying, you know, how she'd pay for these appointments and everything.

Well, we went to type our response and she deleted her review. Then we she retyped her review and we were typed our response since you deleted her review third time, she put it on again. She did it one more time while this was on Facebook. So we just blocked her on Facebook because you're we were in the feeling that you are more than welcome to review us, but we have to be able to. Give the opportunity to respond to it too.

So then of course she goes on a Yelp, which we all love Yelp because Yelp is just so wonderful and rates the review on Yelp. And as much as we try to talk to her and explain to her and even, you know, give her. Every opportunity we could to try and tell her what was best and get to yes to an understanding sometimes negotiate negotiations aren't always going to work. So it is not a silver bullet and that's not what I want you to get out of this is a tool that we can use and we're going to work with.

To help resolve I as much of the conflicts that we can as possible. Now as I stated that core one that you really want to work on and the first one I think you should work on perfecting is getting to yes, because getting to yes once you get them to agree and understand that. Look, we want the same things. It just may be how do we get there. Once we get them to, yes, then we're able to kind of chip away. And that's where we start changing their perception now. When I was going through this and we were learning all these ones, I would go home and literally pick a fight with my husband.

Now he went up through. He was a trainer before I was. So I go home and I would literally pick a fight with him just to see if I could negotiate my way out of it and. It wasn't a couple days in after you know, that he realized what I was doing. He's like, OK will you just knock it off? You're just trying to negotiate. And that's because I found this information so fascinating that I wanted to learn how to use it.

Now, sometimes people who are close to me, if they really pay attention when I don't agree with them. Sometimes they'll under they'll pick up on it after a while, but sometimes they don't. And when I disagree with somebody, it's a matter of getting that person to under letting that person I understand what they're saying, but also letting them know that. I may not necessarily agree with you, but we can come to a resolution about it. Now of course we can't always dictate on control the outcome, but this is kind of the saying that we this is kind of like hangs on our wall and our.

An employee bathroom to kind of remind everybody, we can't control our we can control the outcome but we do can't control our response. And that's what we need to remember is controlling that response and when we control that response, that leads to communication because if we're controlling our response. Then that person will be more apt to talk and communicate with us. When they're more apt to talk and communicate with us, we have a better chance of getting cooperation. And when we get a better chance of cooperation, that's when we usually reach are able to reach a reasonable outcome.

So that's kind of where you have to continue thinking about how to lead the communication and that all these things play a part and that's a lot to remember because when you're trying to sit there, stand there and talk to somebody. You're trying to remember, okay, how? How is my tone? How am I my body talking? How is my facial expression talking? How are my eyes talking to this person? So you've got all of that physical, that visual talking going on. Then you also have your communications going on. You're going to listen to that person, Let them unburden themselves. You're going to let them tell you everything that they need to and get those.

Get every clue that you can into. What are they wanting? What is there? What is the root cause of their problem? Because like I said, it may not be. Have anything to do with what you're doing or what happened within your shop? It could be that you he they had an argument with their loved one the night before and you're just getting the repercussion from it. You're getting their anger because they don't have anywhere else to place it.

And you are in front of them at that point when they've had enough. Just like I talked about with the gentleman that passed me on a corner, it was to the point where I had enough for the week and he got unloaded on and I again reacted instead of acting on it because had I? Taken a more calm approach with him and said you can cause an accident doing that instead of screaming at him the whole time.

Because you know what? He probably got to work and said Oh my God, this crazy old lady came up to my window and just started screaming at me. I'm sure he's going to think twice before doing it again, but. It's not going to be because of the fact that I got through to him. It's because he's worried about some crazy old lady coming up to his window. So that's the kind of thing that we need to remember when we communicate is don't react, act upon things, don't always listen to what they are saying. And communicate with and make sure that you are understanding what they are saying by repeating in your own words what that you think they are saying.

Then we're able to have that cooperation. And the better we are cooperating and communicating, the better the outcome, happier the client walks away. And the better our business is going to look. So now let's see typically I would take questions. So Okay, you could stop the share, are you, are you okay there we go. Okay, so we'll give it a minute for questions. Oh no, just Chris and Cater are the I told. I told Chris the story yesterday because I called her. I'm like, obviously I've been hanging around you a little too long because. Yeah, little Jersey came out in me yesterday, but it was, it was a very good class, Mindy.

Thank you for taking the time. So we'll give it a minute for questions. And just a reminder, in a half hour, Denise will be up and Chris is last today. And Chris has got a new workshop too. I'm pretty excited about hers. What's Chris's today on a you the i guess. I guess it's the boss. You love to hate yourself oh. There are, there are so many great classes out there that people can take and you know, it's just always getting out there and doing things like this and you know, being able these are great because you're able to.

Sit at home and or do a my, you know you uploading them and letting them be able to watch them in their own leisure is just so right. So and just a reminder, if you purchased the Summit individually, you have three weeks. If you have a Summit membership, you have six weeks to watch the recordings. So I'm going to stop the recording right now. We don't have any questions.