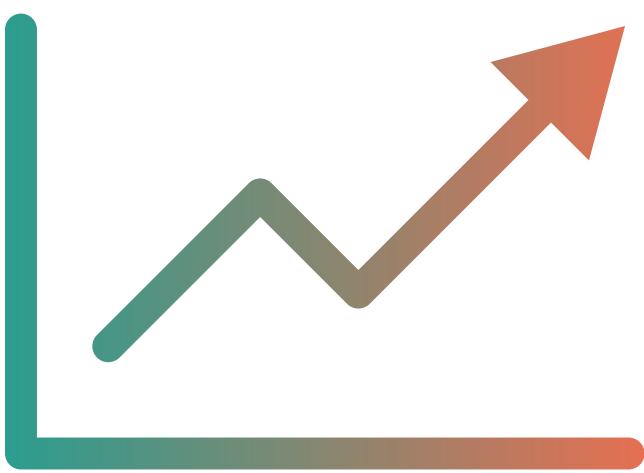


# MANAGING ANGRY CLIENTS

## 1 To Increase Engagement

- Stay calm.
- Keep emotions in check.
- Ask open-ended questions.
- Be flexible, within reason.



## 2 To Simplify Complex Information

Infographics can help to present complex data and information in a clear, concise, and easy-to-understand format.

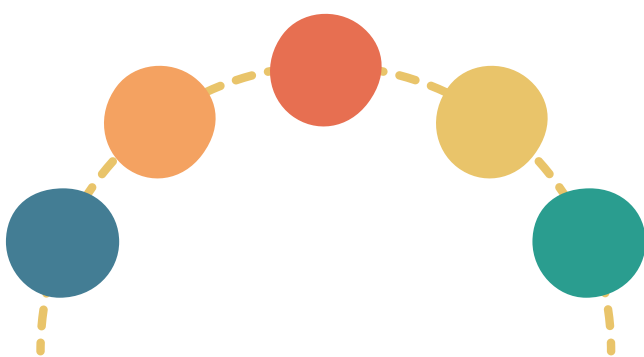
## 3 To Increase Safety

- Adopt a passive body posture.
- Structure the work environment to ensure safety.
- Make sure other clients are out of harm's way.



## 4 To Explain a Process

Infographics can also be used to explain a process or procedure in a clear and simple manner.



## 5 To Make solutions More Accessible

Infographics can be used to make solutions more accessible. Moreover, the visual format can be useful to diffuse anger.

