



SkillSharpener Web Extra

Help reps understand their emotional triggers

Emotional triggers vary from person to person. For frontline reps, understanding and managing one's reactions is essential to providing excellent service.

It is helpful to know what your personal triggers are, says Nance Guilmartin author of *The Power of Pause*. Being aware of your own sensitivities makes you more effective because you are able to take more control over circumstances where otherwise you would tend to overreact.

To zero in on personal triggers, Guilmartin suggests the following exercise. Ask reps to:

Think about the situations in which you are likely to be triggered. Ask yourself now, or the next time that you are having a strong reaction to something that someone said or did:

- *What event, words, action, type of person or behavior set me off, triggering a rapid reaction that kept me from being or doing my best?*
- *What really bothers me most is when someone....*

Guilmartin says that answering these two questions will raise rep's awareness of the types of situations that will trigger them, increasing their ability to pause. As a result, they will be less likely to take things personally, and more able to shift to neutral and stay in control of their reactions.

This exercise can be done independently or you may ask reps to share and discuss their triggers. One caution: This can be an opportunity to share and bond, but it can quickly turn into a non-productive gripe session if it is not carefully directed.



SkillSharpener
The manager's companion to Customer Communicator

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