

# De-stressing after dealing with an angry customer

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(Exasperated sigh) You've been helping customers all day with a smile and positive attitude and then you find yourself the victim of an angry customer. Can you believe that customer was so rude? You can feel your frustration set in, you do your best to help the customer and once they leave you find yourself feeling on edge, emotionally fragile, or perhaps drained of energy.

Hi everyone, my name is Tina and I am a mental health professional. Today I would love to share some quick tips for de-stressing after dealing with an angry customer.

First, breathe, breathe, breathe. Taking deep breaths can leave you feeling calmer, slowing your heart rate and sending more oxygen to your brain. After dealing with an angry customer, consider closing your eyes and taking 10 deep breaths before moving forward in your day. If possible, perhaps walk outside to breathe in fresh air. Even if you are not able to step outside see if you can get up from your workspace to get a change in your scenery.

Next, you may also want to consider showing your body kindness through some gentle stretching or giving yourself a mini-massage to your neck or shoulders that may have tensed.

Then, help your brain change its focus, consider trying a visualization exercise or guided meditation to redirect your thoughts or even finding a humorous picture or joke to give yourself a laugh.

And last, don't forget about your supports, whether it be coworkers or connecting with a friend or family member to chat with or vent to. Also, consider if talking to your manager may help you de-stress.

Now next time you may face an angry customer, I hope you consider these tips for de-stressing and being kind to yourself. Have a great day!

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