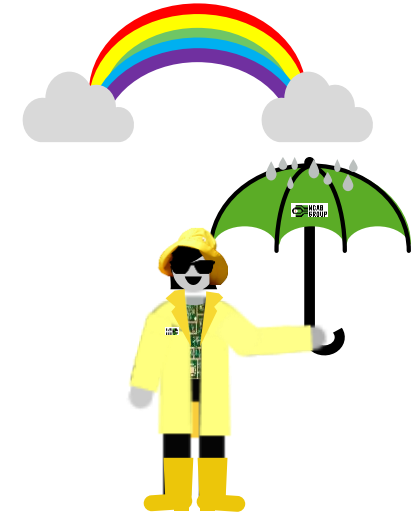


How to handle a complaint



Call them!

SPIN

How does it impact them?

Let me check
if I got this
right...

Recognize *their* perspective



I got this



Solutions

LEAN IN
TO THE PERSON!

