

This Free E-Book is brought to you by [Natural-Aging.com](http://Natural-Aging.com).

**100% Effective Natural Hormone Treatment**  
**Menopause, Andropause And Other Hormone Imbalances**  
**Impair Healthy Healing In People Over The Age Of 30!**

**From Angry To Loyal, All In One Understanding Minute**

**By Ken Lansford**

**From Angry To Loyal, All In One Understanding Minute by Ken Lansford**

An angry customer is one of the most dreaded moments in business. Absolutely no business owner is immune to them no matter how hard they try. No matter how much they do. Human nature indicates that sooner or later a customer will get upset. Even downright angry. So what do you do?

It's one of the toughest moments in business and the urge is to defend yourself. Fight back. However, one simple tool will show you that fighting back is not the answer. Fighting back fuels the emotion and makes matters worse. The tool is understanding what lies underneath the anger. Any psychologist will tell you that anger is a secondary emotion. Scratch that away and you have only two choices. The real root of the problem. Fear or hurt. That's it. Under all that attack and all those abusive words is the real root emotion of either fear or hurt.

Now if a friend came to you in tears, afraid or hurt, what would you do? How would you handle it? Would you pour salt on the wound? Would you fight back? Of course not. Compassion dictates that you listen attentively to their feelings and validate them. They might not be right, but at this point in time they need to be heard, to be validated. If you can keep the real emotion in mind, then you realize that it's not a fight, it's a plea. In this way you can handle yourself professionally and with a caring manner. This technique helps you understand that it's personal only to them, no matter what they say. However, you may have to post the words Hurt Or Afraid on your computer monitor to remember.

The strange thing about anger is that it's rather like wolfing your cookies. You tend to want to also. When someone comes in for the attack, remember the underlying emotion and that all the emotional outbursts are centered in the Limbic portion of the brain. When a person is in the Limbic portion of their brain, they are pure emotion, nothing else. Logical reasoning cannot take place. This is why fighting back will not work. You must take the higher, harder road.

Listen, talk quietly, validate, soothe. Once your customer

has calmed down, you can resolve the problem and thus the root emotion. When you do this, your customer becomes bonded to you in ways you won't believe. Their confidence in you triples, their trust in you solidifies, and your future with them is secure. Furthermore, they will sing your praises forever. All it takes is a little understanding and you can turn an angry client into a customer forever.

Ken Lansford. PrintClear is the cost effective solution to expensive printer cartridges. Don't replace those cartridges, reuse them at a fraction of the cost. Visit us at: <http://www.printclear.com>

## **Stress And Anger Management Is Not A Difficult Proposition To Achieve**

**By Ashish Jain**

Stress and Anger...Is there anything more required to destroy an individual? In an effort to destroy the opponent, you will destroy yourself! Anger is a mighty weapon of destruction! All your positive faculties are destroyed in an instant– that is the potentiality of the trait called anger. It ebbs within you along with stress and erupts out like a volcano! It is the tsunami of negative human emotions. Even the mighty dam cannot control it.

The human history, full of bloodshed is asking a crying question– how to make this world peaceful and beautiful? Eyes full of understanding, heart full of love and the life refusing conflicts– enough, that is enough!

Turn the pages of history again. It is the angry Kings, the angry generals, the angry statesmen and politicians who caused the wars and planned the destruction of humanity! Most of the murders were committed in a fit of anger and stress! When you are overstressed, you lose sense of proportion, and anger overtakes you. Within seconds, you commit an act for which you have a lifetime to regret!

Do you like an individual with an angry disposition? Never! Would you like to marry an overstressed angry boy?

## From Angry To Loyal, All In One Understanding Minute

Boy, would you like to marry an overstressed angry girl? Well, I know the answer!

Here is an intelligent saying: "Temper is very valuable; do not lose it." Make a poster out of it, and display it in a prominent place in your office or at your home.

Stress and anger management is not a difficult proposition to achieve, provided you have the will power to achieve it. Sit in a quiet corner, and peep into your own self. Analyze your personality. Note 'to do' and 'not to do' things– the 'should have done' and 'should not have done' things. That will be a good start to your initiative to conquer anger.

Are you angry with me for daring to tell you something positively about getting angry? I hope you are not. But if you do not follow my humble submissions, I will definitely be angry with you! And you be only stressed! So, for once let me give you the taste of your own medicine!

Ashish Jain writes about different topics. For more information on stress management visit

and also visit the main articles page:

To comment on this article visit:



**This Free E-Book has been brought to you by [Natural-Aging.com](http://Natural-Aging.com).**



**100% Effective Natural Hormone Treatment**  
**Menopause, Andropause And Other Hormone Imbalances**  
**Impair Healthy Healing In People Over The Age Of 30!**