

Brace yourself! An angry client is coming.



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Intro



Maciej Nowak

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- Ex mobile/iOS/Android developer
- Running Osom Studio for 12 years now - 100% WP agency for Consumer Electronics and Software companies
- Host of Osom To Know Podcast
- Running after hours for 10k races or BJJ before hours



Practice what you preach

1. I submitted this topic
2. I was selected for presenting this topic
3. The same week I was picked, I got called by an angry client who refused to pay 2 overdue invoices. A \$25,000
4. Isn't it the funniest of coincidences?



Agenda

- ~~Intro~~—DONE
- Why this talk?
- Introduction of an angry client - a Story
- Preparation
- Execution
- Recap



Why this talk?/Background Context

- Every single company made a mistake at some point
- IMHO good customer service and handling critical situations can make or break a company or at least a contract
- This means it is worth investing in practicing a good handling of such critical matters as an angry client conversations.
- I spent 12 years building the company -> learned the hard way.
- This talk is part of the internal training for PMs at Osom Studio



Story



What do you do?



What do you FEEL?



Why do you feel so?

Scared? Worry what's next? Stressed out?

Worry about consequences?

Employee:

- Punishment from the boss?
- Even losing job?

Freelancer/Business owner:

- Losing the client?
- Bankrupting the company?

You just don't know what is going to happen.



Fear of not knowing what's going to happen





Let's take the action!
PREPARATION



1. Prepare

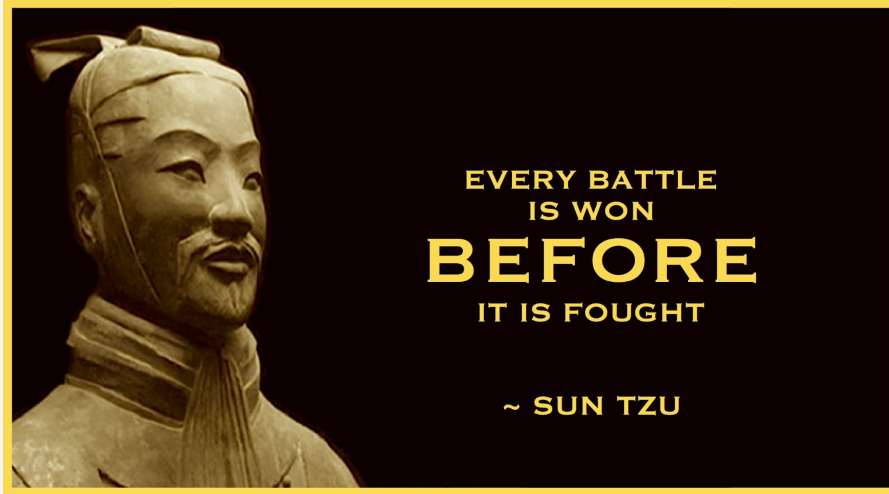


“Give me six hours to chop down a tree and I will spend the first four sharpening the axe.”

Abraham Lincoln
(reportedly)



1. Prepare



*Every battle is won or lost
before it is ever fought.*

*Sun Tzu,
The Art of War*



1. Prepare

Because the unknown => fear

- Ask your client for more information.
- Do your own due diligence
- List out all possible worst case scenarios
- Are there any concessions you know you can make?

“Give me six hours to chop down a tree and I will spend the first four sharpening the axe.”

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Manage your stress level



1. Worry Chair technique

- a. Choose Your Worry Chair and Place
- b. Set a Worry Time
- c. Write Down Your Worries
- d. Contemplate and Challenge Your Worries
 - i. **Write down 2-3 things that will counter the impact of each worrying scenario**
- e. Leave the Worries in the Chair
- f. Limit Worrying Outside of Worry Time

This is not a medical advice.



*Hope for the best
Prepare for the worst*





Let's take the action!
EXECUTION



2. Execute

- ● Come prepared! See previous points
- Let the person vent
- ● Hear the other party. Try to understand the other person + goals
 - What is important to them?
 - How that situation influences them personally + business wise
 - What are their feelings
- Move on, navigate to solution. Observe the direction/scenario unfolding -> chair exercise!
- If you have to, regroup and talk later.

Take the blame

- If you are to blame, take the blame
- Moral courage





Recap



- 1. Prepare**
- 2. Emphasize with the client**
- 3. Have a clear goal for the meeting**
- 4. Take the blame**

Thank you!



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