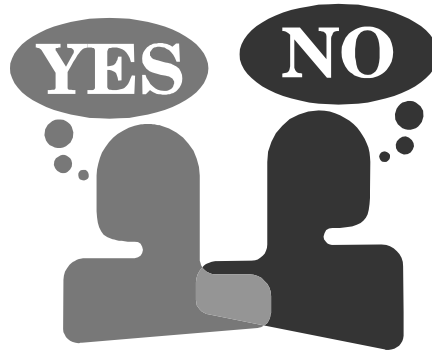


When You Can't Fill a Request



1. Acknowledge the problem
 - a. Show empathy
 - b. Apologize for not being able to meet expectations
 - c. Give facts, not excuses
2. What **can** you do?
 - a. Clearly understand the request
 - b. What options/alternatives are there?
 - c. Form a “team” with your customer
 - d. Create a “neutral zone” on paper
3. Refer to another staff member
4. Examine what happened and learn from it