



PROACTIVE
COMPLAINTS
MANAGEMENT

TRAINING • COACHING • CASE MANAGEMENT

STOP – THINK – DO

STOP – What you are doing

THINK – What options are available to you

DO – The best by your customer

During stressful interactions our emotions get hijacked by our fears and as a result we go into our default flight and/or fight mode way of thinking.

When our staff encounter a stressful event they may say or respond with the first thing that comes into their minds this is a natural human reaction.

The **STOP – THINK – DO** response is a simple way to handle these stressful interactions for all individuals experiencing or working through a stressful encounter.

HOWEVER BE AWARE THAT THIS TAKES PRACTICE!!

Some crucial elements to consider:

The **STOP – THINK – DO** model can be best defined as:

“An individual’s ability to control their own reactions, organise their thoughts and respond appropriately with the aim of defusing a difficult or hostile interaction”

The four (4) critical elements of individual actions are as follows:

1) Perceptual Skills:

- The ability to be in the moment and to read a particular situation or interaction.

2) Self-Control & Self Awareness:

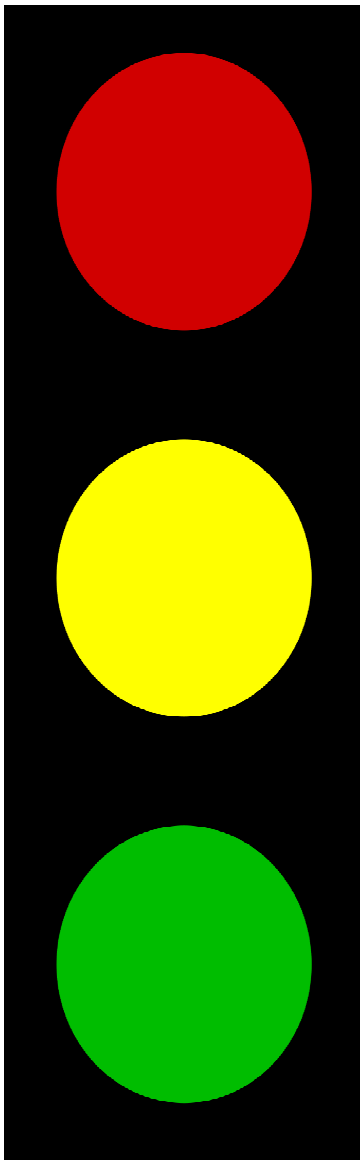
- The ability of an individual to understand that they are feeling a particular way and how to behave appropriately.

3) Cognitive Abilities:

- How to remain in a calm state of mind to solve or resolve another parties concerns.

4) Behavioural Response:

- How to respond verbally and non-verbally (body language) during difficult interactions.



STOP Do not rush into a response

Ask yourself:

- What is the problem?
- How do I feel? (emotional)
- How do others feel? (emotional intelligence)
- What do I want to happen?

THINK Of as many options to resolve the matter at hand

Ask yourself:

- What can I do to help the situation (self-awareness)
- How do I show empathy and understanding for the customer's predicament? (self-awareness)

DO What actions can I take?

Ask yourself:

- What solutions can I offer the other party?
- What are the behavioural consequences if any threatening or inappropriate actions are

evident by the other party?

The **STOP – THINK – DO** process allow us to manage ourselves and our response to situations where our actions and choices are critical for the well-being of ourselves and the customer.

If you would like further information on the **STOP – THINK – DO** process please feel free to contact Steve Aivaliotis 0418 313 303 or email steve@proactivecm.com.au