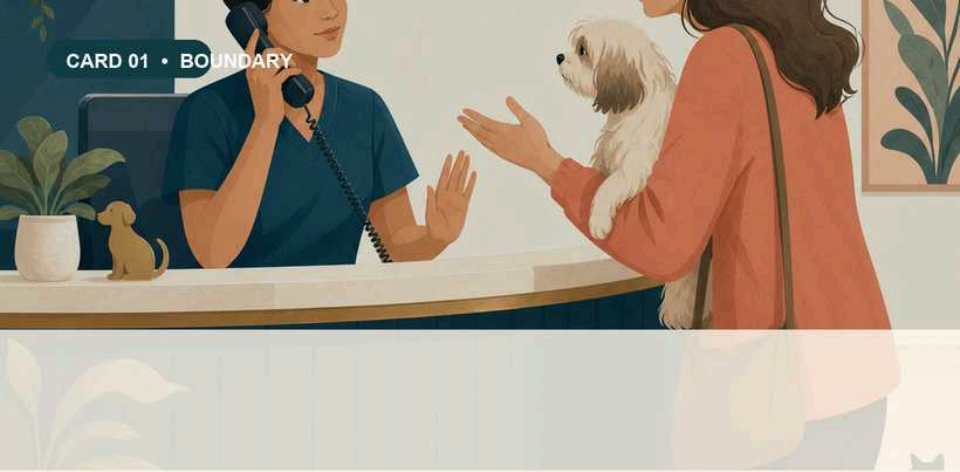

Set the tone early

THE MOMENT

The client is speaking sharply, but the conversation is still recoverable.

SAY THIS

“I want to help. I can do that best if we keep the conversation respectful.”

AVOID

Matching their volume, apologizing for having a boundary, or continuing as if the tone is acceptable.

NEXT STEP

Pause. Lower your pace. If the behavior continues, move to your clinic's escalation process.

THEVETCSR

One card, on the house.

FREE

This is Card 01, Set the tone early, a free printable phone script card from the Phone Script Cards set: 20 word-for-word scripts for the hardest calls at the front desk.

Print it, keep it by the phone, and say the words exactly as written. That is the whole system.

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