



ICES Procedure in Handling Situations

Revised February 2021

As a member of the ICES Board of Directors, it is your responsibility to represent our organization to the best of our ability at all times. You need to be able to handle many uncomfortable situations with confidence and dignity. Many times your first reaction to a given situation will dictate the outcome.

Some people think that being obnoxious is the only way to get action. When you are professional, firm and pleasant, then people will often calm down in a hurry. Listen, don't interrupt, show genuine concern. Be calm and give the impression of confidence. That will help put you in control without appearing arrogant.

When people come to you with a problem, they are seeking a solution. Many times all you have to do is explain the rules and why they are that way, but do it with a smile and in a caring manner. Make the person feel as if their problem is genuine, and you really care, even though you might not be able to do anything about it. Smile and express your regret over the situation. In spite of everything, you must try to salvage the situation, and many times just caring will be all that is needed.

Often you must just allow the person to blow off steam. Resist the urge to ask for more details. Many times that will only encourage them to get more vocal.

Be aware of your body language. Most complainers look for evidence that you are taking their problem seriously. Look the person in the eye, and show interest, not defensiveness. Counter the natural tendency to stiffen under fire. Resist agreeing or disagreeing until you know the answer is correct.

Listen to yourself. We have a tendency to raise our voices under stress. Use a calming, quiet tone of voice.

Use active listening. Identify the problem and take initiative. Repeat back to the person what you think their problem is. When you both agree on what the problem is, explain slowly and calmly the answer. If you need to involve someone else, go with the person and relay the problem. You don't want the person to feel like they are being shuffled around or that they have to explain their problem over and over again.

Always thank a person for bringing their problem to your attention.

You need to understand ICES rules and policies. If you do not understand a rule, ask the President, another board member, Expo Coordinator or Convention Committee Chairman. Make sure you know the answer before you explain it to the person.