## INSTEAD OF:

- “You have to…”
- “You should…”
- “I’ll try…”
- “You made a mistake…”
- “Your complaint…”
- “Your problem…”
- “You can’t…”
- “We can’t…”
- “As soon as possible.”
- “I’m just…”
- “There’s nothing I can do.”
- “Why didn’t you…”
- “Let me warn you…”

## HOW ABOUT:

- “Will you please…”
- “Will you please…”
- “I will…”
- “Will you please…”
- “Your question…”
- “This situation…”
- “You can…”
- “You can…”
- “Before ______ o’clock.”
- “I am…”
- “I will _________” (list actions)
- “Will you please…”
- “I want to let you know.”
Effective Listening Skills

1. Focus on content, not delivery style.
2. Be attentive. Use names frequently.
3. Maintain eye contact.
4. Read between the lines.
5. Find areas of interest.
6. Use affirmative body language.
7. Resist distractions. (radio)
8. Keep an open mind.
9. Paraphrase the central ideas.
10. Validate feelings and emotions.
11. Ask open-ended questions.
Open-Ended Questions

W Q
W Q
W C
W D
H C
Reasons We Avoid Giving Feedback…

Participants - Circle or check your reasons:

“I don’t have time.”

“There’s nothing really wrong.”

“I don’t like to be critical”

“I’m not sure how to say it.”

“The person could get upset or feel hurt.”

“That guy has a lot of personal problems. I feel sorry for him. Things will get better.”

“Feedback is so uncomfortable.”
Essentials of Feedback

“Good feedback is soft on the person and hard on the problem.”
Anonymous

♦ Create the most pleasant environment to talk to the person.

♦ State the purpose of your feedback. “I'd like to explain / ask . . .”

♦ Describe the behavior/situation in question. READ your customer to know how specific to be.

♦ Seek to understand the customer's perspective.


♦ Express your own position.

♦ Offer specific suggestions. Seek agreement.
# Handling Customer Complaints

**Customer Says:**

- You guys should have.....
- This really costs too much for the time you are here!
- You are not being careful enough!
- I thought you were going do the Oak tree too?

**You Respond:**

- Good suggestion Mr. Adams, we do it this way because.....
- I realize the time may be short but the knowledge is long!
- I really appreciate your concern Mr. Smith, we use all the most modern safety practices and equipment.
- Oh maybe that was from an earlier conversation but here is the work order we all signed.