

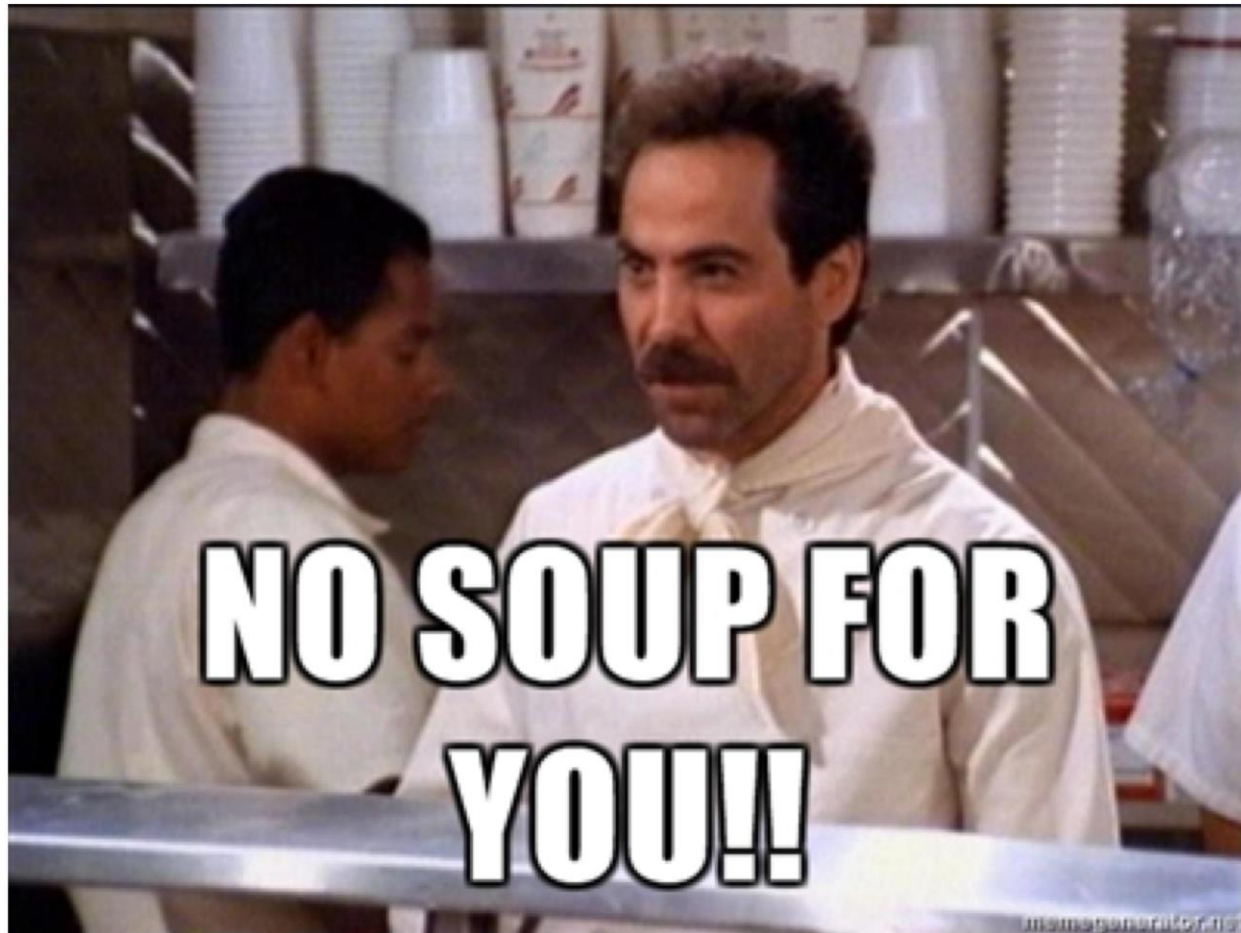
2019 HEAP CAA TRAINING

# Communication For Positive Customer Service





# Communication For Positive Customer Service





# What We Will Discuss Today

- Communicating With Empathy
- Active Listening
- Non Verbal Communication
- Asking Better Questions
- Handling Difficult Conversations





# Communicating With Empathy

- If you develop your **empathizing** skills, you can put yourself in the other person's shoes.
- This doesn't mean that you do not have to agree with them, but it helps you see where they are coming from.





# What is Listening?

**lis·ten** 'lis(ə)n/ (*verb*) – to hear something with thoughtful attention.



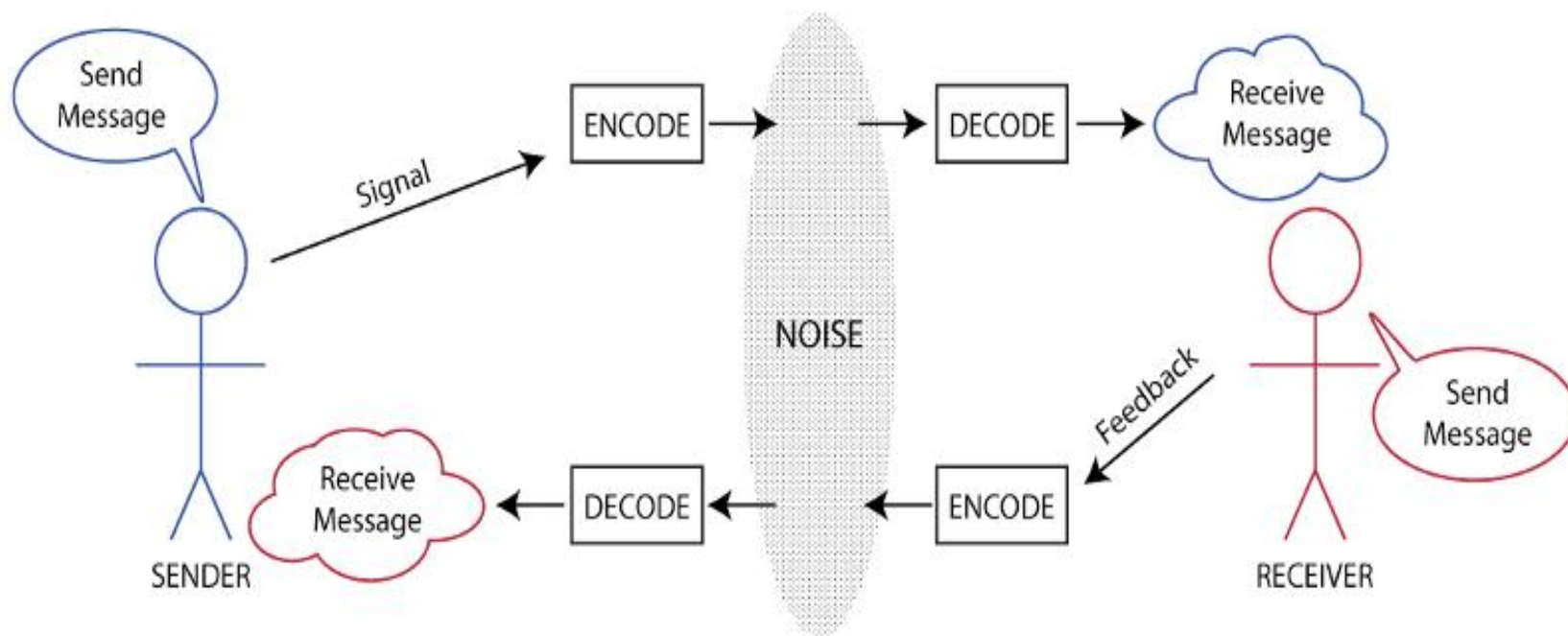


# Bad Listening Habits

- **Interrupting** - responding before the speaker is finished.
- **Pseudo-listening** - being distracted while appearing to be listening.
- **Multitasking** - focusing on another task and not being fully engaged.
- **Disinterest** - not paying attention either intentionally or because of a distraction.



# Distractors and Filters to Listening





# Active Listening







# Active Listening

1. **Be attentive.** Show the speaker they have your full attention. Remove any distractions.
2. **Ask open-ended questions.** Phrase questions to gain additional information. “Tell me more?”
3. **Ask probing questions.** Ask detailed questions to gather specific information.
4. **Request clarification.** Use a clarity check for uncertainty. “So, if I understand you correctly...”
5. **Paraphrase.** Recap important points throughout the conversation.
6. **Be attuned to and reflect feelings.** Pay attention to nonverbal cues and emotions.
7. **Summarize.** Restate key information to the speaker to ensure understanding.



# Active Listening

## Let's Practice



# Non-Verbal Communication





# What is NOT being said?

## **Para-verbal**

- Pauses
- Pitch
- Rhythm
- Tone
- Volume
- Articulation
- Speed

## **Nonverbal**

- Personal space distance
- Body orientation
- Appearance
- Posture
- Gestures
- Facial expressions
- Physical contact



# Non-Verbal Communication

How can non-verbal  
communication harm or  
improve a difficult  
conversation?



# Asking Better Questions

**Open questions** - give people a chance to explain, to tell how they feel about an issue, or offer suggestions.

- Open questions give us more information
- They encourage other people to talk
- We get opinions and ideas from others
- They can help us determine if people have interpreted what we say correctly
- They can help us arrive at consensus much more readily



# Paraphrasing and Clarification

## **Paraphrasing Statements**

- “What I heard you saying is...”
- “If I understand you correctly...”
- “In other words....”

**Then summarize the speaker’s message in your own words.**

## **Clarity Statements**

- “I am not quite sure I understand what you are saying.”
- “What did you mean by...?”
- “Will you tell me more about...?”

**Then paraphrase or ask for more information.**





# Paraphrasing and Clarification

## Let's Practice

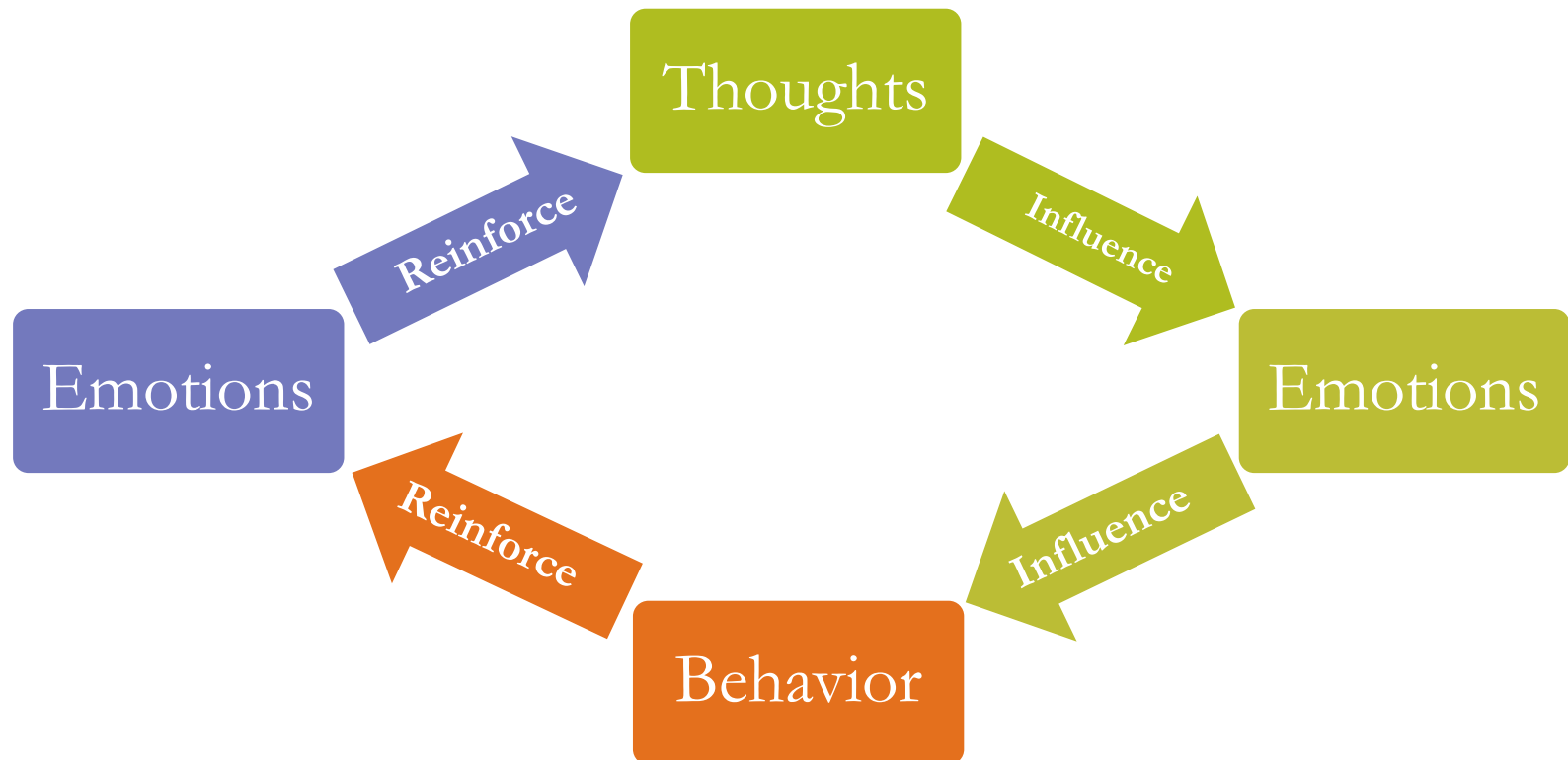


# Why Are Some Conversations Difficult?

- We fall into a combat mentality.
- We try to oversimplify the problem.
- We do not bring enough respect to the conversation.
- We over- rehearse
- We make assumptions about intentions.
- We lose sight of the goal.



# Defining Emotions





# Positive Conversations

- **Step 1 – State the problem.** State the problem and provide examples.
- **Step 2 – Listen and question.** Let the other person explain their side.
- **Step 3 – Acknowledge.** Confirm and clarify your understanding of what they have said and validate them where appropriate.
- **Step 4 – Reassess your position.** Clarify your position without minimizing theirs. Has your position changed based on the information they provided?
- **Step 5 – Look for solutions.** Work with them to develop solutions. Agree on a way forward.
- **Step 6 – Close the conversation.** Clarify and document the agreed actions.



# Handling a Challenging Conversation

1. Decide on your outcome.
2. **Ask yourself** – “Why do you want to have the conversation?” and
3. “Is the outcome you’re looking for realistic?”
4. Think about the other person’s point of view and perspective.
5. Prepare what you are going to say. Write down the key points you need to cover, so that you can keep your conversation on track and stay in control.
6. Give the other person time to prepare for the conversation. Provide some context to give them some time to prepare.



# Positive Conversations

## Let's Practice



# Review and Summary

- What are your “take-aways”?
- Was there an “ah-ha” moment?
- Anything that needs clarification?
- What’s the next step?







## One Last Thought...

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

- Maya Angelou



# Thank You!