

HOW TO MAKE EVERY INTERACTION COUNT

LIVING SMALLER
SMARTER

HERE ARE 4 TIPS YOU AND YOUR TEAM MEMBERS CAN USE TODAY TO START DELIVERING AMAZING CUSTOMER SERVICE

1 STOP AND LISTEN

Stop whatever else you are doing, end your internal dialogue on other thoughts, and free your mind to give the speaker your attention.

2 FOCUS ON THE SPEAKER

Always focus on the speaker. Turn your body toward the speaker as a reminder to be engaged solely in listening.

3 ANTICIPATE AND BE OPEN TO LEARN SOMETHING NEW

By looking forward to what the speaker has to say, you are acknowledging that you will likely learn something new and interesting, which will enhance your motivation to listen.

4 REPLAY WHAT YOU HAVE HEARD

Think about what the speaker is saying. Analyze and paraphrase it in your mind or in discussion with the speaker.



KEEP THE BALL ROLLING EMPATHY TRAINING

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WHAT EMPATHY TECHNIQUES ARE WE GOOD AT? *(Pausing to listen, focusing on client, ect.)*

WHAT EMPATHY TECHNIQUES DO WE NEED TO IMPROVE?

WHAT OUTSIDE OPPORTUNITIES *(Training, effective policies, understanding other department processes, interacting more with the student population)* **COULD HELP US EMPATHIZE WITH OTHERS MORE EFFECTIVELY?**

WHAT ARE SOME POSITIVE AND NEGATIVE THINGS THAT MAY EFFECT OUR ABILITY TO EMPATHIZE WITH OUR CLIENT? *(Focus on personal well-being)*

LOOKING BACK AT THE PREVIOUS FOUR ANSWERS, WHAT ARE SOME STRATEGIES YOU COULD PUT IN PLACE TO IMPROVE YOUR EMPATHY SKILLS?



30-DAY SPRINT EMPATHY TRAINING

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IMMEDIATELY, WE WILL START ...

WE'LL MEASURE HOW WE'RE DOING BY ... *(Include how often you'll measure it)*

WE'LL ALSO ...

WE'LL MEASURE HOW WE'RE DOING BY ... *(Include how often you'll measure it)*

FINALLY, WE'LL ...

WE'LL MEASURE HOW WE'RE DOING BY ... *(Include how often you'll measure it)*

