

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.

