



Are you communicating effectively with your customers?

6 Great Tips to Improve Your Communication Skills

- Plan and prepare for the interaction so the outcome is positive.
- Put yourself in the customer's shoes. Look at the situation from their perspective to identify potential issues contributing to the difficult behavior.
- Identify situations that trigger potential "hot buttons," then avoid or modify those situations that set them off. Be prepared to respond tactfully – preparing can diffuse a negative response when "hot buttons" are pushed.
- Understand that difficult situations can lead to conflict. Conflict involves needs, perception, power, values, feelings, and emotions.
- State requests clearly and confirm understanding by asking the customer to repeat back what they heard.
- In a difficult situation, focus on behavior rather than the person.

For further information on scheduling an On-Site seminar in your area, call

1-800-944-8503

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