

LISTENING EXERCISE

PERSON A:

PART ONE: SPEAKER

You are the speaker. For two minutes, tell the listener about your favorite vacation. Include details about where you went, who you went with, and what you did, etc.



PART TWO: LISTENER

You are the listener. Listen attentively for **ONE MINUTE**. **THEN USE POOR LISTENING SKILLS**, such as looking around the room, jingling change in your pockets, taking a drink of water, picking your fingernails, fidgeting, crossing and uncrossing your legs, leaning back, slouching, interrupting with your own story, etc.



Handling Customer Problems

Case #1

You are a plumbing inspector. You have been asked to inspect the work done by the repair crew for a major grocery store chain. You arrive at the site and look into an 18 foot culvert that is located in front of the loading dock. Right away you can see that there is a problem. The crew has not used the correct coupling at the main water juncture. You let them know that they will need to replace the part before you can approve the job. Bill, the crew chief, gets very upset. There are trucks coming to unload their freight in just a few hours. He asks if you can come back in three hours, but you are scheduled to see other jobs (these people have been waiting all day) and it will be well after 8:00 p.m. before they are finished.

Using the EASE process, discuss how you could provide good customer service to Bill.

Explore and Understand the Problem:

What is the problem?

Assess Possible Solutions by Asking Questions:

What questions could you ask to find a possible solution?

What are some possible solutions you could offer?

Select the Best Possible Solution:

How would you gain agreement for the best possible solution?

Execute the Decision:

How would you follow up?

Handling Customer Problems

Case #2

You are a Planner who is working downstairs this morning assisting customers. You greet Don, a commercial remodeling contractor. This is Don's third visit. The first time he collected information on his project. The second time he came in for a plan review. He is here now for a review of the changes he was to make. As you look at the plans, you notice a major problem. The zoning code was recently changed and the effect on his project is that further commercial development is not allowed. You mention this to Don and he immediately goes ballistic. *"You have it in for me! Why didn't any of the other planners tell me this was a problem? This is a small job in a commercial area!"*

Using the EASE process, discuss how you could provide good customer service to Don.

Explore and Understand the Problem:

What is the problem?

Assess Possible Solutions by Asking Questions:

What questions could you ask to find a possible solution?

What are some possible solutions you could offer?

Select the Best Possible Solution:

How would you gain agreement for the best possible solution?

Execute the Decision:

How would you follow up?

Win as Much as You Can

NOTES

The object of this game is to win as many points as you can. You do so by choosing either an Red or a Blue and comparing your choice to the groups choice.

"To accept good advice is but to increase one's own ability."

Johann Wolfgang von Goethe

Round	Your Choice	Group Choice	Your Score For this Round (+ or -)	Your Total Score
1				
2				
3				
4				
5				
6				
7				

Points

4 Reds:

Each Red loses 1 point

3 Reds, 1 Blue:

Each Red wins 1 point

Each Blue loses 3 points

2 Reds, 2 Blues:

Each Red wins 2 points

Each Blue loses 2 points

1 Red, 3 Blues:

Each Red wins 3 points

Each Blue loses 1 point

4 Blues:

Each Blue wins 1 point