



Communication Is A Two-Way Street

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Alive! Alive![®]

ASSOCIATES

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RULES OF CONVERSATION

1. Be polite
2. Be orderly
3. Be relevant
4. Be brief

Take turns
Stay on topics
Signal transitions



1. Pay attention
2. Engage in eye contact
3. Indicate level of understanding
4. Avoid interruptions

SPEAKER

**BOTH SPEAKER AND LISTENER CAN
BE THE STARS IN A CONVERSATION!**

LISTENER

THIS IS WHAT I'M GOOD AT...

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-
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-
-
-
-
-
-

THIS IS WHAT I WANT TO BE GOOD AT...

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-
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-
-
-
-
-
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CHANGE PAYBACKS

- Generates progress
- Promotes trial and error
- Breaks routine
- Keeps you “ahead of the Jones”
- Forces innovation
- Provides over-all savings of time and money
- Stimulates growth of people
- Stops expectations of stability
- Keeps people better informed
- Makes risking “a way of life”
-
-
-
-

NOTES

What has been your... .

Worst change?

Best change?

Life is full of _____ and _____.

Communication Reminders

- Be friendly.
- Know your resources.
- Indicate regret/appreciation.
- You're there to help.

- Don't interrupt.
- Ask for information.
- Be easy to deal with.
- Be understandable.

- Most people are looking for help.
- State your purpose.
- Be knowledgeable.
- Confirm the best time to call.
- Use their name.

LISTENING

- Build confidence/ask questions
- What does the person really want?
- Be quiet
- Slow down
- Use words as “ear contact”
- Clean out YOUR stuff
- Stay flexible
- Listen for emotions

BEING AN ACTIVE LISTENER

NOTES

- Ask open-ended questions
- Keep the other person talking
- Repeat the other person's words
- Be positive about what is being said
- Repeat what has been said using different words

PRINCIPLES OF SERVICE

Offer Personalized Treatment

- Serve with care and respect
- Get to know your customers
- Go the extra mile

Respect Time

- Respond quickly
- Provide realistic/accurate time estimates
- Keep the customer informed
- Be accessible

Deliver a Quality Experience

- Offer the best value for the customer's money
- Do it right the first time
- Have friendly, knowledgeable, and well-trained personnel
- Maintain clean, safe, and user-friendly facilities

Communicate Clearly

- Ask questions to determine expectations
- Listen actively
- Double-check for understanding
- Provide helpful information

Be a Problem Solver

- The person who gets the problem, solves the problem
- Understand available resources
- Do what's right
- Support each other

Design and Implement User-Friendly Systems

- Make it easy and enjoyable
- Follow through
- Invite customer feedback



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