

Reflections Exercise



Write your thoughts down

From your perspective, think through recent examples of customer service you have received in the following types of transactions.

Think about the reason for the transaction. Was it a query, complaint, or purchase?

click to review Positive list

click to review Negative list

Which of the behaviours, either positive or negative, from the lists above did you experience?

click to continue

Face-to-face
Experience
Transaction

Phone
Transaction

- What was the situation?
- What behaviours were displayed towards you?
- Did the behaviours meet your own expectations of customer excellence?
- If not, why not?
- What could have been done differently?

click to continue

Empathy Exercise



Write your thoughts down

Practice this exercise using a situation where you could not resolve a problem or issue, where another person had a completely different view. Note your responses down and allow around **30 minutes** to complete this fully.

click to continue

What new insights do you have as a result of depersonalising the situation?

What common ground did you perceive?

What could person one have said or done to help person two understand the situation? (and other way around)

What actions could they have taken to improve the situation?

click to continue

Empathy Exercise

The outcome of this exercise shows that you've considered the situation from several angles, to help you prepare a considered response, with new insights and actions.

The next section deals with tips and techniques to manage the **stress of handling customers**, but can be used in most roles where there is a pressurised working environment.

[click to continue](#)

Exercise - Identifying Setbacks, Hassles and Challenges



Write your thoughts down

How would you classify the following?

Setbacks



Unexpected traffic delays, which may make you late for a team meeting

Moving house after a fire

Speaking about your job on the local radio

Having to work late at the last minute

Neighbour's dog barking next door when you've just had a long work shift

Hassles



Central heating boiler breaking down on a freezing cold day

Preparing for an interview for a Supervisor position

Your call-centre team coming last in the weekly results

Your favourite long-standing customer has changed supplier

Preparing to conduct a presentation for a management meeting

Challenges



click for answers

Exercise - Identifying Setbacks, Hassles and Challenges



Write your thoughts down

How would you classify the following?

Setbacks



Unexpected traffic delays, which may make you late for a team meeting

H

Moving house after a fire

S

Speaking about your job on the local radio

C

Having to work late at the last minute

H

Neighbour's dog barking next door when you've just had a long work shift

H

Hassles



Central heating boiler breaking down on a freezing cold day

H

Preparing for an interview for a Supervisor position

C

Your call-centre team coming last in the weekly results

S

Your favourite long-standing customer has changed supplier

S

Preparing to conduct a presentation for a management meeting

C

Challenges



click to continue

Reflections Exercise



Write your thoughts down

Allow **20 minutes** to reflect and prepare your responses

Part One:
Inducers

Make a list of **five** setbacks you are currently facing or have faced in the last 12 months.

Part Two:
Hassles

List the hassles you regularly face in relation to your working environment under the given headings:

- Unfriendly physical features
- Internal physiological states
- Social Contact
- Travel
- Information flow
- Work pattern.

[click to continue](#)