

CPR Homework

Revisiting Communication Role Plays



1. Angry Customer Replay- Think about similar encounters you've had with angry customers. Based on what you've learned what would you do differently? What outcomes complicated what you did? How can you apply that to your office in the future?



2. Listen & Learn Replay- Think about similar encounters you've had while listening to customers. Based on what you've learned what would you do differently? What outcomes complicated what you did? How can you apply that to your office in the future?



3. Negotiating Time Replay - Think about similar encounters negotiating time payment terms with customers. Based on what you've learned what would you do differently? What outcomes complicated what you did? How can you apply that to your office in the future?

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Confused Customer

4. Confused Customer- Think about similar encounters you've had with angry customers. Based on what you've learned what would you do differently? What outcomes complicated what you did? How can you apply that to your office in the future?



Customer is Right

5. The Customer is Always Right- Think about similar encounters you've had while listening to customers. Based on what you've learned what would you do differently? What outcomes complicated what you did? How can you apply that to your office in the future?



Reflective Listening

6. Reflective Listening- Think about similar encounters negotiating time payment terms with customers. Based on what you've learned what would you do differently? What outcomes complicated what you did? How can you apply that to your office in the future?