

LENSA Tip Sheet: What to Do and Say When Dealing with a Difficult Customer Interaction

<p><u>L</u>ISTEN and <u>C</u>LARIFY (Paraphrasing)</p>	<ul style="list-style-type: none"> ✓ Let's recap. ✓ Let me see if I understand. ✓ What I'm hearing is... ✓ As you see it, ... ✓ Correct me if I'm wrong... ✓ I see. ✓ Go on.
<p><u>E</u>MPATHY (Reflect their feelings)</p>	<ul style="list-style-type: none"> ✓ You feel...because... ✓ You believe... ✓ I'm picking up that you ... ✓ As you see it... ✓ It appears you are...
<p><u>N</u>ON VERBAL CUES (Actions speak louder than words)</p>	<ul style="list-style-type: none"> ✓ Nod your head to show understanding ✓ Smile when appropriate ✓ Maintain eye contact ✓ Maintain physical composure
<p><u>S</u>OLUTION (What can you do?)</p>	<ul style="list-style-type: none"> ✓ Here's what we can do... ✓ Let me assist you by... ✓ You have some different options
<p><u>A</u>CTION (Make it happen)</p>	<ul style="list-style-type: none"> ✓ I will get back to you by (date) and (time) ✓ Hi (name). This is (name) from (location). I'm following up to make sure (resolution) happened. Can I help you with anything else?

