

# Micro Design Example

## Listening Skills

<b>Segment 2: Pacing</b>	
<b>Objective</b> 1. Avoid interrupting the customer unnecessarily by performing pacing.	<b>Content Overview</b> <ul style="list-style-type: none"><li>• Definition of pacing</li><li>• Why impulse control is important to the company and to the customer</li><li>• Avoid the overuse of “verbal nods”</li><li>• WIIFM for controlling impulses</li></ul>
<b>Socratic Discussion:</b> <ul style="list-style-type: none"><li>• Trainer asks if any participants are parents leading to a discussion of children and “blurting.”</li><li>• Trainer leads discussion of pacing</li></ul>	
<b>Lecturette:</b> <ul style="list-style-type: none"><li>• Preview/Intro impulse control as it relates to the ability to listen effectively. What is benefit to IMB? The caller? The CSR?</li><li>• Explain concept and describe strategies to cope with desire to interrupt including the overuse of “verbal nods.”<ul style="list-style-type: none"><li>○ Counting</li><li>○ Self-talk</li><li>○ Becoming accustomed to silence</li></ul></li></ul>	
<b>Practice (Work Topic):</b> <ul style="list-style-type: none"><li>• Participants are divided again into dyads consisting of speaker and listener and allowed to recreate a phone conversation with a caller.</li><li>• Speaker is encouraged to vary conversational pace much as a very difficult caller would and to keep track of interruptions and “verbal nods.”</li><li>• Roles are reversed and exercise is repeated.</li><li>• Debrief<ul style="list-style-type: none"><li>○ Sharing – What did they experience or observe?</li><li>○ Processing – What were the commonalities, trends, patterns?</li><li>○ Extrapolating – Workplace meaning. “So what?”</li></ul></li><li>• Applying – Next Steps. “Now what?”</li><li>• Review it<ul style="list-style-type: none"><li>○ What did they experience?</li><li>○ What is benefit?</li></ul></li><li>• How does it relate to big picture?</li></ul>	
<b>Socratic Discussion:</b> <ul style="list-style-type: none"><li>• Trainer leads discussion with participants designed to prompt sharing of experiences where they have felt “in synch” and “out of synch” with others while in discussion.</li></ul>	
<b>Lecturette:</b> <ul style="list-style-type: none"><li>• Preview/Intro pacing as it relates to listening skills overall. What is benefit to IMB? The caller? The CSR?</li><li>• Explain pacing and describe steps to implement</li></ul>	
<b>Practice:</b> <ul style="list-style-type: none"><li>• Participants are divided into dyads consisting of speaker and listener and allowed to recreate a phone conversation with a caller.</li><li>• Speaker is encouraged to adapt a conversational pace similar to a caller who is “in a hurry” or “pensive.” Speaker will track how well listener matches his or her speaking pace.</li><li>• Roles are reversed and exercise is repeated.</li><li>• Debrief<ul style="list-style-type: none"><li>○ Sharing – What did they experience or observe?</li><li>○ Processing – What were the commonalities, trends, patterns?</li><li>○ Extrapolating – Workplace meaning. “So what?”</li></ul></li><li>• Applying – Next Steps. “Now what?”</li><li>• Review it<ul style="list-style-type: none"><li>○ What did they experience?</li><li>○ What is benefit?</li></ul></li></ul>	
How does pacing relate to listening skills overall?	