

# POTRERO DIGITAL

Nivel III

# LESSONS

1. How to deal with complaints
2. Response to an email of complaint
3. Discussing and reaching an agreement
- 3.1 Discussing and reaching an agreement II
- 3.2 Discussing and reaching an agreement III
4. Giving your opinion

## **Assessment 1**

5. Presentations - Visual aids
6. Presentations - Structuring a talk
7. Describing graphs
8. How to talk in public

## **Assessment 2**

9. Interview tips
10. Interview common questions
11. Asking for information
12. Working collaboratively

## **Final Assessment**

# LESSON 1

## HOW TO DEAL WITH COMPLAINTS

### 1.Listen

Maybe it's not your fault personally, but the customer is angry and needs to talk to someone.

Useful phrases:

- **I understand.**
- **Can you tell me exactly what happened...?**

### 2.Apologize

If the customer is angry, a simple "sorry" goes a long way.

Useful phrases:

- **I'm terribly sorry about that.**
- **Please accept my apologies.**

### 3. Take action

Now the customer wants to hear what you're going to do about it.

Useful phrases:

- **Let me talk with my manager to see what we can do. Would it be ok if I call you later with a solution?**
- **Would you like another one or would you like a refund?**

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# LESSON 2

## RESPONSE TO AN EMAIL OF COMPLAINT

1. Use a formal register.
2. Choose vocabulary that is more objective and reduces negative emotions:  
dissatisfied rather than unhappy/upset.  
inconvenience rather than trouble/problem.
3. Accept the complaint and show you understand the problem. Focus on the facts and avoid making excuses.
4. Apologise and explain what steps will be taken to ensure it doesn't happen again.
5. Emphasise the positive relationship with the customer:
  - We value you as a customer ... / your feedback ...
  - In appreciation of the many years you have been a customer ...
  - We are happy to ...
  - We trust that you will ...
6. Offer some kind of solution or compensation if appropriate.

### Useful phrases

- It has been brought to our attention that you registered a complaint and stated that you were dissatisfied with the service you had received.
- We value your business and I assure you that we take all customer feedback seriously.
- On behalf of the company I would like to apologise for the inconvenience.
- I am also sorry for the inconvenience caused when.....
- We have taken your suggestions on board and will review our ..... process.....
- In appreciation of the many years you have been a customer of ..... we are happy to refund you the difference in price.
- We value your feedback and will use it to improve our service.
- We trust that you will find this a satisfactory response to your complaint and that this correspondence will bring this matter to a close. However, if you wish to discuss this matter further, please let us know.

# LESSON 3

## DISCUSSING AND REACHING AN AGREEMENT

### 1. Active listening

People are often not really listening to each other in discussions or negotiations. They may be distracted, thinking about other things or about what they are going to say next. Active listening is a structured way of listening and responding to others. It focuses attention on the speaker, and suspending your own judgment is important.

The benefits of active listening can include people opening up, avoiding misunderstandings, resolving conflict and building trust.

Things that help active listening and better communication include:

- removing distractions eg noise from an open window; side talk from the teams
- using body language to show you are listening
- being quiet unless it is your turn to talk
- asking questions to clarify what is being said
- repeating back in your own words what the other person has said to make sure you understand
- ask questions to identify any underlying problems and interests.

### 2. Creative thinking

Working through issues and negotiating involves parties looking for options to reach agreement. There is skill involved in engaging in a constructive conversation. Different techniques can help you to expand your thinking before you narrow the ideas down again and evaluate them for usefulness.

Here are two methods commonly used by groups to assist creative thinking:

- Brainstorming with teams
- Other points of view within and across teams

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# LESSON 3.1

## DISCUSING AND REACHING AN AGREEMENT II

### 3. Asking critical questions

During discussions and negotiations, parties need to engage in real discussion about their needs, limits and challenges. Areas of disagreement will usually come up. You should work together to identify problem areas and consider each other's positions and proposed solutions. Asking critical questions can stimulate discussion.

#### Open questions

Asking questions is a basic part of negotiating, whether in team meetings, with individual employees or across the negotiation table. Asking open questions focuses on the speaker and provides an opportunity for the speaker to explain their idea. Open questions are questions that don't have yes or no answers.

### 4. Constructive language - no 'buts', use 'and'

Parties to discussions or negotiations often have strong views that are communicated forcefully. A constructive response involves letting the other side know you heard the message but at the same time calming the situation down and promoting forward progress - an acceptable solution still needs to be found. The table provides examples of negative and inflammatory speaking and responses that might be used to create positive discussion. The tone of voice used is also very important to avoid inflaming the situation further.

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# LESSON 3.2

## DISCUSSING AND REACHING AN AGREEMENT

### 5. Discussion ground rules

Pay attention to your intentions

- What is my objective from the discussion?
- Choose your attitude!

Balance advocacy with inquiry

- What led you to that view?
- What made you think that?
- What do you mean by that – express some more?
- Ask open questions; watch your tone and body language.
- Be there. Be present.
- 

Build shared meaning

- When we use a term or words... what do we really mean?
- What are we trying to say?
- Shared power towards a shared vision.

User self-awareness

- What am I thinking?
- What am I feeling?
- How am I contributing?
- What can I do differently?
- What do I want from this experience?

Be honest and constructive.

- What do we agree on?
- What do we disagree on?
- What evidence and facts can we collect and explore?
- Revisit our goals and values.
- Find common ground, problem solve. Be willing to resolve.

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# LESSON 4

## GIVING OPINIONS - USEFUL PHRASES

### Common phrases:

- I think
- I believe
- In my opinion

### More formal phrases:

- From my point of view
- From my perspective
- It seems to me that

### If you want to add emphasis to your opinion:

- I **really** think
- I **strongly** believe
- In **my honest** opinion

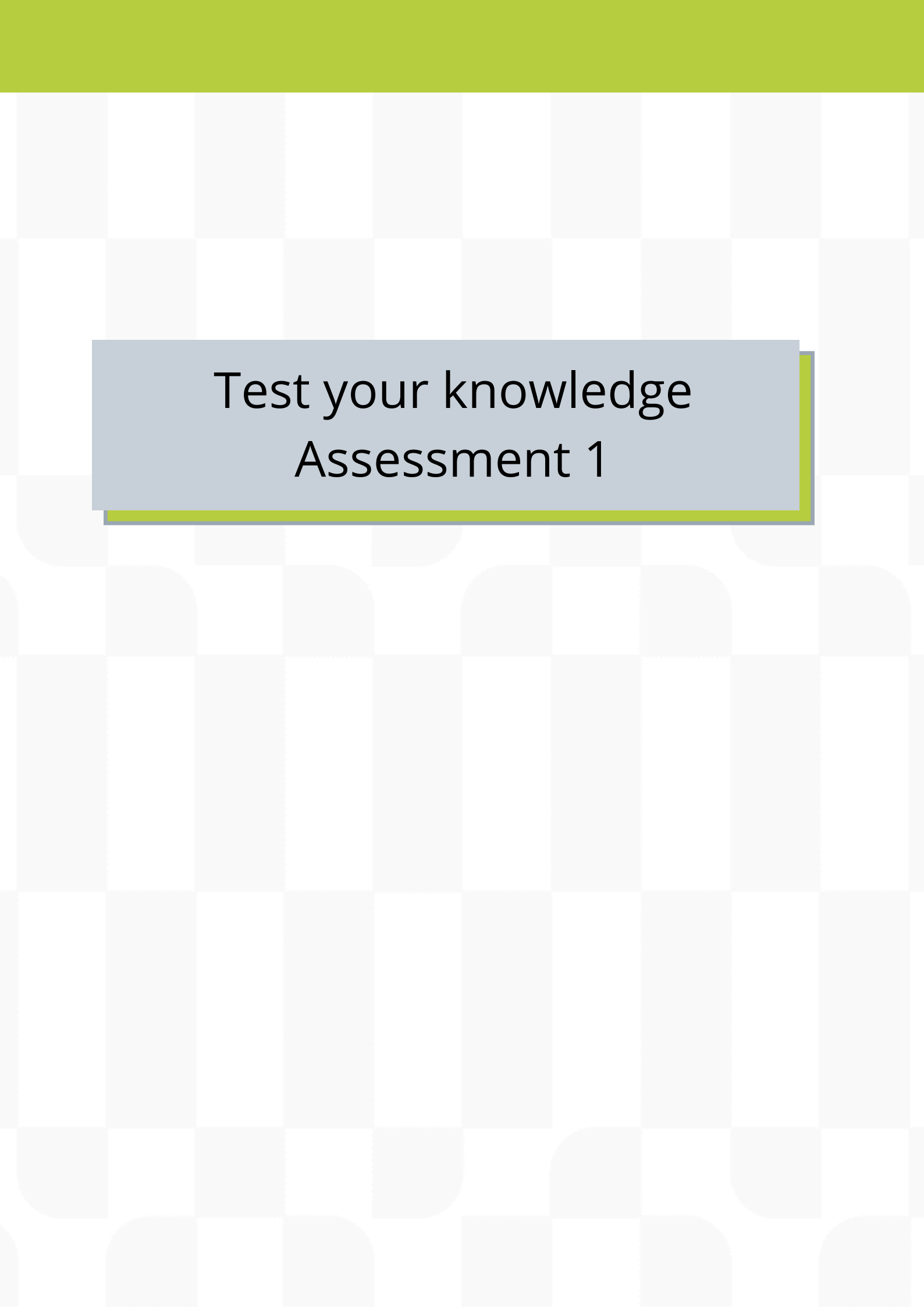

### Asking for opinion:

- What do you think of...?
- What are your thoughts on...?
- How do you feel about...?
- What's your opinion on...?

Práctica 1

Práctica 2





# Test your knowledge Assessment 1

# LESSON 5

## PRESENTATIONS - VISUAL AIDS

### Definition

#### What is a visual aid?

- Any slideshow, background, prop, costuming, or other intentional object used to help the audience focus, understand, or engage.
- Merriam-Webster:** "something you look at (such as a chart or film) that is used to make something easier to understand."

**NOTE:** In both of these definitions, you are **NOT** limited to posters and PowerPoints!



Don't feel limited!

#### Examples of Visual Aids

- Tri-fold poster
- Flip charts
- Flat posters
- PowerPoints or Slideshows
- Props or objects
- Charts & Data
- Brochures
- Video & Audio Clips
- People/costumes



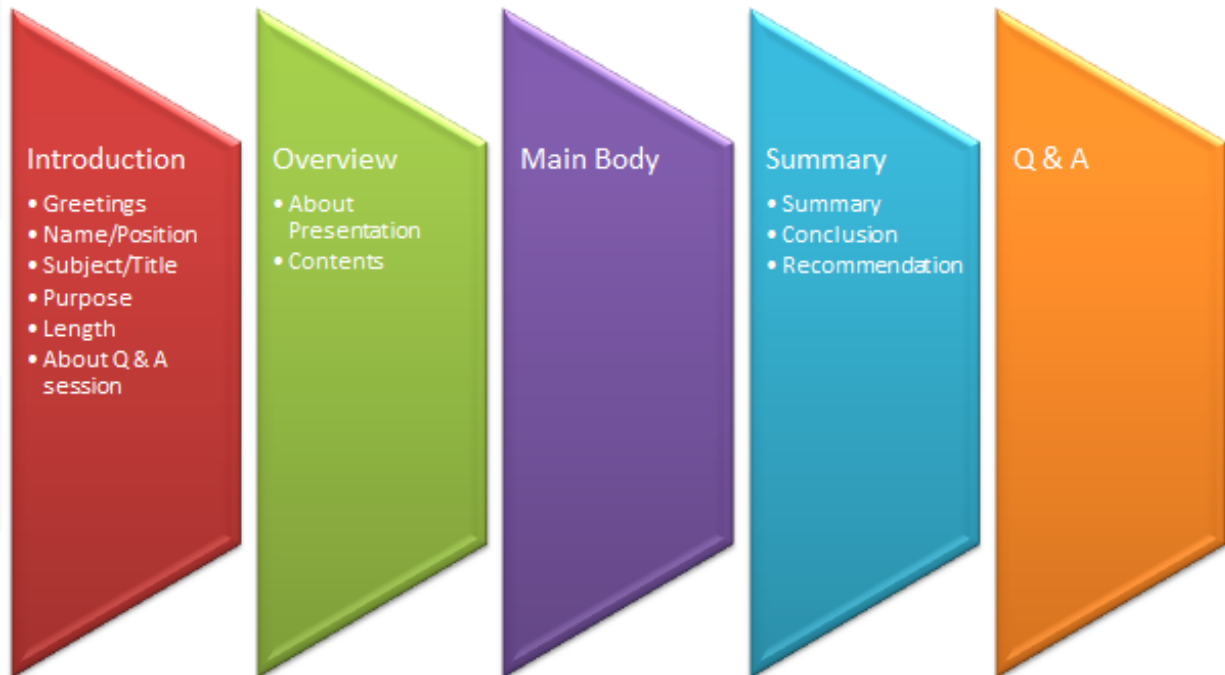
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# LESSON 6

## PRESENTATIONS 2 STRUCTURING A TALK

### Structure



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# LESSON 7

## PRESENTATIONS 3

### THE LANGUAGE OF GRAPH

**ENGLISH VOCABULARY** **Describing Trends** www.englishvocabulary.com

Verbs to describe	Adverbs to describe... HOW?	How to describe
rise jump grow climb go up increase soar	rapidly quickly sharply steeply considerably significantly substantially steadily gradually moderately slightly slowly	stay remain + constant steady stable
fall drop decline decrease go down plunge plummet		

www.grammar4u.com www.englishvocabulary.com www.grammar4u.com

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# LESSON 8

## PRESENTATIONS 4

### HOW TO SPEAK IN PUBLIC

#### HOW TO BECOME AN EXCELLENT PUBLIC SPEAKER



**Practice transitioning from a transcript to your memory.**  
Don't think of a speech as the reading of an essay in front of an audience, but rather as a practiced performance.



**Use notes sparingly.**  
Don't bring your full speech to the podium, but bring four or five bullet points that outline the main points of your speech.



**Release nervous energy with controlled breathing and lay off the coffee.**  
Slow down your breathing in the minute before giving a speech. Avoid caffeine in the hour before speaking.



**Take your time.**  
If you're given a time limit, refine your speech until it fits comfortably into that time allotment. Speak at a pleasant pace, and if you misspeak or lose your train of thought, pause for a moment to collect yourself.



**Play to your strengths.**  
If you're funny, make jokes; if you're not, don't force them. Be authentic and talk about what you know. Tell personal stories that connect you with your audience.



**Don't apologize at the start of your speech.**  
Never reveal to the audience your possible insecurities about speaking to them. Instead of charming them, it makes them stop listening or feel uncomfortable.



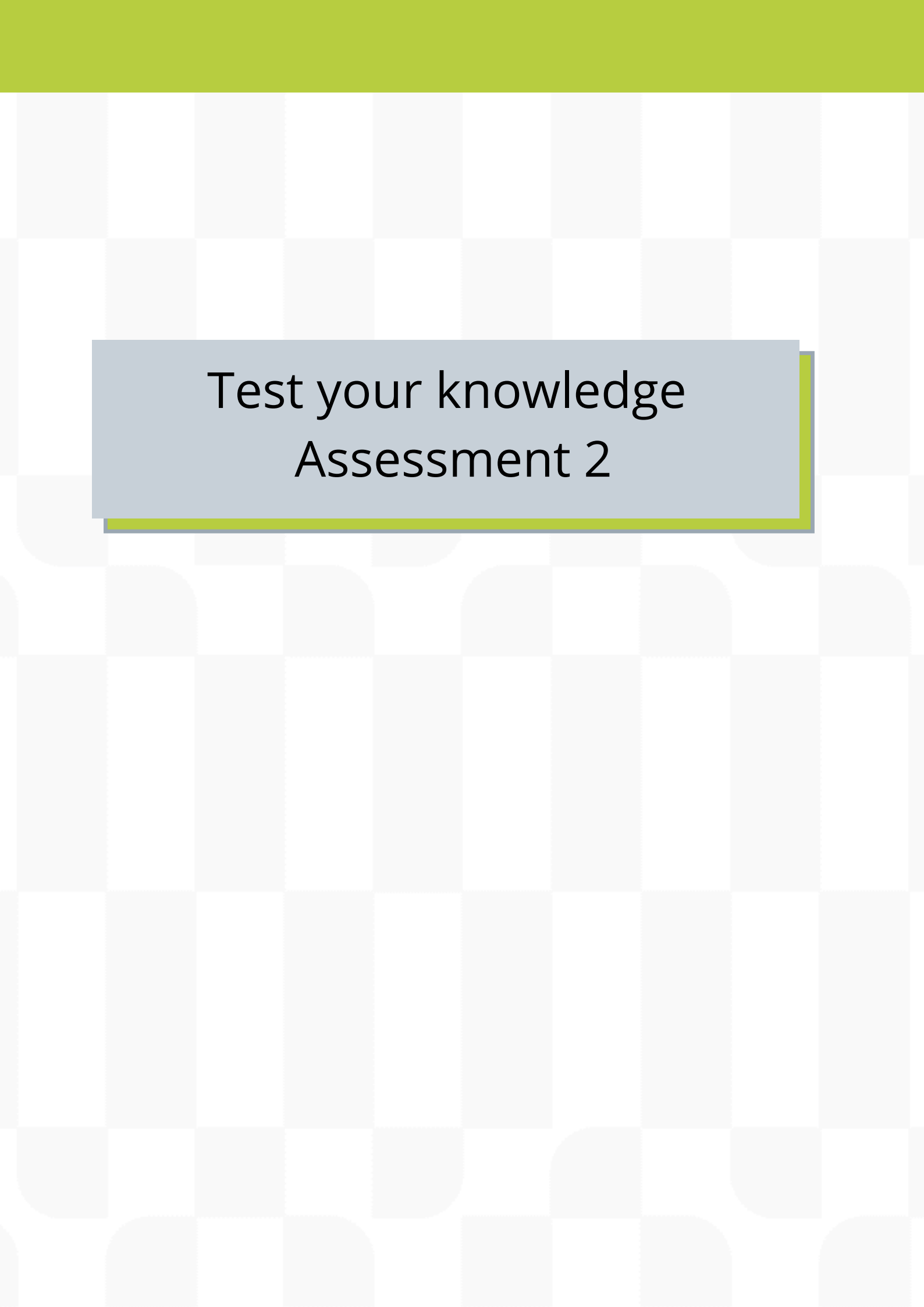
**Know your audience.**  
Constantly remind yourself that a speech is for the benefit of your audience. Determine what messages you need to communicate, as well as the best way to deliver them to the people who will be listening to you.

SOURCE: Joshua Rinaldi, former president of New York Toastmasters.

BUSINESS INSIDER

Práctica 1

Práctica 2



# Test your knowledge Assessment 2

# LESSON 9

## INTERVIEW TIPS

### 10 Tips to Succeed in Your Next Interview

**indeed**  
career guide

- 1 Research the company and your interviewers
- 2 Practice your answers to common interview questions
- 3 Study the job description and note required skills, qualities and experience
- 4 Answer questions using the STAR method (Situation, Task, Action, Result)
- 5 Recruit a friend to practice answering questions
- 6 Be prepared with examples of your work
- 7 Plan your interview attire the night before
- 8 Prepare smart questions for your interviewers
- 9 Bring copies of your resume, a notebook and pen
- 10 Tie your answers back to your skills and accomplishments

Práctica 1

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# LESSON 10

## INTERVIEW COMMON QUESTIONS



### What Are the 5 Most Common Interview Questions?



Tell me about yourself



Why should we hire you



What are your strengths and weaknesses



Why do you want to work for this company



Where do you see yourself in 5 years



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# LESSON 11

## ASKING FOR INFORMATION

### ASKING FOR INFORMATION

- I'm looking for...
- I'd like to know...
- Do you know...?
- Could you tell me...?
- Can you tell me...?
- Do you have any idea...?
- I don't suppose you know...?
- I'm calling to find out...
- I wonder if someone could tell me...?



- Do you happen to know...?
- Have you got an idea of...?
- Don't suppose you (would) know...?
- Can I have ... please?
- Is this right way for ...?
- Would you mind...?
- Could anyone tell me...?
- I'm interested in...
- I wonder if you could tell me...?
- I was wondering...

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# LESSON 12

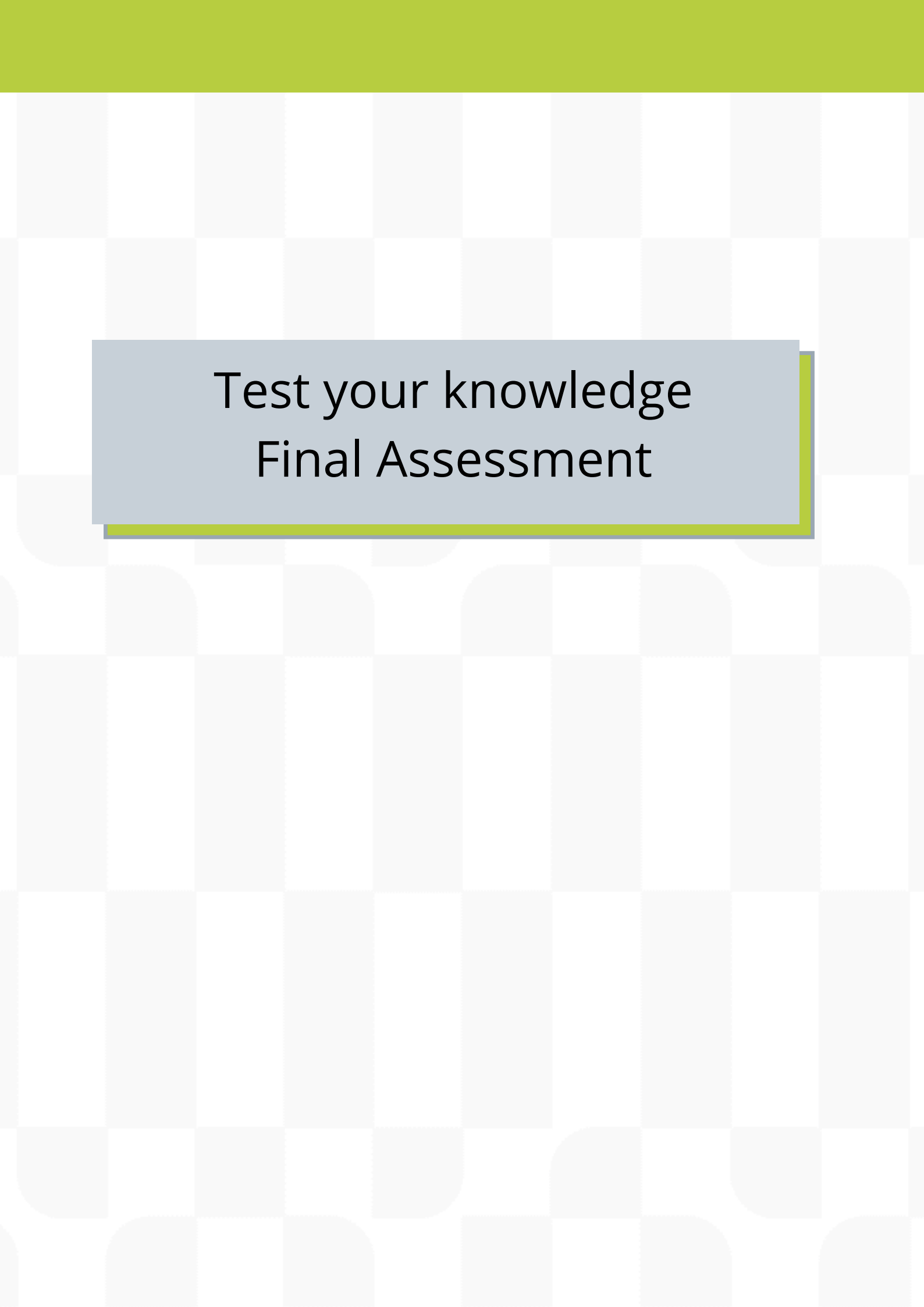
## WORKING COLLABORATIVELY

### Why Collaborate?



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# Test your knowledge Final Assessment

**¡Muchas Gracias!**

# Aliados Pedagógicos



# Aliados Estratégicos

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GRUPO  
SUPERVIELLE

Itaú Fundación

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