

# Working with Upset Customers

with Jeff Toister

## Empathy Worksheet

The ability to empathize with a customer comes from having a similar or relatable experience. This worksheet can help you understand how your customer feels when experiencing a particular problem.

Step	Action
1	Describe the problem.
2	Describe why you think the customer was upset.
3	Think about a situation where you had a similar feeling. What was that like?
4	<div>What can you do to demonstrate empathy to your customer? It may help to think of L.A.U.R.A.</div> <ul style="list-style-type: none"><li>• Listen</li><li>• Acknowledge</li><li>• Understand</li><li>• Relate</li><li>• Act</li></ul>