## Tips while speaking with customers

Always saw umm or ahhhh be engaged

we should acknowledge the customers

1) Always allow ur customers to finish their sentences, let them finish before u speak- don’t interrupt them continuously

2) If u accidentally interrupt just apologize- just say sorry

3) Let your customers little mistakes pass- if customer made some little mistakes then don’t correct better

4) use please and thank you words- can i please have Ur last name

i enjoyed talking with u

5) In chatting we should use pronouns like- we,u,I

Instead of saying TCS received it, we can say as we have received it

6) Acknowledge the customer concerns

7) i think i feel the same way if i am in ur shoes

Let’s take a look and see what’s happening there

Learn to say no

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Think about who is requesting and how important it is and ur workload

Think the consequences

Tips

1. u can be too busy but u can still be helpful
2. I am afraid I won’t be able to do this for you because, I am occupied in some other priority work

1) If u don’t want to help him now, u can help him later instead of saying i am too busy and i can’t help right now

Say like How about 2pm?, can i come by then to help out, would it be ok if we can connect by then or by 2?

Never say- that’s not my job or I don’t care if u fail

Brief- U have to be short, concise, to the point,

Honest- honesty is the best policy

Be Respectful and kindful and helpful

Speak positive- like avoid saying, no,no,no and allow them to speak

Avoid negative gestures- like don’t see watch or sideways, don’t show finger

You should have win-win situation – u ask for help and also provide the help sometimes

Face to Face interaction tips

1. While introducing

U should use only 1) I am Manideep or 2) Manideep from some team name

U should not use myself mani, or this is mani

1. To know their name- may I know ur good name or I am afraid we haven’t met before I am Manideep
2. Introducing to team- let me introduce you my team or I would like you to meet my team
3. Instead of saying I need to leave- u can say as- I need to rush back

Listening skills

While listening u should do following (pop- pause that guy, ask open ended qq- paraphrase that guy)

1. Pause the speaker **by asking open ended questions** (means questions for those answers end with yes or no)

Ex:- so venkat are u saying we should use docker in this project?? Then he will say yes or no, here my question is open ended question

1. Paraphrasing (summarizing/reframing/repeating same sentence with different words) – when u re say then they will think people are listening to them

Ex:- are u saying u are already occupied?, u mean we should stop the deployment??

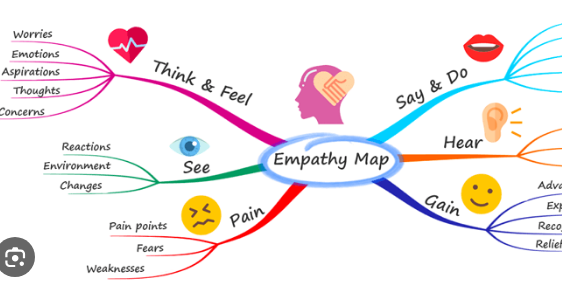
1. keep acknowledging the speaker, listening with empathy means -- being attentive and responsive to others' input during a conversation-

say like – ok, oh is it,yah,hmm ,I see, seriously,? eye contact

1. And be attentive- ask questions like why…,if someone say brazil then ask why only brazil
2. While listening recall details and understand the big picture
3. take notes and ask appropriate details
4. A slight smile demonstrates attentiveness and openness,
5. Look interested and focused
6. Name their feelings- man , u seem so excited

## Tips to remember

1. Mind mapping – it’s a diagram representation of sentences- with mind mapping u can easily remember many stuff



1. Create diagrams, ur mind cant remember sentences ur mind stores only images

## Agreeing

That’s exactly what I think

That’s a good point

That’s just what I was thinking

I agree entirely

I am convinced that ../I strongly believe that

There is no question /doubt about that

I feel that …/ I think that../in my opinion

It seems

As far as I know its done– naku telisinantha varaku

I am here with you 100%

## Disagreement

Never say – u are wrong or ‘I don’t agree with you’ instead say as below

1. Be polite- I am afraid I can’t agree because
2. I can see Your point but I would look at this way
3. I may not totally agree my problem is .. (partial disagreement followed by a statement of where & why speaker disagrees)
4. I am afraid that I see some negative consequences of that opinion

## Complaining

I would like to bring this to ur notice

I would like to bring to ur attention the fact that

Sriram, I am sorry to mention this, but..

There is something that I have been telling u many times

I am not sure how to put this, but on …

I am afraid there could be a bit of understanding you see

I am very sorry to say this

I am sorry to bother you but

I think u may have forgotten

If u complain about person it may sound rude or aggressive, its best to mention the problem more indirectly

I have a different opinion I am afraid there could be a bit of misunderstanding

## Apologizing

Sorry my fault

I am very sorry, I didn’t realize

There has been a slip-up/problem in our team

Accepting apologies

1. That’s all right
2. It’s perfectly alright

## Offering help

Can I give a hand

Shall I

Would you like me to ..?

If u need any help I can pair up with you

## **Polite replies**

Yes please, thanks a lot

No thanks, I think I can manage

That’s very kind of u

**Calling etiquette**

Is it the good time to talk with you

Just a moment, I need to think this before I respond, or would it be ok if I call after sometime

Asking for a requests

Use – could, would, please with can

1. Would it be ok ? – how about 2pm, would it be ok if I can ping by then
2. I would like you to ..please
3. Could you ask …to ..for me?
4. Could you please
5. Do u think u could…
6. Is it all right if u request x to send reports to y – use this phrase instead of is it ok?
7. May I or do u mind if I ..

For negative responses use below

1. Be polite- use phrases like I am afraid, I am sorry.. etc
2. State the reason –
3. Provide the alternative- is there anything u could do to help the requestors to meet objectives?

Ex:- I may not be able to complete all tasks, However I should be able to complete atleast 2 tasks by Monday

1. Would u like us to work on these automation tasks
2. While asking try to ask open ended questions- means response can be yes or no alone
3. Always ask for permission first.- do u mind if I ask this question

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| --- | --- |
| High context communication style | Low context communication style |
| 1. They will say “I will try “ instead of no 2. I am afraid, I wont be able to complete the task because …but I can do few tasks (tell politely and tell reason and tell what u can do) | 1. Directly these people will say no |

Never say please repeat in any of below scenarios,

|  |  |
| --- | --- |
| If person is speaking too fast.. | I am sorry I am unable to catch up with u, could you please slow down a bit  would you mind repeating it bit slowly, I am taking notes and unable to keep up  Sorry, could u please repeat bit slowly, I am afraid I was unable to follow |
| If he is using a terminology which u cant understand | I am sorry I am not familiar with that term u used, Do u mean to say that?  Andrew, I am sorry could u please rephrase it , I am not familiar with some of the terms u are using |
| If person voice is too low | I am sorry I am not able to hear u clearly, could u speak up a bit? |
|  | 1. Could we go through that again 2. Could you please explain that point again 3. Can/could I ask few questions to see whether I understood your position? 4. Just to check whether we are on the same page, you mean?? |
| If customer mis understood | Sorry, perhaps (maybe) I wasn’t clear, what I meant to say is.. |

While meeting

* Take notes
* Understand the big picture
* Evaluate content
* Try to paraphrase the content- re frame the same content with new words to confirm if our understanding is correct or not
* Andrew, I am just trying to rephrase to confirm if my understanding is correct or not, so what I understand is………
* While meeting is running- u should ask permission before u interrupt/ask like hi sriram, can I ask one question?
* Do you want my interpretation?

**Tele conference meeting English words**

1. Start with small talk (a polite conversation- that used to get to know someone new)
2. Introducing in meeting- hello everybody, I am manideep the purpose of setting up this call is to discuss ..
3. Always speak bit slowly without using shortcuts EOD and don’t use any unfamiliar words
4. If u want to confirm whether ur understanding is correct or not- then Paraphrasing- rephrasing –asking the same question in different words without losing the meaning- some examples below

Are u saying that….some restatement with know vocabulary we need to do in cron job way????

1. Treat callers respectfully
2. Instead of greeting as hi , u can say “Good afternoon”, ”Hello \*”
3. Avoid saying Hang on a second, instead “This could around 5 minutes, would you like me to call back”
4. If ur manager is not here- hello everybody I am \*\* , today my manager is having a last minute call I will be taking that respo..

When deadline is going to miss

* Tell the reason, Provide the alternative and use polite and business friendly tone
* When u already know deliverables will get delayed in upfront tell them in the beginning itself, ask for more time why its is taking longer than usual
* If deliverable is not met- hi Andrew, we are afraid that we have identified an issue with code.. The impact of the issue is restricted to.. We are now working on the fix to get the problem resolved by..

## Negotiation

It should be a win- win situation, we should negotiate in such a way it works for both parties- **focus on solving the problem not on winning the battle**

## 4 words to convince

Here also we should talk assertively- means talking calmly

1. - I understand ur concern but (tell about alternative), I feel, I want, is that ok or would that be ok for you? Or(is there anything else we can do it)

We should use these words to resolve the problem or when someone is irritating you.

Ex:- When someone is disturbing when u are at work? Then use above 4 words as below

Instead of using aggressive words like , Hey go away I am busy right now say like

I do understand how urgent it is, but right now I am under some pressure , maybe we can talk this afternoon, would that be ok

Ex 3:- when someone is not listening to u and increasing the volume even when u went to him second time then deal like below

U haven’t done what u said 10 mins back,

I do understand that u are doing a great party, but I am really upset about the volume and all I want is just turn down a little bit , surely u could do that for me

Ex4:- Scenario:- if u want leave in a critical situation

I understand how critical I am, and I am totally committed but I found an alternative to me,

It’s an exceptional circumstance and definitely he compensate me in my absence, if u feel he is not enough I can organise some meeting

I understand Ur concern completely, and it’s my top priority for me to be there in this project at this time, but at same time my daughter birthday is very important to me is there anything else we can do it? How does it sounds to u?

Ex5:- I understand ur concern and I agree how important I am for the deployment day, but its very important for me to attend my brothers marriage , I think definitely sravani can handle my absence, I think I can transfer all the docs & knowledge I have to sravani, would that be ok for u about my absence

Ex6:- I understand how critical these are to us

Ex7:- I understand the concerns completely,

Ex 8:- Is there anything else we can do

# **Assertive communication**

1. ability to express your needs and feelings clearly and firmly without disrespecting or undermining others
2. to talk calmly and smoothly about an outcome and don’t get angry

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Identifying your current mindset

Avoiding the passive-aggressive trap

Reducing negative emotions

Handling everyday putdowns

Learning to disagree by questioning

Knowing the most effective words to use

**Smooth words**

Would u do that for me?

Would you be ok?

**Yours Behavior should be**

1. You should be ok and other also should be ok like win-win situation- ensure both parties should be happy about it
2. Avoid passive-aggressive trap - Don’t get angry which Is not going to benefit anyone
3. Be assertive- u should express ur feelings or u should speak without dis respecting other and without undermining others
4. Think like what is my objective –what is the best way to get it and speak in that angle only
5. Don’t be angry as we can’t get anything being angry –we don’t feel good after u get anger?- no
6. Fogging- cooling other person who is aggressive towards us
7. If it is not much bothering u- Think like it’s his behavior is his problem not mine
8. We should disagree by questioning – instead of saying no no no better ask some questions
9. If their body language is aggressive- once meeting is over have a one on one meeting ask like is there something which u didn’t like about it?
10. When someone is shouting at you- say like you are already shouting me.. 2nd option is plan for a second meeting
11. Four step process**- I understand, I feel, I want, is that ok?**

Passive people are those people who don’t take any action but instead let things happen to them

Ex:- my mom - she won’t take any action on people who are not paying any interest

ex2:- veera who won’t take any action on his career even he knows he is technically weak

1) Be assertive and don’t be aggressive

Being more assertive

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animal have only 2 choices fight or flight, but we have 3rd choice talk calmly about outcome which works for both parties

We should use the power of our conscious brain to take control of how we act

1. Avoid passive-aggressive trap

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Summary is don’t get angry which is not going to benefit anyone

When Ur car is mistakenly dented/dashed by someone don’t just straightaway go and damage their car which is not going to benefit anyone

Be assertive- by going to one who dashed and ask why u damaged my car, ok shall we proceed for formalities by paying some fine

1. Don’t choose anger- ur not going to feel better after u get angry

**Fogging- cooling others** when someone is verbally attacking us

The fogging technique helps us to provide a calm response to someone who is being aggressive towards us.

Ex:- if someone started shouting us when there is a mistake, then u can say I accept and I should have done better ..Something like that

Learn to disagree by questioning instead of saying no

Sometimes other person may be right and we may be wrong

If someone says ur report is rubbish then we should ask like “what don’t you like about it” or ”ok yes it could have been probably better”

Ask like🡪 “apart from that is there anything which u didn’t like about it”

U have to peel the onion means step by step we should ask like apart from that what u didn’t like about it

Ex:-2 if someone says diesel cars are better, may be they are right- first we should question them instead of saying no

Like do u know the problem as diesel cars wont start easily if they are not regularly used, so question them don’t directly say no like sriram

1. When someone is shouting at you- say like you are already shouting me, is this the best way to resolve problem?

May be we could meet later when u are in calmer mood, we should tell them we are shouting because they are unconscious

I can’t resolve as you are in this state, we will talk in half an hour

Option2:- when someone shouted at u, and instead of replying immediately we should comeback after sometime and say like

“I was thinking about our earlier conversation, I think u are rude at me and may be next time u could talk to me quietly offline instead of speaking in front of everybody”