# Being a Power House Improving Communication Skills

[Why Should I Engage in New Ways to Improve my Communication Skills?](#_Toc191303459)

[How can I Improve my Communication Skills?](#_Toc191303460)

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**Description:** Suggestions for improving your communication skills.

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| Why Should I Engage in New Ways to Improve my Communication Skills? |

* Conveys the correct message to the member
* Member should feel that you are listening and understanding them
* Members must be treated so they feel important and that their concerns are understood

[Top of the Document](#_top)

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| How can I Improve my Communication Skills? |

**Ways to improve your communication skills:**

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| **Be an ACTIVE listener!**  MC900187159[1]   * Give 100% of your attention to the member. * Remove any distractions, preventing you from paying attention to your members’ needs. * Ensure your notepad or OneNote is ready. * Be logged into all systems and ready to assist the caller. * Show that you are listening by asking probing questions.   Icon_-_Conversation If I understand you, you are wanting to… Is that correct?   * Respond appropriately by treating the caller how you want to be treated. |
| **Ask effective questions**  **MC910216407[1]**   * Ask open and closed ended questions to learn why the caller is calling. * Closed Ended: Encourages a short or single word answer * Open Ended: Encourages a full meaningful answer * Ask probing questions to avoid misunderstandings.   Icon_-_Conversation How much medication do you have on hand?  Icon_-_Conversation When did you receive the phone call? |
| **Be Professional!**   * Speak positively and project a spirit of cooperation when working with peers, providers, etc. * Refrain from speaking negatively about members, peers, providers, or systems. * Speak in a professional manner, taking cues from our callers. * Avoid careless words and phrases (**Example:** Dunno, gotcha, no problem). * Avoid using internal jargon unless the caller uses and understands (**Example:** Test Claim, EOB or PCP). * Avoid interrupting the caller while speaking. |
| **Use proper tone, rate and pitch**  MC900234641[1]   * Vary the pitch of your voice when communicating refraining from using a dull monotone voice. * Use a voice that is loud and clear, and at a conversational pace, to show confidence and commitment to our members. * Be enthusiastic when speaking to our members! Members appreciate speaking with representatives who have a positive attitude about assisting them! |

[Top of the Document](#_top)

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Being a Power House When to Ask Probing Questions (010429)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6fdfb84b-6e96-4c50-997c-b8f2924958ed)

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[Top of the Document](#_top)

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