

Empathy Exercise 2 - Techniques

If you don't feel empathetic, you'll sound insincere. It's as if you're half-heartedly there. **There are some learnable phrases** which suggest empathy without condescension. **Three Fs and Turns Out.**

Another way to explain things empathetically is to use the three Fs: Feel, Felt and Found. This works especially well when the customer is mistaken or has bad information.

Examples

Customer: I want an iPad, but I need a mouse. I can't deal with all this touching.
Genius: **I may know how you feel.** I'm a mouse fan and felt as if I'd never get used to it, but I found it becomes very easy with a little practice.

Customer: This Mac is just too expensive.
Genius: **I can see how you'd feel that way.** I felt the price was a little high when I first saw the real value because of all the built-in software and services that come with it.

Customer: I don't want this to take days. I'll call you every two hours to check.
Genius: **I can appreciate how you feel.** When I was in the same situation, I was so impatient that I would call every two hours to check on the status of my order.

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Mac Genius Manual

Daniel F McAuley



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