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 conde Three Fs and Turns Out.

Another way to explain things empathetically is to use the three Fs: Feel, Felt and 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 want an IPad, but I need a mouse fan and felt as if I'd never get Used but I found it becomes very easy with a little practice.

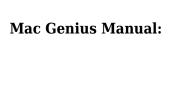
Customer: This Mac is just too expensive. Genius:

I can see how you'd feel that way I felt the price was a little real value because of all the built-in software if to 2 (if if it

Customer: I don't want this to take days. I'll call you every two hours to elect. Genius:

Mac Genius Manual

Daniel F McAuley



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