

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.

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.

GIZMODO

Mac Genius Manual

Ayelet Waldman



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Mac Life, 2007-07 Switching to the Mac: The Missing Manual, Yosemite Edition David Pogue, 2015-01-22 What makes Windows refugees decide to get a Mac Enthusiastic friends The Apple Stores Great looking laptops A halo effect from the popularity of iPhones and iPads The absence of viruses and spyware The freedom to run Windows on a Mac In any case there s never been a better time to switch to OS X and there s never been a better more authoritative book to help you do it The important stuff you need to know Transfer your stuff Moving files from a PC to a Mac by cable network or disk is the easy part But how do you extract your email address book calendar Web bookmarks buddy list desktop pictures and MP3 files Now you ll know Recreate your software suite Many of the PC programs you ve been using are Windows only Discover the Mac equivalents and learn how to move data to them Learn Yosemite Apple s latest operating system is faster smarter and more in tune with iPads and iPhones If Yosemite has it this book covers it Get the expert view Learn from Missing Manuals creator David Pogue author of OS X Yosemite The Missing Manual the 1 bestselling Mac book on earth **The Lincoln Library of Essential Information an Up to Date Manual for Daily Reference, for Self Instruction, and for General Culture Named in Appreciative Remembrance of Abraham Lincoln, the Foremost American Exemplar of Self Education**, 1924 **The Bibliographer's Manual of English Literature** William Thomas Lowndes, 1861 Mac OS X David Pogue, 2002 This book combines Apple s trademark visual elegance with the underlying stability of UNIX which adds up to a rock solid operating system Pogue covers each of the control panels and bonus programs that come with Mac OS X including iTunes Mail Sherlock and Apache the built in Web server *The Official MacGyver Survival Manual* Allain Rhett, 2019-09-17 Handy and often hilarious hacks from the resourceful TV hero Includes illustrations For over thirty years the name MacGyver has been synonymous with astonishing feats of ingenuity from fixing a car with nothing but water and egg whites to busting out of jail using a hairpin and a pair of repurposed handcuffs to of course saving the world with his favorite weapon a simple paperclip What you might not know is that every trick that the resourceful secret agent pulls off on CBS s hit show has been tested and fact checked by experts and really works most of the time No one is saying that you should craft a DIY airplane out of trash bags and a lawnmower engine But with this book you could The first official how to guide to the MacGyver universe this book is packed with drawings and step by step descriptions of the hacks that made this character the world s most resourceful secret agent It s lots of fun for fans of the new hit series as well as the classic show that started it all or anyone who enjoys a bit of applied physics and clever problem solving *The Bibliographer's Manual of English Literature Containing an Account of Rare, Curious and Useful Books, Published in Or Relating to Great Britain and Ireland, from the Invention of Printing, with Bibliographical and Critical Notices, Collations of the Rarer Articles, and the Prices at which They Have Been Sold in the Present Century* by William Thomas Lowndes, 1861 The Bibliographer's Manual of English Literature, Containing an Account of Rare, Curious, and Useful Books, Published in Or Relating to Great

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web sep 26 2023 method make the egg mixture in a medium bowl whisk together the eggs milk and cinnamon stir in the orange zest and or soak the bread slices in egg mixture place each slice of bread into the milk egg mixture allowing the bread to soak in fry the french toast melt some butter in a large

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web feb 23 2019 instructions whisk together egg mixture in a bowl vigorous whisk avoid cinnamon floating on top melt 15g 1 tbsp butter in a non stick skillet over medium heat dunk a piece of bread quickly into the egg mixture coating both sides place in pan repeat with more slices to fill cook for 2 $\frac{1}{2}$

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