

Self-Test: Do you have these skills?

Scenario A:

You are at a local clothing store and a customer comes in and tries to return something but does not have the receipt. You tell her she cannot return it. She starts yelling and demanding her money back. What do you do?

Your Answer:

Scenario B:

When working in the health care field you have to communicate with many different groups of people. You have to be able to effectively communicate with patients, doctors, surgeons, and more. What communication tips would you give to a new employee in the health care industry?

Your Answer:



Answers:

Scenario A

Listen to the customer's complaint. Here are few tips for when you are listening:

- *Maintain eye contact.*
- *Maintain a good posture.*
- *Gesture: use listening cues, such as nodding.*
- *Use correct sounds: sounds like "ohh" and "hmm" can convey understanding and compassion.*
- *Use facial expressions: this shows that you are emotionally present and filled with interest.*
- *Never scowl or roll your eyes.*

After you have listened to what the customer has to say, calmly explain the return policy using an appropriate tone of voice. Your tone of voice should convey warmth and confidence. If she does not seem satisfied with your explanation, ask her if she would like to speak with the manager on duty.

Scenario B:

Here are some examples:

- *Always make sure you are kind and courteous to patients.*
- *Listen closely. You should be able to accurately recall information and summarize effectively.*
- *Use timing skills. Don't rush through the conversation.*
- *Speak clearly and be precise.*
- *Always have an appropriate facial expression. Your expression should convey that you are emotionally present in the conversation. It can be a positive expression or one of sorrow.*
- *Always use an appropriate touch. Use touch to provide instruction or for evaluation.*
- *Never get angered or raise your voice to a patient.*
- *Always be professional in emails and correspondence in the workplace.*
- *Always write clearly. Many of the forms that you fill out are used by others, and they need to be able to read what you are communicating to them.*



Job Skill Guide Scenarios by [Illinois workNet](#) is licensed under a [Creative Commons Attribution-NonCommercial 4.0 International License](#).