



THE POWER OF THE POSITIVE ~ PHRASING CAN MAKE THE DIFFERENCE!

A 60-minute Webinar

WHAT PEOPLE LOVE TO HEAR

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____

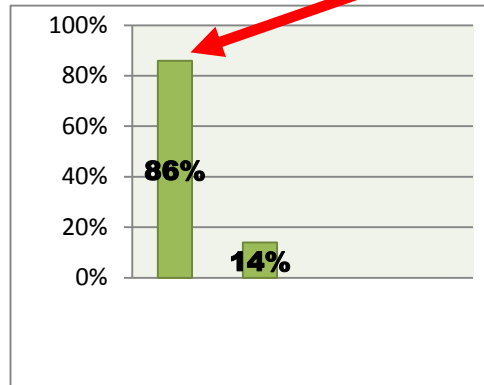
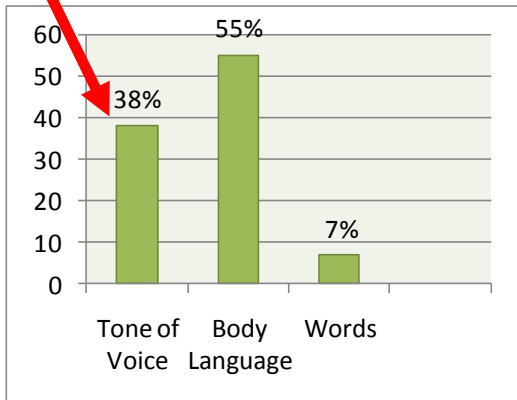
Which words or phrases **will you add** to your interactions with **patrons**?

Co-workers?

STONE

STONE

THE IMPORTANCE OF YOUR STONE



FACE-TO-FACE

Tone of Voice	=	38%
Body Language	=	55%
Words	=	7%

OVER THE PHONE

Tone of Voice	=	86%
Words	=	14%

READ EACH OF THE FOLLOWING SCENARIOS AND DEVELOP A BRIEF STATEMENT THAT WILL HANDLE EACH IN A POSITIVE MANNER:

1) *A new patron is upset about not having to have a library card to check out items.*

2) *Your lending time for DVDs is shorter than books. A patron who never checked out DVDs before has now incurred a fine because they kept the DVDs the same length of time as the books they checked out on the same day.*

3) *A patron called checking on a requested book. You expect it to be delivered to your library tomorrow.*

4) *The patron is certain they returned the book that your records show is overdue.*
