



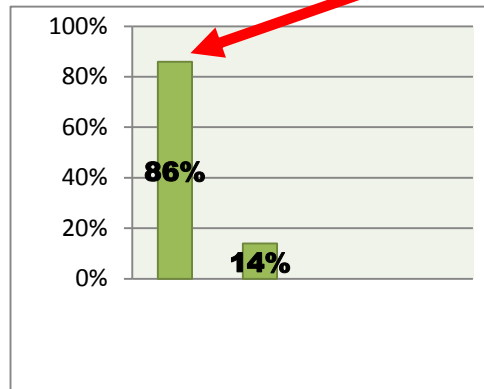
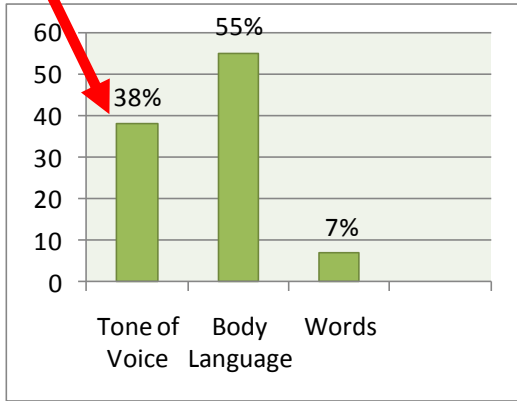
NEGATIVE NO-NO'S

A 60-minute Webinar

A REFRESHER REGARDING OUR "TONE" ~

TONE

THE IMPORTANCE OF YOUR TONE



FACE-TO-FACE

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

OVER THE PHONE

Tone of Voice = 86%
 Words = 14%

Things They Should "Never" Hear!

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

9. _____

10. _____

11. _____

12. _____

13. _____

14. _____

Which words or phrases should you **remove** from your interactions **with patrons?**

Co-workers?

Read each of the following statements and circle anything that makes it a "negative." Then change the statement from negative to positive:

1) *You failed to supply us with adequate information so we will be unable to give you a card.*

2) *No one else has complained about the shorter return times for our DVDs.*

3) *The person who handles that is at lunch; you'll have to call back this afternoon.*

4) *No one here would have told you that.*

**WHAT BEHAVIOR OF YOURS MIGHT BE PERCEIVED AS NEGATIVE BY YOUR PATRONS OR CO-WORKERS?
HOW CAN YOU IMPROVE?**
