

DRAW A MONSTER

One of the problems for staff facing customers is dealing with an unpleasant, unreasonable or aggressive customer. An effective customer service learning programme provides delegates with tools and techniques to manage incidents – and the Monster activity is a way to reinforce them.

This enjoyable activity will make an effective closer or reflection exercise. In today's tip we explore its application in a Customer Service programme.

You do:

- Begin with a quick discussion around the challenging customer issues in your company. Make a list of these issues on the flipchart.
- Divide learners into groups of four and supply each group with a flipchart and markers. Task the groups to create a picture of a monster which incorporates as many of the challenging customer issues as possible. (Eg If a typical problem is a customer who shouts, draw a face with a megaphone for a mouth to highlight the problem!)
- Then hand out arrow shape pads* and challenge groups to find solutions or coping mechanisms for each of the problems they have highlighted in their monster. Invite each team to share their monsters – and suggest your learners photograph them as memory joggers in the future.

Karen Gray

karen.gray@gray-matters.com

Training Tips is a free service that Gray Training offers to all our students and colleagues – and to anyone who is passionate about making learning happen. You receive a useful idea each week to help you to make your training more interesting and effective. To subscribe, email tips@graytrainingtips.co.za and insert **SUBSCRIBE TO TRAINING TIPS** in the subject line. To unsubscribe, simply insert **UNSUBSCRIBE TO TRAINING TIPS** and send your mail to tips@graytrainingtips.co.za

Best regards

Gray Training Tips Service

We keep a range of innovative and useful flipchart products including:

- Scented markers
- Colorix crayons (great for flipchart borders)
- Pads of paper shaped as light bulbs, hearts, arrows, speech bubbles etc for learner feedback
- Restickable glue – to turn the shaped paper into a post-it
- Rubber stamps and pads – for flipchart borders

Visit our website for a full product catalogue and order form, or phone Kedi at 011-472-3516 to place your order.
