Methodological tool: Good and bad practices regarding empathy in customer care

Number of methodological Tool	**EUPA_LO_76_M_002**
Work Area Code and Title	**WA 8: Visitors/ Customer Service**
Unit Code and Title	**3.13. Serve customers in accordance with organisational principles**
Learning Outcome Number and Title	**LO076: Demonstrate understanding of customer care principles as well as the ability to apply these in accordance with organisational principles. Be able to adopt behaviour appropriate to the needs of the customer. Be able to solve customer's problems and complaints by following methods and tools adopted by the organisation.**
Objective of the methodological tool	After the completion of this activity, participants will be able to: 1. Apply empathy in customer care 2. Distinguish between good and bad practices in customer service
Approximate Time needed for the completion of this exercise	20 minutes
Individual or group exercise	☒Individual ☐ Group
Type of methodological tool	☒ Written exercise ☐ Group exercise ☐ Video analysis ☐ Simulation ☐ Multiple choice ☐ Group exercise with cards ☐ Exercise using ICT ☐ Role play ☒ Group discussion ☐ Case study ☐ Creative Group Work
Description of the exercise/Procedure	Handout one copy of the attachment to each participant. Ask them to distinguish between the good and bad practices of statements in terms of empathy in customer care. After they are finished, provide them with the key (EUPA_LO_109_M_001_Att2) and discuss why each of the statements are good or bad practices in terms of demonstrating empathy
Exercise is accompanied by	EUPA_LO_109_M_001_Att1, EUPA_LO_109_M_001_Att2

Co-funded by the
Erasmus+ Programme
of the European Union

Exercise solution	See EUPA_LO_109_M_001_Att2
Other comments to the trainer	N/A