

## Attachment: Good and bad practices regarding empathy in customer care

Number of methodological Tool	EUPA_LO_76_M_02
Number of attachment	EUPA_LO_76_M_02_Att1

### STATEMENTS<sup>1</sup>:

STATEMENT	Empathetic	
	YES	NO
1. I see you've been with our Company for 11 years. That's a long time!		
2. Your business means a lot to us.		
3. That is easy to solve. It is not as difficult as you believe Mr. XXXX.		
4. I would come to the same conclusion.		
5. You can consider X.		
6. What can I do to make your experience with us better?		
7. How do you feel about X?		
8. So what you're saying is...		
9. What you're saying is...		
10. Give me just a minute/second while I figure this out for you.		
11. I appreciate your patience.		
12. Please be more patient. I have to do some other tasks.		

<sup>1</sup> Some of the statements have been adapted from: <https://www.comm100.com/blog/customer-empathy-statements.html>

13. I wouldn't think of this as a problem		
14. Personally, I would recommend you to...		
15. Then, you must try X.		
16. What would be the best-case scenario for you?		
17. Are your X needs being met with our product/service?		
18. No, you mean the X product		
19. Thanks for waiting this out.		
20. That's awesome/great!		
21. Don't look only at the dark side.		
22. If I were in your position, I would feel the same way.		
23. No sir, this is not correct.		
24. Would you like to try our new X?		
25. I think you'll find it's much easier if you do X.		
26. Is there anything else, big or small, that I can help you with today?		
27. If I'm understanding you correctly...		
28. I don't think this can be done sir.		
29. I could help you with that.		
30. I am afraid I cannot help you with that.		

Methodological Tool: <EUPA\_LO\_76\_M\_002>, <Good and bad practices regarding empathy in customer care>

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