

Trauma-Informed Customer Service Training Questions

Pre-Work

Please take some time to answer the following questions (1-4) before completing the training. These questions are designed to assist you in exploring the content of the training from the perspective of your own department and setting. When considering the answers, please think about how they apply to your work environment and the customers you serve. We will continue to reference these questions and answers throughout the training.

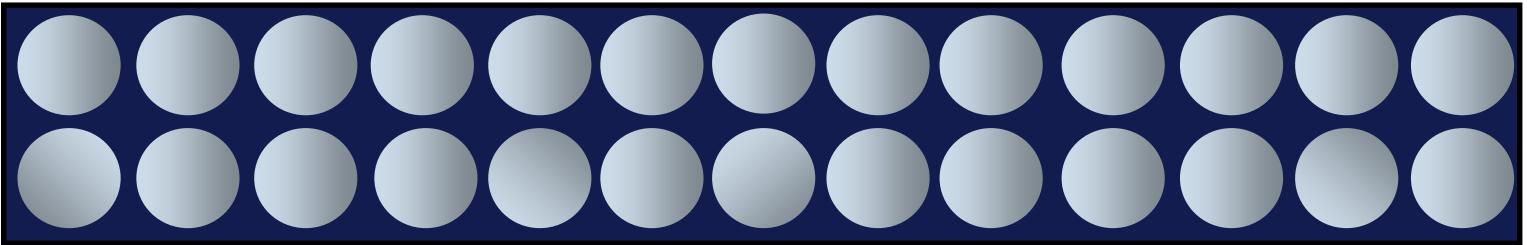
- 1) Think about a time when you experienced a difficult situation with a customer. Describe the situation.
What was the result of it?

- 2) Within your department, how do you usually encounter dissatisfied customers? What do those situations look like?
Are there any cases that jump out at you?

- 3) Think back to the difficult customer service situation that you described in question 1.
How could you reframe that situation?

- 4) Again, when thinking back on the difficult situation described in question 1, can you identify some of your behaviors that made the situation worse?





Reflection

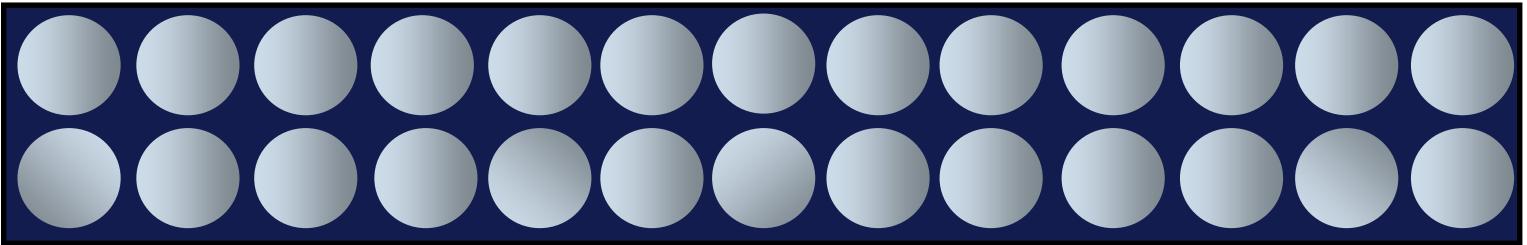
Now, when thinking back on a situation where you encountered a dissatisfied customer while working in your department, what was the aftermath of that situation? How did you feel afterwards? What helped? What would have helped?

Scenarios

Choose one of the situations that you identified at the beginning of the training where you encountered a dissatisfied customer in your department. How could you apply the concepts and skills you learned in this training to that situation?

- 1) How could you have self-regulated?
 - 2) What could you have said to validate the person's feelings?
 - 3) What were the steps you took to solve the problem?





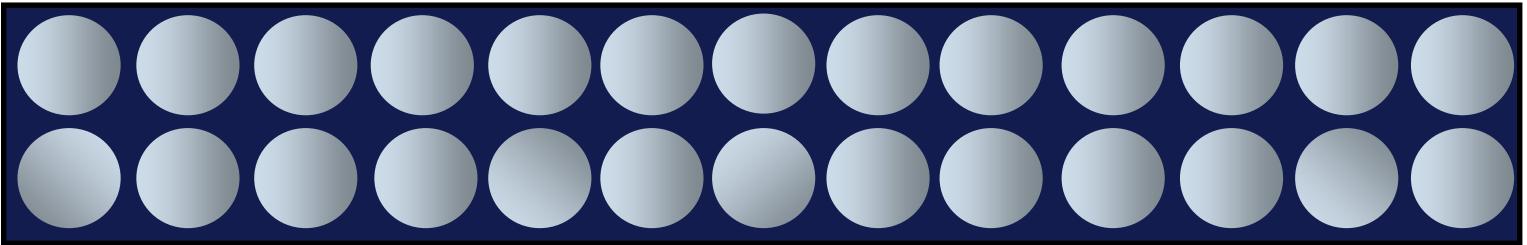
Scenarios, cont'd

Now also consider the following scenario and answer the same questions:

In person or over the phone, you encounter an angry customer complaining about not getting something they need.

- 1) How could you self-regulate?
 - 2) What could you say to validate the person's feelings?
 - 3) What steps will you take to solve the problem?





Further your learning

- 1) How do you handle conflict? What is helpful from your approach? What hinders conflict resolution from your approach?
 - 2) When navigating conflict with others, what makes you angry? What do you look like when you become angry? Where do you feel that anger in your body? How do you take care of yourself when feeling that way?
 - 3) From the handout on self-care, what would be some strategies that you are willing to practice for grounding and relaxation?

