



# SOFT SKILLS & EMPATHY



A short training course

## What are Soft Skills?



The way we conduct ourselves and communicate our emotions over the phone

Showing the consumer that we care about their experience with our product

Building rapport and a positive relationship with our consumers

## When should we use Soft Skills?



When a consumer is frustrated or upset

While asking the consumer for information

Whenever the consumer is experiencing an issue

If the consumer had a tragic/sad life event

At LEAST one time per call

## Soft Skills Continued



It's not just handling the consumer's issue; it's giving them a positive experience to remember us by. We achieve this by building rapport and using all the tools in our toolbelt whenever we can. Let's set ourselves and our consumers up for success by giving our all, all the time.



# What happens if I don't use my Soft Skills?



We may make the consumer upset when it was easily avoidable



It affects your QA scores and performance



Consumers may submit negative surveys regarding their experience with their agent



Depending on severity it may lead to disciplinary action



We don't give the consumer the experience BPP holds as a standard, when we know all our agents are awesome and capable!

# Building Rapport



**Ask the consumer how their day is going while you type notes or look over the account/information**



**Let the consumer know you are here for them to help with whatever issues they may have**



**Actively listening when they are explaining their issues**



**Following up and doing what we tell the consumer we are going to do**

## Showing Empathy



We can show empathy in our tone of voice

By empathizing with the consumer and how they feel, putting ourselves in their shoes

Telling the consumer that we care about the issues they are having

Who can I reach  
out to for help  
with Soft Skills &  
Empathy?



Nick, or any member of the supervisor team

Training/ Heather

QSA/ Dave

Always check resources like the KB for soft skills, escalation, and empathy training material