

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

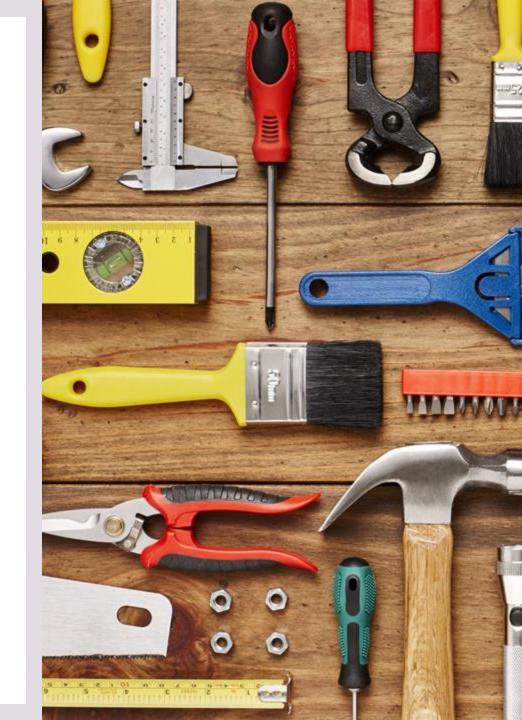
If the consumer had a tragic/sad life event

At LEAST one time per call

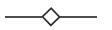
Soft Skills Continued

 \longrightarrow

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

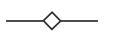
It affects your QA scores and performance

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

Empacity

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