
Powerful Phrases For Effective Customer Service

12 Customer Service Phrases for Every Support Interaction
 10 Customer Service Phrases Based on Real Conversations ...
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 128 Helpful Customer Service Quotes From the Pros
 10 Powerful Quotes on Leadership | SUCCESS
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 15 Powerful Phrases That Will Make You A Better Leader
 189 Powerful Words That Convert [Free List of Magnet Words]
 Top 25 Positive Words, Phrases and Empathy Statements
 Powerful Phrases for Effective Customer Service [Book]

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ANGIE MATA

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Positive Scripting for Customer Service. If you work in customer service, chances are you know that words are incredibly powerful – so much so, that according to psychologists Mark Waldman and Andrew Newberg, just hearing a negative word like “no” can set off an alarm in your brain and trigger the release of dozens of stress-producing hormones. 40+ Phrases to Create Positive Scripting for Customer Service

In a service environment, the language that we use has a huge impact on customer emotions. In a sales environment this is even more critical. Here we have not only put together a list of the top 25 positive words to improve customer service, but we have also done the same for positive phrases and empathy statements. Top 25 Positive Words, Phrases and Empathy Statements

While the good, the bad, and the ugly of customer service gets most of the press (as with everything else), the majority of support conversations are pretty standard: “I have a problem,” and “Let me fix that problem for you.”

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Every good company wants to provide excellent customer service, but it’s not always easy to balance that with other business needs and goals. Sometimes, it can help to get inspiration from what others have found to be true. We’ve asked customer service experts to share with us quotes that their team lives by. The list...

128 Helpful Customer Service Quotes From the Pros

The customer representative shows the customer willingness to work with him or her. The customer thinks, “Oh, okay,” and calms down. “I’m going to have to consult with a colleague” instead of “I’ll just put you on hold.”

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There are a few power-packed phrases that anyone can use to change the course of a conversation. Here are a few that leaders use to transform their teams: “I’m sorry.” As I said above, this one is powerful because it’s unexpected, and it demonstrates both self-awareness and personal responsibility.

15 Powerful Phrases That Will Make You A Better Leader

Boost Blog Traffic’s Jon Morrow collected a huge list of power words (his full list of 317 is well worth the read) and sorted the list by category. The above section is Morrow’s grouping of words that engender feelings of safety. It’s my favorite group from Morrow’s list because these safety words have an amazing effect on the person reading: They create trust.

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