

LUV TALK RULES

Employee Rules

- Listen (with your body language)
- Understand (with questions and clarifying statements)
- Validate (the customer is always correct)

Customer Rules

- Use only "I" statements
- Share only feelings and needs
- Keep it short and simple
- Do not shame, criticize, or blame



www.goSmalley.com

LUV TALK RULES

Employee Rules

- Listen (with your body language)
- Understand (with questions and clarifying statements)
- Validate (the customer is always correct)

Customer Rules

- Use only "I" statements
- Share only feelings and needs
- Keep it short and simple
- Do not shame, criticize, or blame



www.goSmalley.com

LUV TALK RULES

Employee Rules

- Listen (with your body language)
- Understand (with questions and clarifying statements)
- Validate (the customer is always correct)

Customer Rules

- Use only "I" statements
- Share only feelings and needs
- Keep it short and simple
- Do not shame, criticize, or blame



www.goSmalley.com

LUV TALK RULES

Employee Rules

- Listen (with your body language)
- Understand (with questions and clarifying statements)
- Validate (the customer is always correct)

Customer Rules

- Use only "I" statements
- Share only feelings and needs
- Keep it short and simple
- Do not shame, criticize, or blame



www.goSmalley.com

LUV TALK RULES

Employee Rules

- Listen (with your body language)
- Understand (with questions and clarifying statements)
- Validate (the customer is always correct)

Customer Rules

- Use only "I" statements
- Share only feelings and needs
- Keep it short and simple
- Do not shame, criticize, or blame



www.goSmalley.com

LUV TALK RULES

Employee Rules

- Listen (with your body language)
- Understand (with questions and clarifying statements)
- Validate (the customer is always correct)

Customer Rules

- Use only "I" statements
- Share only feelings and needs
- Keep it short and simple
- Do not shame, criticize, or blame



www.goSmalley.com