

Acronyms

PCNA



By **sokoctopus** (sokoctopus)

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Acronyms (cont)

BP



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CSS



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PSMP



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TREAD



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GCCS



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CPO



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tequipment



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CCPA



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ACW



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ACD



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WFO



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WoF



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Acronyms (cont)

AHT



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ASA



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PCCB



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CFRP



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SSI



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CSI



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OBP



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VIN



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MY

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### Common Phrases while on Call

### Questions Guidelines

type: **Recall/Clarifying** **Closed** **Leading** **Open**



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### Questions Guidelines (cont)

def: getting yes or points a more info than closed, more  
info no, person room for narrowing in, set  
limited toward up frame of mind, opinions  
info something and feeling, control goes to  
with certain respondent  
perspective

### Questions Guidelines (cont)

ex: "What is "do you How are you "How  
your phone need handling with the do you  
number?" anything \_\_\_\_ at work?" feel?"  
else?"



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### Questions Guidelines (cont)

*ask better questions to strengthen relationships. Questioning organizes thinking around what we don't know. Can be used to guide conversations. Be silent while waiting for a response. Don't interrupt.*

**Always be curious, ask questions. Never assume. Use one Sentence**



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