

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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AHT



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ASA



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NADA



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OBP



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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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