

RWK Enterprises LLC

Customer Skills & Interpersonal Communications III

The **Customer Skills & Interpersonal Communications (Role Play) III** workshop is designed to provide an environment where customer interaction simulation allows the participants to practice the skills, techniques, and concepts learned in the previous two days. Students participate in at least two role plays: one as a customer and one as a customer service person. Every role play has been written with a certain “agenda” to test the skills previously learned. Each role play is “critiqued” in a safe and constructive atmosphere. Students are encouraged to be kind, yet candid with their classmates. The role plays typically create discussion of participants’ real life experiences and provide for students and the instructor to offer advice. While many students can be anxious about performing role plays in front of their peers, they universally find this to be the most valuable day of the course. They typically remark that this is the place where it all comes together. Role Plays are created especially for the client through interviews with employees and leaders and/or by monitoring actual customer interaction. Research required for Role Play scenarios creation will be quoted based on the client environment.