Worksheet

Turning Every Interaction into Connection

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FIND YOUR CHAMPION WITHIN

Purpose of this worksheet:
This worksheet helps you become more intentional in how you show up with customers—especially in challenging moments—so you can create positive, meaningful experiences.

Reflection Questions

1. Your Energy Leads the Interaction

What kind of energy are you bringing into your customer interactions—and how might that be shaping the experience?

What do customers feel before you even speak?

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2. Don't Take It Personally. Make it Purposeful.

When a customer is difficult, what is your immediate internal reaction?

What would it look like if you were able to shift it?

What might be going on for them that you don't see?

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3. Active Listening. Choose how you show up. Leave the customer in a better state.

How do you listen to truly understand?

What would change if, for example, you reflected on what you heard? How can you approach a conversation without defensiveness?

4. Pause Before You Speak

Think of a recent challenging interaction.

What would have been different if you had paused, taken a breath, and responded intentionally?

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5. Create the Experience

What experience do you want every customer to leave with—regardless of the situation?

What is one small action you can take to create that consistently?

Daily Service Commitment
Choose one or more. At the end of the week, evaluate your progress:

- □ **I reset my energy before each interaction.**
- □ **I practice curiosity instead of defensiveness.**
- □ **I pause before speaking in difficult moments.**
- □ **I focus on how the customer feels—not just the solution.**
- □ **I aim to leave every customer better than I found them.**

Champion Reminder:

Every interaction is a moment of choice. In this moment, you have the power to turn "Oy" into "Joy."