

Simulation Observer Checklist

	What Worked?	What Did Not Work?
Indicate the library's business customs (with a job aid)		
Tell the customer to take his/her time		
Ask the customer for feedback		
Ask the customer to summarize for you		
Listen to whole message before responding		
Go slowly. Take your time		
Give the customer a choice whenever possible		
Ask yourself, "what does this customer expect from me?" Your assumptions need to be accurate.		
Explain clearly what you need and why		
Stick to the main point		
Go step by step in a logical order		
Make it formal, not casual		
Smile with your voice – tone is important		
Pause frequently		
Use cognates whenever possible		
Listen for a "No" in every "Yes"		
Say please, thank you, may I...		
Convey "I care about you" in multiple ways		
"I can help you better if you do this...."		
"That will be very difficult."		
"I am not sure that can be arranged."		

“I will see what I can do.”		
“Which do you prefer?”		
Other Strategies to Try		