

## Exercise #6

### Let's Get Good at Passing the Buck!

In this exercise you will learn to use the natural hierarchy of the library to resolve problems, calm fiery emotions, and give staff, supervisors, and managers a “fighting-chance” when dealing with some of the library’s most difficult patrons.

You can do everything right, but sometimes you don’t have the authority or the information you need to make the decision that needs to be made or solve the problem that needs to be solved.

This isn’t your fault, the patron’s, or the supervisor’s. It just is. By effectively “passing the buck” you help solve a multitude of problems.

#### Instructions:

1. Get into groups of three. One of you will play the role of the difficult patron, one the role of the employee, and one the role of the supervisor.
2. Work together to create a realistic scenario that would need to be passed up the chain for resolution.
3. Playing your various roles, use the “Communication Two-step” from Exercise 5 to establish the story.
4. Reach the point where a situation needs to be resolved.
5. Go through the steps that are necessary for successfully passing the buck
  - a. Go to the supervisor together
  - b. Repeat the story to the supervisor, making sure to reference the patron frequently
  - c. Hand off to supervisor
  - d. Leave

Remember, you can do the same on the phone.