

Exercise 3B

The Library Employee Who Communicates Well

Instructions: You are a nice, polite shift supervisor for the circulation desk who is trying to resolve some issues with a polite and reasonable library user. While you are interacting with the library user, notice how you feel about his or her behavior and the behavior of the other shift supervisor. Keep in your role until asked to stop. Afterwards, you will be asked to discuss and write your observations with your small group and later with the entire class. Think about how the average person might respond to the different behaviors of the supervisors and the library user.

Remember, you are a nice person, so play the role of a nice employee who the average person would consider polite and reasonable. Look at the sheets titled **How to Identify and Practice Successful Nonverbal Communication** and **What Are the Behaviors of Great Customer Service?** for suggestions.