

Exercise 4B

The Library Employee Who Communicates Well

Instructions: You are a nice, polite library employee who is participating in a discussion with another library employee and a polite and reasonable library user. You will try to match, without being obvious or mocking, the library user's pace – speed and rhythm of talking, of hand and head movements, and their general body language. While you are interacting with the library user, notice how you feel about his or her behavior. 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 your behavior as the library employee.

The Situation

You have been asked to participate in a discussion with a library user about outreach programs at the library in her neighborhood and with people like her, depending on her demographics (age, gender, ethnicity, education, personal interests). The library user really wants you to listen and understand her concerns about library services to her, her relatives, friends, etc.

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.