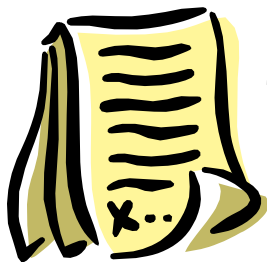


Personal Action Plan



Throughout the day you will be creating a personal action plan. After each section, the instructor will give you time to write down a specific action you will take related to customer service when you return to your library.

- A. Write down one action you can personally take to improve rapport with your customers.**

- B. Write down one action you will take when you return to your library to simplify your customer communication.**

- C. What action will you take to improve your interaction with users who are not native English speakers?**

- D. What specific step will you take so that you will be listening to users more effectively?**

- E. You must say “no” to a customer. What is one way you will do that better?**

SUMMARIZE

- F. Using the five actions you chose, write a paragraph describing your overall action plan.**