



Connect with Empathy

4 Statements that Humanise Customer Interactions



1

"Is there anything I can do for you? Big or Small?"

This assures your customer that you genuinely care for them and are willing to do anything to help them solve their problems regardless of scale.



2

"I want to make sure that I really have an understanding of what you're telling me. I'm hearing that..."

This is a great way to clarify your customer's request and to eliminate any possibility of miscommunication.

3

"We will help you get this issue resolved."

What may feel like a no-brainer statement is in fact very meaningful to show the customer that you have every intention of addressing this issue instead of passing it over to another department or being unsure if the problem can be resolved in the first place.



4

"I've experienced a similar problem recently, so I understand what you're saying."

This helps to reassure your customer that they aren't alone in their struggles and that you have experience in dealing with the issue. This also helps to gain their trust in the long-run.

