

COMMUNICATIONS PROBLEM

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Content of the presentation

Introduction

Video Part 1: communication problems

Guided discussion

Video Part 2: Demonstrate our solution

Hook

One wish, many difficulties, several solutions,
good communication and the situation was solved anyway.

Introduction

- Situation in the Video

Difficulties in a bank

Video Part 1:

Communication Problem



Discussion about Part 1:

Outline the problem

Brainstorm ideas

Identify solution

Discussion key points:

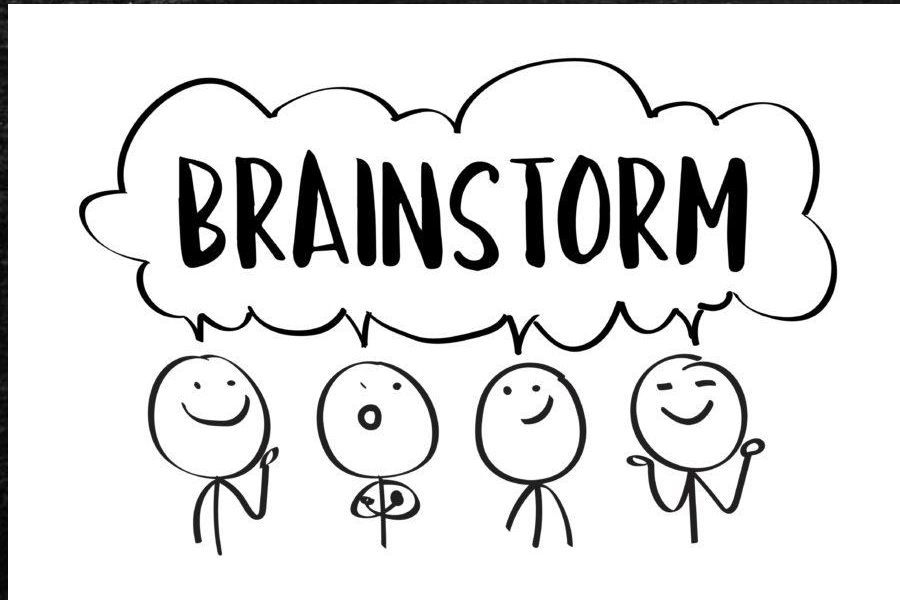
Outline the problem:

The correct answers to the questions asked

Was the transaction correct?

Was that well-being given?

Discussion key points:



- Ideas
- what was bad
- what was good
- situation

Discussion key points:

Identify solution:

Try to give the right answers

Understand what the other person wants

Explain clearly and concisely

Video Part 2:

Communication Solution



Conclusion Markus

Correct communication and understanding
can help to manage the situation.



Questions so far?



Thank you
for
your attention!