

Name: _____

Date: _____

EMPATHY

Z W V B Q Q K P H L U N D E R S T A N D I N G J
O T P N O I S U F N O C L Z O R H B E Z W E S Q
P X X F O A L S S T U B L U Y O E E Z T S N T S
R D W Z R Z Y N O I T N E T T A X R T H V F W X
Q R A C K N O W L E D G E M E N T G L K U R U Q
P J G F L I S T E N K G S N F U D U X Z B U B P
U P O D V J Y E F Y E W G F T X B H R I S S D L
E R L X I L V Y O K U O T E I O I G R B R T O W
V T E S Z M B W B J N C A F N Q Z K H K J R K P
I D H S K T D L N D E X P R E S S I O N A A K F
S N S T P D Z O A H T Y Q S U W O I Y D K T N E
N X W R T E G M I E B U U E E S D J Q L B I O E
O R N O R L C N N R J Z E N O T O A I A F O I L
P W E R N N I T M B G N C A E Y L R K I H N T I
S O A M Y K A P O L O G I Z E G U O R D F W A N
E M Z Y O F E C N A R U S S A E R K Z Y Q B U G
R V G K G T Z G U P E R S P E C T I V E W U T S
Z O A X C L S R E S O L U T I O N C H A F F I F
V U S A K I F U L K Q L A W U C U P T M M J S O
I G D D Q G K W C J I J E E T L U H T A U Q W V
W K N O I T A C I N U M M O C O V E I P H M J Y
P A D O E V I T I S O P D K I A S Z V Z R I S T
Z E F Z X G L T T P K I F Y A S N Y Q I Q O F G
Y F D J Y W X D C Z N P Y T I S J L L H C P O S

RESPECT ATTENTION POSITIVE PERSPECTIVE RESOLUTION EXPRESSION SITUATION
REASSURANCE COMMUNICATION UNDERSTANDING RESPONSIVE CONFUSION SORRY
FEELINGS ACKNOWLEDGEMENT FRUSTRATION TONE CUSTOMER LISTEN APOLOGIZE