

# SAY THIS NOT THAT



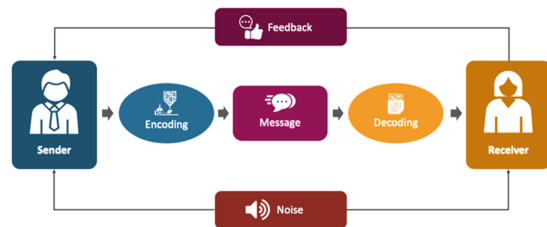
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## What is communication?

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In your own words, how does incomplete information interfere with the communication process?

Some of the information is filled in by the receiver based on

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Notes:

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What are the 4 categories of intent?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

### 4 Approaches of Communicators

Analytical	Functional	Intuitive	Personal
An analytical communicator favors <b>data and hard numbers</b> . Disregard emotion.	Prefer to walk through the <b>steps of the process</b> , outlining each one in detail.	An intuitive communicator is all about the <b>big picture</b> . They prefer overviews.	Use emotional language and <b>value the human connection</b> and feel more.

### General Notes:

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**Acknowledgement** \_\_\_\_\_

**Empathy** \_\_\_\_\_

**Reassurance** \_\_\_\_\_



## Summary of Tips:

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**Write below what you will work to improve immediately:**

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## Technical Courses

CFC/HVAC Certification (**The NEW EPA 608**)

CPO Certification (National) 2 day

HVAC Fundamentals and Troubleshooting

HVAC Intermediate Troubleshooting

Electrical Fundamentals and Troubleshooting (basic)

Electrical Intermediate Troubleshooting and Repairs

Plumbing Repairs

Appliance Repairs

Advanced Troubleshooting – some experience is required.

Safety For Maintenance – Fun and informative – **New**

Life Cycle of a Building – What to expect and how to prepare for maintenance services on assets by their age –

## **Brand New**

**Trends In Maintenance** – What to expect in the future for the Service Department and how technology will change in the next 5 years – **New.**

## Other Courses for Office and Service Teams

Effective Service Operations – **New** – How to create, build and maintain a superb service team!

Leadership for Service Managers and Supervisors

Leadership for Life

**Live, Grow, and Thrive** – **New** - How to keep making positive changes and overcoming challenges.

Maintenance for Managers

**Say this not that** – an insight on communication and phraseology to improve service - **NEW.**

Communication Performance

Train the Trainer Workshop

Magnetic Customer Service and Work Order Management

Silence in **NOT** Golden – How to get top notch service from everyone – a fresh new perspective in engaging customers and soliciting feedback – **Brand New**

Time Management for Multifamily – **New**

**DIY** - Start Saving Money Tomorrow – best practices, products, and services – **New.**

**Take Action** - Personal Safety and Assault Prevention – **VERY** fun and engaging.

What every Manager should know about maintenance – **New**

How to find, create and keep an amazing service team. - **New**