CHAPTER TWELVE WORKSHEET

Your Best Explanation Is Not Written Down

One week of noticing, then one sitting.

Name _____ Date _____

1 **For one week, write down every question you or your team answer more than once.**

Question answered more than once	Times

2 **Pick the one that costs the most to answer badly.**

THE ONE THAT COSTS THE MOST TO ANSWER BADLY

_____

_____

3 **Record the person who answers it best actually saying it.**

Who answers it best _____

Recorded on _____

4 **Turn the recording into one clear explanation.**

☐ Transcript ☐ What the business charges for ☐ Who it is for ☐ Corrected against the recording

then **Then have the most knowledgeable person check it for accuracy and strip anything that identifies a customer.**

Checked by _____

☐ Customer details removed

5 **Put it in one place where that question actually gets asked, and write down what comes back.**

Where it went _____

WHAT CAME BACK

_____

_____

_____