



## Communication Success Begins With You

### 1. Financial aid department challenges

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_

### 2. Global struggles

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_
- f. \_\_\_\_\_

Additional notes: \_\_\_\_\_

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**3. Maintaining high standards of customer service is key**

- a. Reward employees for customer service success
  - i. \_\_\_\_\_
  - ii. \_\_\_\_\_
  - iii. \_\_\_\_\_
- b. Effective terminology to use in the workplace
  - i. \_\_\_\_\_
  - ii. \_\_\_\_\_
  - iii. \_\_\_\_\_
  - iv. \_\_\_\_\_
  - v. \_\_\_\_\_
  - vi. \_\_\_\_\_
  - vii. \_\_\_\_\_
  - viii. \_\_\_\_\_
  - ix. \_\_\_\_\_
- c. Understanding your role in the institution
  - i. \_\_\_\_\_
  - ii. \_\_\_\_\_
  - iii. \_\_\_\_\_
  - iv. \_\_\_\_\_

*Thank you*

