10 Ways to Miscommunicate

- Explaining too soon
- Pretending not to understand the message
- Not responding
- Interpreting
- Passing the buck
- Changing the subject
- Turning the conversation into a joke
- Being condescending
- Not concentrating on the conversation
- Being punishing or retaliating

When there is a Problem

- If there is a problem, review the problem/issue/or need to confirm that you understand it.
- Thank the customer for bringing the problem to your attention.
- Apologize.
- Take action or find someone who can.
- Follow up.

---

Courtesy: Training resources developed by University of Missouri Extension Community Development Specialists:

Larry Dickerson
DickersonL@missouri.edu  573.445.9792

Connie Mefford
MeffordC@missouri.edu  660.438.5012

Georgia Stuart-Simmons
StuartSimmonsG@missouri.edu  660.747.3193

Richard Proffer
profferrd@missouri.edu  573.243.3581