

The Chatterbox Challenge

THE Customer's
SHOES LTD

This simple and fun activity is a great way to get your team engaged and thinking about the customer experience.

www.thecustomersshoes.com

The Concept

If you want to kick off a meeting with a bit of fun, as well as some serious questions, here's the perfect solution! Introduce a novel activity that takes less than 3 minutes to prepare, will provide you with a light lift on a serious subject and can get your colleagues immediately engaged with your subject.

You'll probably recall the childhood games you played using origami 'chatterboxes' (sometimes called: cootie catchers, fortune tellers or chancers). We've taken the step of bringing it up to date and ready for use in a business context. Simply print off our template. There are two versions – one with thought provoking 'Customer Experience' questions from us, the other blank and ready for you to insert your own...

IT'S AS EASY AS – PRINT – CUT - FOLD AND GO!

Participants:

2 or more

Materials Needed:

You will require the following resources:

- Scissors
- Paper and a printer

Objective:

The objective of the Chatterbox challenge is to get your team talking. It should help bring awareness of serious issues and ideas whilst engaging your team and having fun! Perfect for a bout of childhood nostalgia.

Our ready completed Chatterbox will encourage your team to stop and consider some important and interesting points regarding the customer experience, whilst our blank template will allow you to add your own ideas specific to your business.

Time Needed:

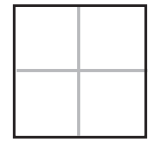
- Set-up time: approx. 3 minutes
- Play time: As long as your discussions last.

Making your 'Chatterbox'

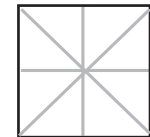
1. Print out our Chatterbox onto a plain A4 piece of paper and cut around the dotted line.



2. Take your printed Chatterbox and fold it in half horizontally then open back up. Fold it vertically then open back up. You should have 2 creases like this.



3. Fold one corner until it meets another opposite, creating a diagonal crease. Repeat with the other corners, so that you now have 4 creases.



4. Fold up all four corners so the points meet in the middle, with the colours showing.



5. Flip the Chatterbox over and fold the corners again in the same way. The numbers should now be showing.



6. Fold the Chatterbox in half horizontally.



7. Finally work your fingers into the 4 corners (which form paper pockets) and bring the points into the centre.



How to Play...

1. Ask one of your colleagues to choose a Customer's Shoes colour from the 4 on the top of your 'Chatterbox'.
2. Spell out the colour chosen moving the paper folds in and out with your fingers as they say each letter of the word. So for example if they choose 'Blue' your fingers will move 4 times.
3. Open up the Chatterbox to show four of the eight numbers and ask your colleague to choose one. If they choose the number 3 you move your fingers 3 times. Count up to this number in the same way as instruction 2.
4. Ask your colleague to pick another number from the four now revealed
5. Open the appropriate fold and ask the question written on the inside!

The Questions.

If you are the one who will be reading out the Chatterbox questions you may want a glance in advance! The Customer's Shoes Chatterbox comes pre-formatted with the following 'Customer Experience' questions for you to use in your team meetings:

- Define what's meant by the term 'customer experience'?
- Give three ways to build rapport with a customer?
- What's meant by the phrase "to stand in the customer's shoes"?
- Give three things this department/business could do to better serve its customers?
- Describe your last great customer experience?
- What was the last thing you did to WOW your customers?
- Line up the team in order of shoe size and 'high five' the wearer of the cleanest shoes.
- Describe one process or rule that's hindering a great customer experience?

As you can see we have included a fun item too!

USING YOUR OWN QUESTIONS? SHARE THEM!

We'd love to hear what questions you use on our blank Chatterbox template. Why not share them with us on Twitter (@Customers_Shoes) or get in touch directly via e-mail (measureup@thecustomersshoes.com).

Ready-to-go Customer Experience Chatterbox

 Cut along the dotted line



1 What's meant by the phrase "to stand in the customer's shoes"?

2 What was the last thing you did to WOW your customers?

3 Give 3 ways to build rapport with a customer?

4 Describe one process or rule that's hindering a great customer experience?

5 Give 3 things this department/business could do to better serve its customers?

6 Describe your last great customer experience?

7 Line up the team in order of shoe shine and high-five the winner!

8 Define what is meant by the term 'customer experience'?

THE Customer's SHOES LTD
PAVING THE WAY TO GREAT CUSTOMER EXPERIENCES...

Ready-to-fill Customer's Shoes Chatterbox

 Cut along the dotted line

