

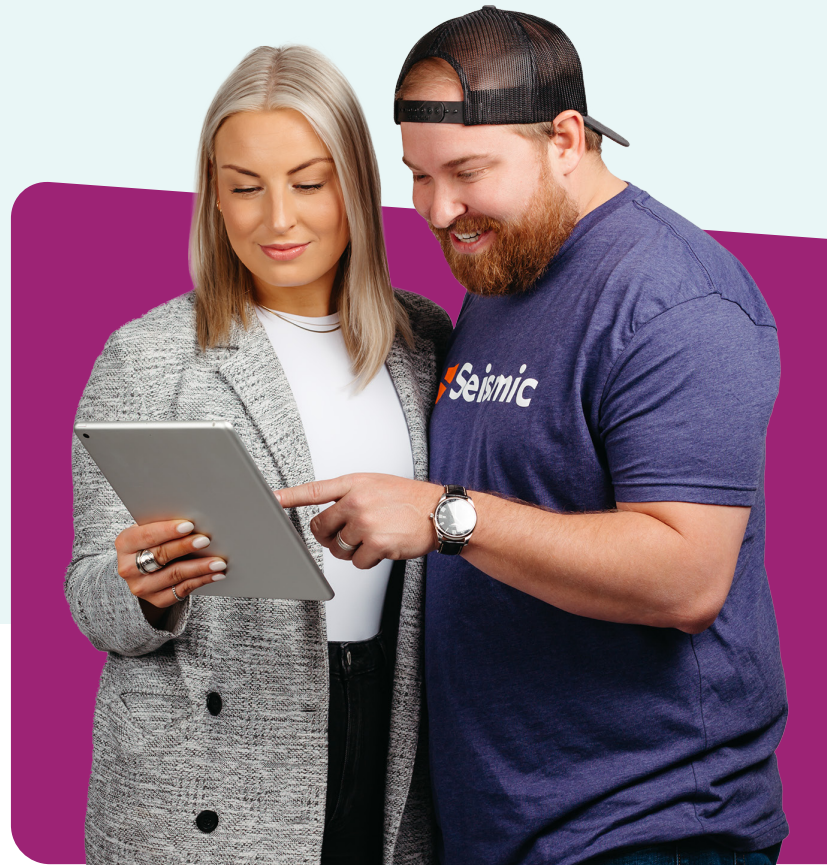
E-BOOK

# Customer Service Training Games



# Contents

In the following document, we've gathered a few of our favorite customer service games. Customer service games are a great way to break the ice amongst a new team, restore or increase the bond with a veteran team, train new employees, buff up on communication skills, or just have some fun.



#1 Ice Breakers

#3 Communication

#2 Training

#4 Fun



# #1 Ice Breakers



## Who Are You?

The ultimate goal of this customer service training game is to get everyone in the group working together and realizing their similarities and differences. Knowing each others' differences will help customer service representatives know who they can turn to in situations they are unable to successfully take care of.

Make four sets of signs with the following words written on them:

**Set 1:** Competitive, Compromising, Collaborative, Accommodating

**Set 2:** Caring, Care Giver, Cared For, Cared About

**Set 3:** Talkative, Quiet, Outgoing, Watcher

**Set 4:** Tired, Confused, Happy, Eager

Reveal each set separately. For example, ask “Are you competitive, compromising, collaborative, or accommodating?” Then, ask each participant to stand next to the sign they relate to the most. Then, select one

person in each group to explain why he or she relates more to the word selected. Continue with the next three sets of cards.

This is a great icebreaker for new customer service representatives to be integrated into the group. It also helps individuals to clearly understand their own characteristics.



## 2 Truths and a Lie

This game is a classic. Each person should state 3 facts about themselves. Two will be true and one will be a lie. The rest of the group then debates and comes to a consensus of what is the lie.

Your team will probably have some fun stories to answer follow-up questions.



# #2 Training



## The “No” Word

The word “no” is a trigger word that has been known to evoke negative emotions in customers. It is the one-word every customer service agent should avoid using unless necessary.

Divide your group into two teams and have them come up with different ways to say “no” without actually saying the word “no.” When done, bring both teams back together to compare answers. Eliminate any answers that may still have a negative impact on the customer’s problem. The team with the most effective answers remaining will win the exercise.



## Hot Headed

In this game, pair up and have one person complain. Throughout the scenario, the one person complaining should get increasingly frustrated. Their complaint can be about anything whether it is a realistic complaint like a delay on a service or a nonsensical one like “the grass is black.”

The other individual should try to calm down the irate customer. Come back together as a group and talk about what techniques the representative used to settle the dispute.



# #3 Communication



## I See You

1. Get a bunch of objects  
*They can even be office supplies*
2. Split your team into pairs
3. Each pair is then assigned a few objects
4. One member of the pair should be blindfolded
5. One member should sit down
6. The sitting partner should give directions to the other to pick up only their objects
7. The first team to finish wins

**Rule:** The blindfolded partner cannot talk and the sitting partner can not move.



## Phrase Ball

1. Get a ball  
*Don't use a medicine ball for this!*
2. Form a circle
3. One person should start with the ball and share a simple start of a phrase with the group such as "The bird flew..."
4. That person should then throw the ball another person who will finish the phrase with something like "...south for the winter."
5. Keep repeating this and going faster and faster

This will get your team thinking quickly and listening to everyone.



# #3 Communication Cont.



## Telephone

1. Assemble everyone in a circle. Great news!  
You don't even need a cell phone for this game.
2. Pick one person in the circle and whisper a sentence to them
3. They then whisper it into the ear of the person to the left or right and so forth until it reaches back to the first person
4. See how different the sentence is once it gets back to the beginning

**Rule:** You can only whisper the sentence once

This game shows how different a simple sentence can be after translating it through so many different people. It will help your team realize they need to listen more carefully and enunciate more.



## The Blindfolded Obstacle Course

1. Assemble soft furniture in a room as an obstacle course
2. Split into pairs
3. Blindfold one individual of each pair
4. Have the unblindfolded individual guide the other through the obstacle course using only words
5. When the pairs finish, switch and start from the other side of the room

**Friendly competition:** rearrange the furniture and turn it into a race after the first run-through.



# #4 Fun



## Ridiculous Complaints

This game is intended to help customer service representatives prepare to handle complaints from customers that may, or may not be, a bit ridiculous. To play, make a list of ridiculous complaints that your employees have encountered in the past and may possibly encounter in the future.

### Examples of ridiculous complaints include:

- “The water is too wet.”
- “I bought my purse from a street vendor only to discover it was fake. I want to return it to you.”
- “The sand at the beach does not look like the sand in the flyer.”

This game can be executed as a group or during one-on-one training sessions. These scenarios can also be discussed through role playing games, showing how each representative would take care of the situation.



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