

## Leading Without Authority

### Roleplay 2 – Customer Conversation

#### **Person B – Customer**

You have been a customer with E+H for a number of years. You feel their products are first class and the technical support is excellent – when things fail they are fixed very quickly.

However, you are less happy with the “customer relationship” side of things. You feel that E+H only come to talk to you when they want to sell you something. You feel that long periods of time pass between visits from E+H. You really value a proper “relationship”. You would appreciate it more if E+H found out more about you and the challenges that you face at in your business.

You are looking for a promotion to a more senior position and if there is a way that E+H could help you look good (for example by being more efficient, by saving costs etc) this would help your image internally and help secure your promotion.

During this roleplay give the other person a fairly difficult time. In particular, you can be quite harsh with your feedback about how you feel you have been treated by E+H. Note: as with many people in the world, you have not learned how to deliver feedback using ESHI, so you do not need to structure your feedback in any way!

Your behavioural preference is about people and relationships and you should behave in a way during this roleplay that demonstrates this.