

Leading Without Authority

Roleplay 2 – Customer Conversation

Person A – E+H Associate

You have been in your role for 2 years and have had good results so far. You are meeting with a customer who has been with E+H for a few years. Your understanding is that this is a very good client who is happy with E+H.

Your goals for this conversation

- Maintain the relationship with the customer
- Find out more about the customer
- Deal with issues (if any)
- Discover what their behavioural preferences are