

An illustration of a space-themed scene. At the bottom, an open book with white pages and a red cover lies on a brown surface. Above the book, a red rocket with white stripes and blue windows is launching upwards. To the right of the rocket is a yellow planet with a red ring. Further up and to the right is a satellite with blue solar panels and a grey body. In the upper left, a large grey moon with craters is visible. The background is a dark blue sky with white clouds and several white stars.

# 薪酬管理個案分析

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How similar/different are the two Descriptions?

You and your teammate started with exactly the same information. What might explain any differences?

# 共同



# 差異

□ 客戶溝通重要性

□ 紀錄一件事情所花費的時間

□ 資訊資料庫→節省時間

□ 公司不顯示電話號碼  
(用電子郵件可以降低成本)

➤ 如:

老人不會使用e-mail,所以應該  
顯示電話號碼!!!

➤ 我:

公司的客群裡應該沒有老人，  
(老人較少使用網路)  
但覺得還是需要顯示電話號碼，  
提升顧客滿意度!



What process would you go through to understand and minimize the differences?

Mr.Ryan回覆e-mail程序：先下載10封郵件回覆，依此類推。

A

e-mail先大致瀏覽過後，依重要性區分處理的先後順序。



B

依照時間性優先下載信件來回覆。





資料庫的重要性

了解客戶需求

需要良好溝通能力與同理心

ational



**END**