

# The of Customer Service

## You are important to me



### Customer Service is not only desirable, but necessary for running a healthy business.

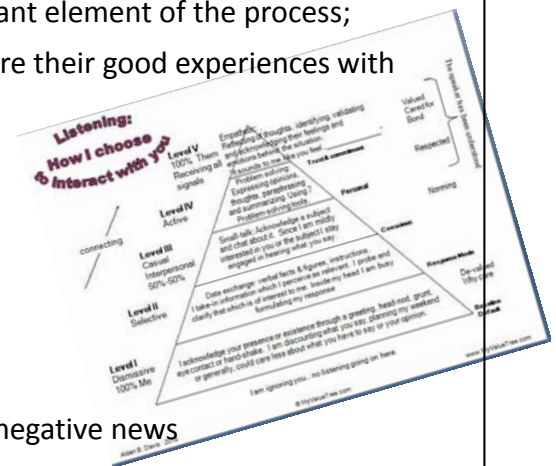
A customer service mindset seems in short supply these days. Many people come into the workforce with emotional baggage; running low on both emotional and social intelligence. While customer service skills can no longer be assumed, they can, however, be improved. With a small investment of time in the staff, positive shifts can be affected. The ability to create a genuine customer experience is based on respect, effective interactions, attitude and managing negative emotional energy.

### Workshop Purpose:

- Progress customer service from good to better to best;
- Help service-people see themselves as an integral and important element of the process;
- Make customers feel positive about their interactions and share their good experiences with others.

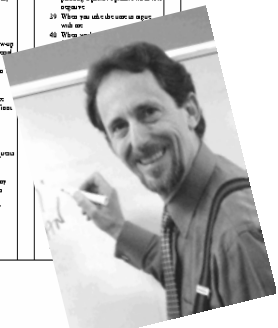
### Outcomes:

1. Realize that respect is at the heart of genuine customer service
2. Desire to improve MFA (market feedback analysis) scores
3. Learn to manage stressful situations
4. Avoid being drawn into drama
5. Create "Standard Work" ( a repeatable process ) for delivering negative news



The full workshop described is 4 hours. It can be modified by topic to meet your needs. Held on-site.

The Dignity and Respect Checklist	
1. The person I talk to is valued and appreciated.	21. I feel safe enough to admit I am wrong.
2. I am included in decisions.	22. When I get positive feedback.
3. I am allowed to be playful about issues, errors and address concerns.	23. When I am brought up on mistakes and "handled" discreetly.
4. Someone asks for my opinion.	24. I am able to make my own choices, without manipulation.
5. I am given constructive and respectful feedback.	25. I am included in making decisions.
6. Others listen to me.	26. When I am given choices to keep "sold".
7. People thank me.	27. When I am given my opinion, my perspective is valued and heard.
8. My response is swift and	28. I am consulted on my mistakes, not given a punitive process when I am wrong.
9. My input is sought and valued.	29. When you ask the way to meet with me.
10. Others look me up.	30. When you ask the way to meet with me.
11. There is someone available who can help me if needed.	
12. I am consulted.	
13. My work is appreciated.	
14. I am consulted.	
15. I am included and people do my job.	
16. I am consulted in how you'd like to proceed.	
17. People get assistance in an efficient way.	
18. I am given more responsibility.	
19. When an effort goes wrong or fails, I receive public recognition in front of customers and peers.	
20. I am consulted as to how we can improve.	
21. I am given the ability to say "no".	
22. When others respond to my requests.	
23. I am asked for the relevant and helpful.	
24. People feel confident in me.	
25. When I am asked to do something, I am given the "why" and the "how".	
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### Your Workshop Leader

With over 35 years experience and numerous international applications of the principles in Fortune 500 companies, your workshop leader and practitioner, Alden B. Davis, guides you to become your best. Alden has worked with frontline people around the world sharing lessons learned from working at United Technologies and FMC Corp. His entertaining and interactive style creates a learning environment where people are ready to excel. As one participant said, "I can honestly state that [he] held my full attention from the minute it started until the minute it ended. This is a direct reflection on the instructor. He did a fantastic job."

Alden B. Davis

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