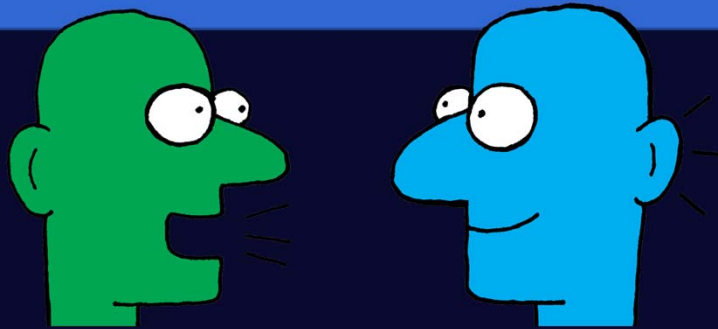


Customer Service Skills



Improved Customer Experience

Facilitated by Kimberly A. Ferguson
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AGENDA

Customer Service Review

Communicating in Difficult Situations

 Career Insights Assessment

 Winning Attitude for Success

Managing Difficult Situations



THEN RESPOND

S19

Managing Difficult Situations

PAUSE

- ❖ Don't take it personally
- ❖ Hold back on your impulsive response
- ❖ Diffuse your tension by breathing out
- ❖ Give the other person a chance to let off steam



Managing Difficult Situations

ACKNOWLEDGE

- ❖ Show you are listening
- ❖ Work hard to see the situation from their perspective then ...
- ❖ Reflect back on what they said and how they might feel
- ❖ Use their name – it's a great diffuser and personalises the interaction

S19

Managing Difficult Situations

CLARIFY

- ❖ Ask questions to fully explore their problem
- ❖ Check back your understanding of the situation
- ❖ Flag questions and personalise them
e.g. 'So Mr. Jackson, I'd like to make sure I've understood the problem correctly'

Managing Difficult Situations

RESPOND

- ❖ Keep an assertive and sympathetic tone, but match their pace (initially at least)
- ❖ Offer suggestions confidently
- ❖ If you cannot do something say why not and immediately link it with a “can”

S19

Role Play

P PAUSE

A ACKNOWLEDGE

C CLARIFY

THEN RESPOND

S19

Handle Complaints Effectively

- ❖ Listen carefully to
- ❖ Repeat

What are your tips for
Handling Complaints
Effectively?

❖ Advise

❖

ing problem to

S20

RECAP: Effective Workplace Communication:

1. Focus on the **purpose** of your message
2. Focus on your **audience**
3. Get to the point (Concise, uncluttered sentences)
4. Provide accurate information (Research)
5. Present your material logically
6. Express yourself clearly (Grammar; Proofreading)
7. Use efficient wording (Word Choice)
8. Make your ideas accessible (Clarity)
9. Use lists for some information (organized bullets)
10. Format your pages carefully (be neat and leave white space)
11. Manage your time efficiently (Meet deadlines)

Style Power Points

- Personal Style is the combination of the Highs and Lows of all four (DISC) factors.
- Every person can adapt to any profile. Adapting requires increased energy. How long a person can adapt is unique and different to each person.
- The DISC model identifies your natural tendencies and gives you the knowledge to CONSCIOUSLY adapt as the situation requires.

Key Points

1. There is no good or bad profile.
2. All styles have particular strengths and limitations.
3. Truly successful people are ones who:
 - a. know and understand themselves.
 - b. know their own strengths and limitations.
 - c. develop the ability to study the situations and adjust their behavior.
 - d. recognize when they are overextending strengths and adjust their behavior.



DISC AND MOTIVATORS

WHAT'S THE DIFFERENCE?

DISC

- Emotions of Normal People
- Observable behavior
- “How”
- Doorway to understanding
- Appreciation of difference

ATTITUDES

- Types of Men
- Passions
- “Why”
- Understand the world around us

***DISC + MOTIVATORS =
POWERFUL COMMUNICATION***

D → Dominance, the need for control and challenging activities

I → Influencing, the need to interact or persuade to our point of view

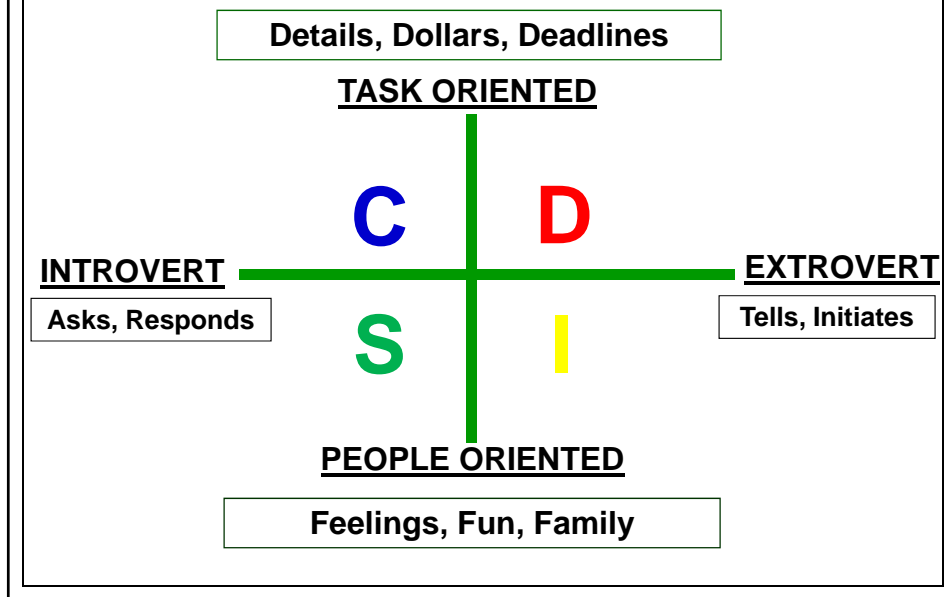
S → Steadiness, the need for security and stability

C → Compliance to high standards, the need for accuracy and cautiousness

<h1>THE FOUR P's</h1>	
Problems (How people handle problems & challenges)	→ D
People (How people interact or influence others)	→ I
Pace (How people pace themselves or react to change)	→ S
Procedures (How people handle rules & procedures set by others)	→ C

<i>WHAT DISC MEASURES - HIGHS AND LOWS</i>			
D Will more assertively accept problems ↑ How a Person Solves Problems Or Accepts Challenges ↓ Will accept challenge in conservative manner Avoids conflict	I Will actively seek out people to interact with or influence ↑ How a Person Influences People Or Interacts with Others ↓ Will use more skeptical logical approach to influence	S Will actively resist change Slow pace ↑ How a Person Sets the Pace Or Reacts to Change ↓ Will actively seek change Fast pace	C Will follow rules set by others ↑ How a Person Responds to Rules Or Procedures or Constraints ↓ Will actively attempt to set their own rules

People Reading Process



Style Power Points

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Seven Hidden Motivators

- **Aesthetic** - A drive for balance, harmony and form
- **Altruistic** - A drive for service and helping others
- **Economic** - A driver for practical return on investment
- **Individualistic** - A drive to be independent, unique
- **Political** - A drive to be in control, influence others
- **Regulatory** - A drive for order, routine, structure
- **Theoretical** - A drive for knowledge, understanding

Inter and Intra Personal Conflicts

<p>Altruistic – ‘Feelings’ of others focus – giving, nothing in return</p>	<p>Economic – Efficient, expect something in return, earning their way</p>
<p>Regulatory – a ‘higher purpose’; preservation of a system of beliefs, ‘rules’, rituals and practices, proven</p>	<p>Individualistic – ‘to thine own self be true’; new ideas; self fulfillment; control of their destiny and others</p>
<p>Aesthetic – subjective personal experiences; creative expressions</p>	<p>Theoretical – mental enrichment; objective reasoning, research</p>

5 *from Essential Qualities of an Effective Service Team*

Effective Teams Are Walking in Alignment with Each Other:


- **Trust:** (Most critical team ingredient)
 - ✓ Walk your talk: Put words to practice
 - ✓ Share information
 - ✓ Model the behavior: Tell the truth/receive the truth

- **Strengths/Expectations:**
 - ✓ Leverage strengths
 - ✓ Communicate expectations

- **Cheer:**
 - ✓ Recognize and celebrate the contributions of your peers!
 - ✓ Agree to root and cheer for one another

Before we go any further. . .

Let's Define Attitude

at-ti-tude  *noun* \ˈa-tə-,tüd, -tyüd\
ˈa-tə-tüd, -tyüd

: the way you think and feel about someone or something

: a feeling or way of thinking that affects a person's behavior

: a way of thinking and behaving that people regard as unfriendly, rude, etc.

Source: Merriam-Webster

22

What Attitude Can and Cannot Do For You

Chuck Swindoll, The Power of Attitude:

The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is more important than education, than money, than circumstances, than failures, than successes, than what other people think or say or do. It is more important than appearance, giftedness or scale. It will make or break a company... a church... a home. The remarkable thing is we have a choice every day regarding the attitude we embrace for that day. We cannot change our past.... We cannot change the fact that people act in a certain way. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude.... I am convinced that life is 10 percent what happens to me and 90 percent how I react to it, and so it is with you.... We are in charge of our attitudes.

Let's Talk

Positive vs. Negative Attitude

- What are some characteristics of a positive attitude?
- What might cause someone at work to display a positive attitude?
- What are some characteristics of a negative attitude?
- What might **cause** someone at work to display a negative attitude?

Positive vs. Negative Attitude

"The pessimist sees difficulty in every opportunity. The optimist sees the Opportunity in every difficulty."

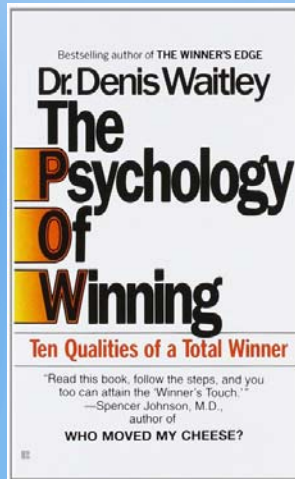
—Winston Churchill

Workplace Related Challenges

What are some workplace situations that have challenged your attitude?



Are You Winning?



According to Dr. Denis Waitley, there are certain characteristics that a winning attitude should possess.

Characteristics of a Winning Attitude

1. **Positive Self-Expectancy:** Expect the best of yourself.
2. **Positive Self-Motivation:** Desire greatness.
3. **Positive Self-Image:** Visualize greatness.

Example

Characteristics of a Winning Attitude

4. **Positive Self-Direction:** Plan, Plan, Plan!
5. **Positive Self-Discipline:** Practice, Practice, Practice
6. **Positive Self-Control:** Take control of your situation.

Example

29

Characteristics of a Winning Attitude

7. **Positive Self-Dimension:** See the full picture (your past, present, and future.) But take full advantage of the present.
8. **Positive Self-Awareness:** Be honestly self-aware
9. **Positive Self-Projection:** What's your brand?

Example

30

Characteristics of a Winning Attitude

11. **Accountability:** Take responsibility for you!



Thank you!

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