

# **How Rude!!**

**Customer Service, Collaboration and You**

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# Why Are We Here?

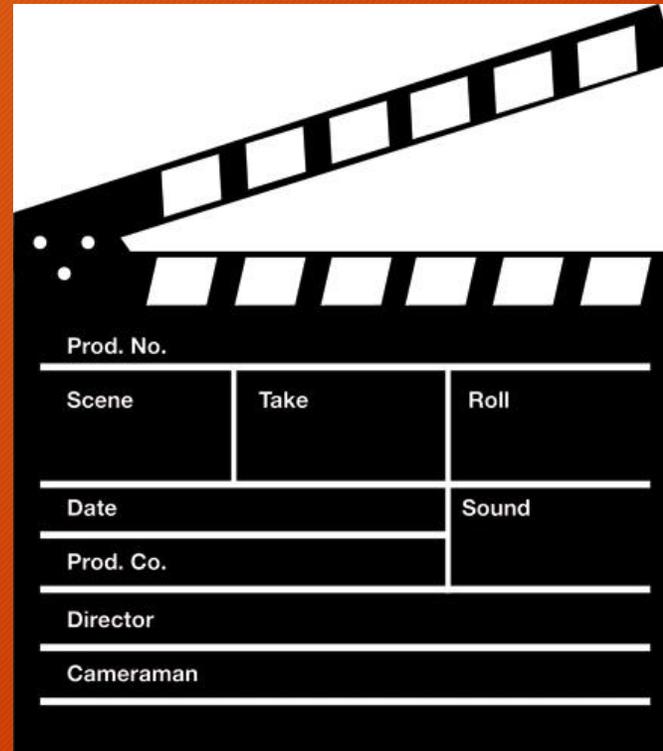
- ❖ Promote partnership for the best interest of children and families
- ❖ Identify key factors of successful public/private partnerships
- ❖ Collaboration is a form of customer service



# Learning Objectives

- ❖ Attitude: Who you are determines how you see others
- ❖ Emotional Intelligence: Self Mastery & People Skills
- ❖ 360 Degree Customer Service: Who are your customers
- ❖ Collaboration: Investment & Win-Win

# Video



# Who is Your Customer?

...It Depends...

- ❖ Your views on customer service
- ❖ Your views about your job function
- ❖ Your views about you

Key word is: **You!**

# Attitude: Who we are determines how we see others.

- Who we are and what is within us determines what we see
- The way people see others is a reflection of themselves
- Our thinking and our attitudes determine what we do



# Attitude

- ❖ “It is not fair to ask of others what you are not willing to do yourself” ~Eleanor Roosevelt
- ❖ “Never take a person's dignity: it is worth everything to them, and nothing to you.” ~Fran Barron
- ❖ “People don't care how much you know until they know how much you care” ~Theodore Roosevelt
- ❖ “When you depersonalize abrasive behavior and see it as a call for help you become a catalyst for the best kind of change.” ~Marilyn Suttle
- ❖ “Your customers are responsible for your company's reason for existing.” ~Marilyn Suttle

# Attitude: What determines who we are?



## Attitude and Choices About Those Experiences

- ❖ Your attitude will make or unmake you. It's a choice
- ❖ I may not be able to change the world I see around me, but I can change what I see in me

## Friends

- ❖ The difference between who you are today and who you will be in 5 years will be most impacted by the people you spend time with and the books you read

## Experience in Life

- ❖ People respond to what they are prepared to believe, based on their experiences

# Emotional Intelligence:

Emotional intelligence (EI) is the capability of individuals to recognize their own, and other people's emotions, to discern between different feelings and label them appropriately, to use emotional information to guide thinking and behavior, and to manage and/or adjust emotions.



# Emotional Intelligence: Why it matters



- ❖ Self Awareness: Knowing one's internal states, preferences, resources and intuitions
  - Emotional awareness
  - Accurate self-assessment
  - Self confidence

# Emotional Intelligence: Why it matters



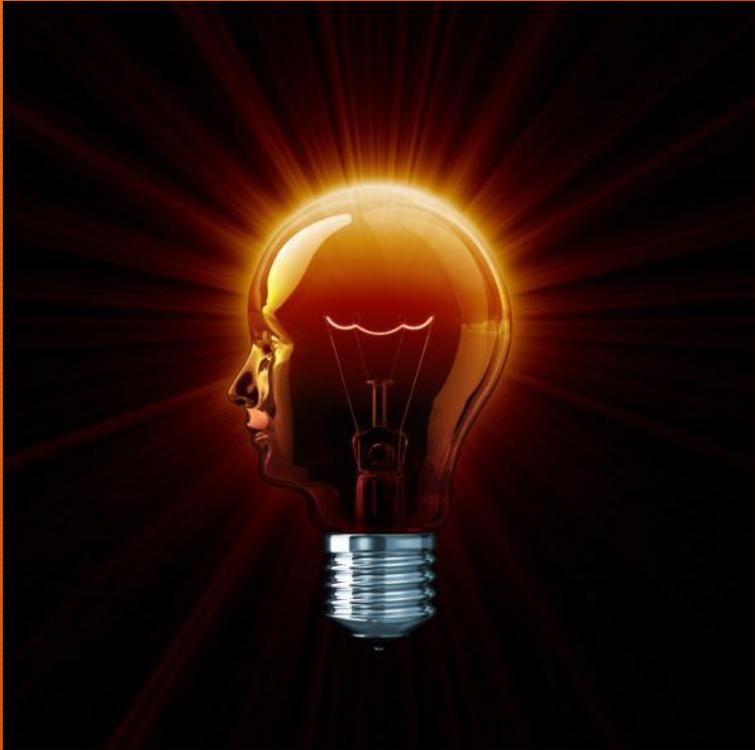
- ❖ Self Management: Managing one's internal states, impulses and resources
  - Self-Control: Keeping disruptive emotions and impulses in check
  - Adaptability
  - Conscientiousness
  - Trustworthiness

# Emotional Intelligence: Why it matters



- ❖ Social Awareness: Awareness of others' feelings, needs and concerns
  - Understanding others
  - Developing others: Sensing development needs and bolstering abilities
  - Service orientation: Anticipating, recognizing, and meeting customer needs
  - Political awareness: Reading a group's emotional current and power relationships

# Emotional Intelligence: Why it matters



- ❖ Relationship Management: Adeptness at inducing desirable responses in others
  - Influence: Effective tactics of persuasion
  - Building bonds: Nurturing instrumental relationships
  - Communication: Listening openly and sending convincing messages
  - Conflict management: Negotiating and resolving disagreements
  - Collaboration and cooperation: Working with others towards shared goals

# Emotional Intelligence Matters Because...

- ❖ It impacts your ability to influence your employees
- ❖ It impacts how your employees engage your clients
- ❖ It impacts how you engage the families you serve
- ❖ It impacts your organization's ability to maintain relationships with stakeholder agencies
- ❖ It impacts your ability to collaborate for the good of the families you serve

# Customer Service



**What is your attitude  
about customer service?**

# 360 Degree Customer Service

## Internal Customers

- ❖ Peers
- ❖ Team Members
- ❖ Support Staff
- ❖ Leadership Staff
- ❖ Security
- ❖ Custodial Staff

## External Customers

- ❖ Clients
- ❖ Family Members of Clients
- ❖ Community Partners
- ❖ Service providers
- ❖ City Employees in Other Departments



# Examples of Good Internal Customer Service

- Giving information to a colleague in a timely fashion, so that a task can be completed
- It is how we greet someone when they walk in our work space
- It is how we do something when another department calls
- Interacting in a courteous and friendly manner
- Working together to resolve issues
- It's taking ownership for the outcome and avoiding the blame game
- Holding each other accountable for addressing inappropriate comments or behaviors

# Great Interactions Start From Within: It's about relationship!

- ❖ It's not what you say, but how you say it...
- ❖ Stop, drop and roll...avoid the temptation to fan the flame
- ❖ Be courteous and responsive
- ❖ A smile can be heard over the phone
- ❖ When one hand washes the other we all succeed

# Building Blocks to Excellent External Customer Service

- ❖ Sufficient number of staff
- ❖ Knowledgeable, well trained staff
- ❖ Easy access to both offices and case workers
- ❖ Hospitable office environment that is welcoming, attractive, and easy for the customer to navigate within
- ❖ Asking customers to "tell their story" only once
- ❖ Securing customer feedback on service delivery
- ❖ Measuring performance
- ❖ Continuously improving processes

# Winning With People: How to Talk to Customers

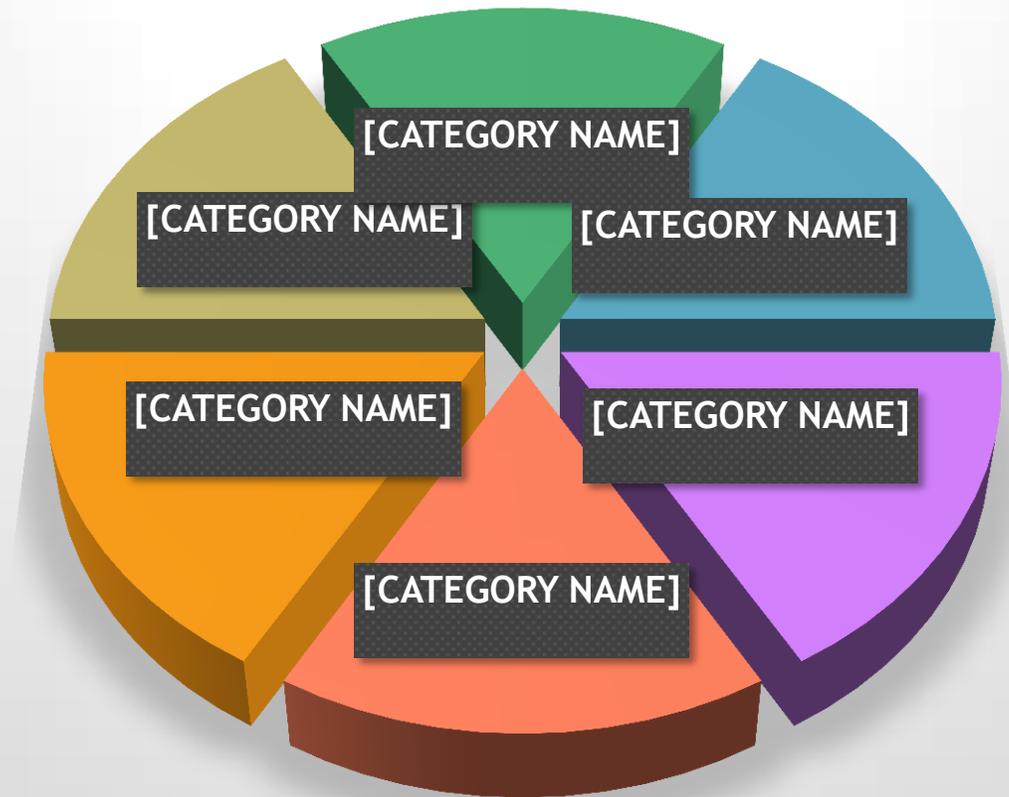
- Treat people how I want to be treated? It's easier said than done
- Empathy, tone and making personal emotional connections
- Everything you do in front of a client means something
- Ruthlessly seek opportunities to be welcoming and helpful
- Every interaction with a client is an opportunity to convince someone that Human Services is indispensable

# How to Avoid Saying, “No.”

- ❖ Low-Probability Face-Saving Alternative
- ❖ Use the “Can-Can” Approach
- ❖ The Rule of Threes



# Customer Service vs. Customer Experience



# Customer Service vs. Customer Experience

- ❖ Reactive to something
- ❖ It's a response to a need in the moment and getting the customer back on track
- ❖ It's an expression of appreciation or concern in response to an interaction initiated by the customer
- ❖ It's problem resolution, friendly, engaging
- ❖ Think of it as speed dating
- ❖ Proactive and anticipates the need before it is expressed
- ❖ It is about every interaction every step of the customer's journey
- ❖ It's about details
- ❖ It's about the treatment of the customer. The benefits of being a customer, such as loyalty benefits, reminders, courtesy calls, VIP, rewards, etc.
- ❖ Think of it as marriage

# Customer Experience

- ❖ What is our customer's experience from the minute that they walk through the door of our system, to the minute that they leave (discharge)?
- ❖ What is the \_(your agency/company)\_\_\_\_\_ experience?
- ❖ How do we shatter the experience that our customer expects to have?
- ❖ It's about what your customer thinks and feels every time they interact with your agency, company, system

# Managing the Customer Experience

- ❖ Every transaction cannot **NOT** be an experience for the customer
- ❖ How random or how managed is the experience a customer has with your organization?
- ❖ The more managed the experience, the better the outcome is for the customer
- ❖ Touch points: where do we have opportunities to effect the customer's experience-anticipate moments
- ❖ Change touch points one at a time and that is how we change our system

# 6 Key Components of Successful Partnership

## ❖ Inclusion

- Must have a diverse group
- Stay away from hidden agendas

## ❖ Transparency

- Honest about what you want/think/expect
- Must be willing to give up something

## ❖ Accountability

- Key indicators of performance and success
- Ownership of the problem

## ❖ Clarity

- Whose role is what
- Clear mission and clear values
- Values need to be consistent with data outcomes

## ❖ Open Communication and willingness to Learn

- Must own and share success - what's working

## ❖ Trust

- Must consistently do what you say
- Development and maintenance of the relationship

\* Slide credit: Denise Gallop, NDHS Interim Director



# The 101 Percent Principle

- ❖ Common Ground- When connection is difficult, you must find the **ONE** thing the two of you can agree upon
- ❖ Give 100% effort. The greater the difference the more the effort, so assess:
  1. Is the person worth the commitment?
  2. Is the situation worth the commitment?
  3. Is the return worth the commitment?

# Why The 101 Percent Principle?

- ❖ It allows you to build a foundation for change
- ❖ It prevents unnecessary conflict
- ❖ It keeps something of value that could otherwise be lost
- ❖ It enables you to make the best of difficult situations



# Collaboration: Service Coordinators

- ❖ Family Engagement
- ❖ Take the lead: You are the conductor of this symphony
- ❖ “Out of the box” thinking/creative service planning
- ❖ Start with the end in mind
- ❖ Preparation for and attendance at FAPT

# Collaboration: Service Coordinators

If you stay ready, you don't have to get ready!

- ❖ Set your expectations from the beginning
- ❖ Be responsive to vendors and considerate of their time
- ❖ Agree to disagree, but you are a united front in FAPT and court. A commitment is needed from all involved to work as a team
- ❖ Concerns can be addressed through the appropriate steps through the hierarchy
- ❖ Conduct mandatory monthly service coordination meetings
- ❖ Ask questions: Trust, but verify
- ❖ Address concerns with vendors verbally and in writing
- ❖ Know your case, know your kid...

# Collaboration: Service Providers

- ❖ Family Engagement-No surprises
- ❖ Services that meet the specific needs of the child and/or family
- ❖ Strong transition and discharge planning: warm handoff
- ❖ Behavior specific training for service provider staff
- ❖ Match staff with client according to skill set and constantly assess compatibility
- ❖ Try, try, and try again to maintain our children to reduce placement moves
- ❖ 30 days notice, if notice must be given

# Collaboration: Service Providers

- ❖ Excellent Customer Service
- ❖ Creativity, innovation, and out of the box thinking
- ❖ A “never quit” approach to serving our youth
- ❖ Support the lead agency service goals/plans
- ❖ Timely submission of reports (monthly and incident)
- ❖ Consistent preparation for FAPT and service coordination meetings



# Take Aways...

## Start

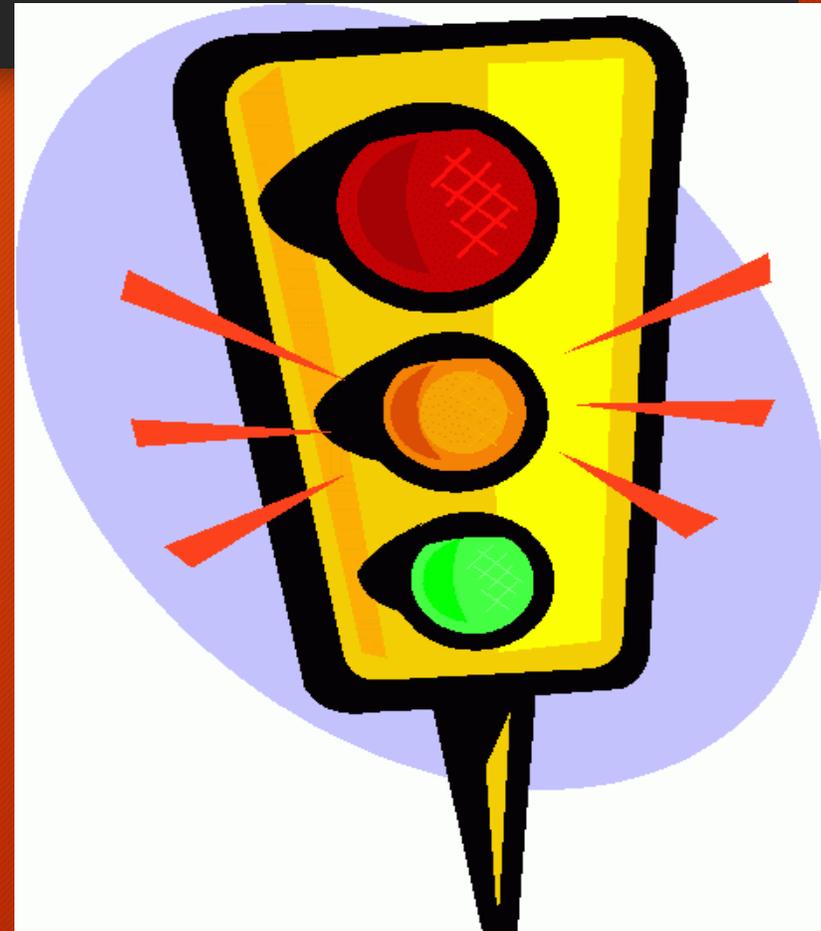
- What will you start doing as a result of what you learned?

## Stop

- What will you stop doing as a result of what you learned?

## Continue

- What will you continue to do as a result of what you learned?



Thank you