COLLABORATIVE CUSTOMER SERVICE
Goals and Objectives

• Who are you and who do you serve?
• Challenges
• Effective professional customer service communication
• Stress management
• Final comments, action plans and evaluations
Key Behaviors for Customer Service Communication

- Active Listening - Active Learning
- Service Orientation
- Oral Expression
- Cooperation - Collaboration
- Self-Control
- Adaptability
- Concern for Others
Active Listening - Active Learning

- Give full attention to what other people are saying
- Take time to understand the points being made
- Ask questions as appropriate, don’t interrupt
- Understand the implications of new information for:
  - Current and future problem-solving
  - Decision-making
Service Orientation

- Have a service mindset/attitude
- Actively look for ways to help
- Take initiative
- Be dependable
- Pay attention to detail
Oral Expression

The ability to effectively communicate information and ideas while speaking so others will understand

Did you know?

Body language can still help convey the message, even over the phone!
“IF I UNDERSTAND YOU CORRECTLY, YOU’RE SAYING THAT EXCEEDING EXPECTATIONS IS IMPORTANT BUT IT’S EVEN MORE IMPORTANT TO CONSISTENTLY MEET EXPECTATIONS.”

- RAVING FANS
Cooperation - Collaboration

- Demonstrate a cooperative, flexible attitude
- Be friendly and helpful
- Use a collaborative approach to problem solving
- Enlist customer’s help to find a solution
Self-Control

- Keep emotions in check
- Control anger/frustration
- Avoid aggressive behavior, even when dealing with very difficult people
Define “Difficult”

You must analyze why the person is difficult. Are they:
• Mean
• Tired
• Stressed
• Contrary
• Defensive
• Talkers
• Needy
• Unreliable
• Criticizers
• Competitive
• Spot-lighters
• Unpredictable
• People who have to have the last word
Step by Step Guide: Dealing with Difficult People

Ask Yourself:

Do you want to, or must you, improve the relationship?

• Start by looking inward
• Talk to a colleague or positive support person for insight
• Remember: to move a relationship forward you must be willing to take action
Best Practices

• Respond rather than react
• Control your emotions and words
• Use “I” throughout conversations “I feel this is an issue.”
• Remember that it is not about “winning,” it is about moving the relationship forward

“No one can make you feel inferior without your consent.”

- Eleanor Roosevelt
Your Personal Remote Control

- Keep the volume low
- Tune in to the right channel
- Focus attention on the program in front of you
- Relax
- Rewind and replay
Remember

- Control your actions and reactions
- Discretion is your friend
- Conflicts are part of life
- Be specific
- Assume nothing
The Five R’s

- Reward
- Restate
- Respond
- Recheck
- Respect
Adaptability

- Be open to change
- Demonstrate resourcefulness
- Build a reputation as a problem solver
Concern for Others

- Be sensitive to other's needs and feelings
- Remember the “Golden Rule”
- Increase your personal “EQ”
Resources

“Raving Fans” – by Ken Blanchard and Sheldon Bowles
“Emotional Intelligence” – by Daniel Goleman
“Who Moved My Cheese?” – by Spencer Johnson
Your Kepro EAP

- EAP Services available to employees, any household members and dependents
- Confidential
- EAP Counselors available 24/7/365 via 833-539-7285
- Up to 6 in person counseling sessions, per issue, per year, per household member
- Management Consultations
- Financial/Legal Consultation and Referral Service
- Work/Life & Convenience Services
- https://sowi.mylifeexpert.com Company code: SOWI
Questions & Answer

Collaborative Customer Service
Session Evaluation