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# COLLABORATIVE CUSTOMER SERVICE





# Goals and Objectives

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- 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

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

# Active Listening - Active Learning

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- 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

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

# Oral Expression

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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

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# Cooperation - Collaboration

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- 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

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

# Define “Difficult”

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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

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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

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- 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

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

# Remember

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- Control your actions and reactions
- Discretion is your friend
- Conflicts are part of life
- Be specific
- Assume nothing

# The Five R's

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- Reward
- Restate
- Respond
- Recheck
- Respect

# Adaptability

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



# Concern for Others

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

# Resources

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“Raving Fans” – by Ken Blanchard and Sheldon Bowles

“Emotional Intelligence” – by Daniel Goleman

“Who Moved My Cheese?” – by Spencer Johnson

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# 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

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Collaborative Customer Service

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# Session Evaluation

