Collaborative Customer Service
Topics

• Introductions: 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 Effective Professional 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

• Service mindset - Attitude
• Actively looking for ways to help
• Initiative
• Dependability
• Attention to detail
“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
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!
Cooperation/Collaboration

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

- Keep emotions in check
- Control anger/frustration
- Avoid aggressive behavior/approach, 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
- Overly critical
- Competitive
- Spot-lighter
- Unpredictable
- Determined to have the last word
Step by Step Guide to 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
• Manage your emotions and words
• Use “I” throughout your 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
Use Your Personal Remote Control

- Keep the volume low
- Tune into 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 & Sheldon Bowles
- “Emotional Intelligence” by Daniel Goleman
- “Who Moved My Cheese” by Spencer Johnson
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