BEYOND HELLO

JOANN GREENWELL

WHAT IS CUSTOMER SERVICE?

- Customer service is the act of taking care of the customer's needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met.
- Customer service is meeting the needs and desires of any customer

CUSTOMER SERVICE IS EXPECTATIONS?

What do you expect when you are the customer?

When poll is active, respond at PollEv.com/joanngreenwe511

☐ Text JOANNGREENWE511 to 37607 once to join

VIDEO

https://www.youtube.com/watch?v=tYUXK2Rb-PY

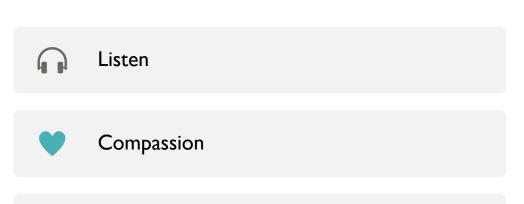
OUR PRODUCT!

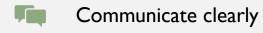


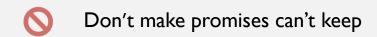
NOT AN OBJECT.....

- Our product is a person
- Parents become protectors "bears"
- Emotions









Know your stuff

Keep backstage stuff backstage

Thank you





How can we avoid to interrupt?



What do you value more: Listening or speaking?



In your next conversation, what do you plan to listen for?



How can we stop doing other things when we listen to someone?



How can you reduce your need to be right?

HOW CAN WE BE A BETTER LISTENER?

SAY/WRITE WHAT WE MEAN?

- Is short and sweet best?
- Phone conversation vs email
- The email issue....tone



What you tell them you need to do



Follow up when you pass the message on





Truth....or what they want to hear

KNOWLEDGE.....

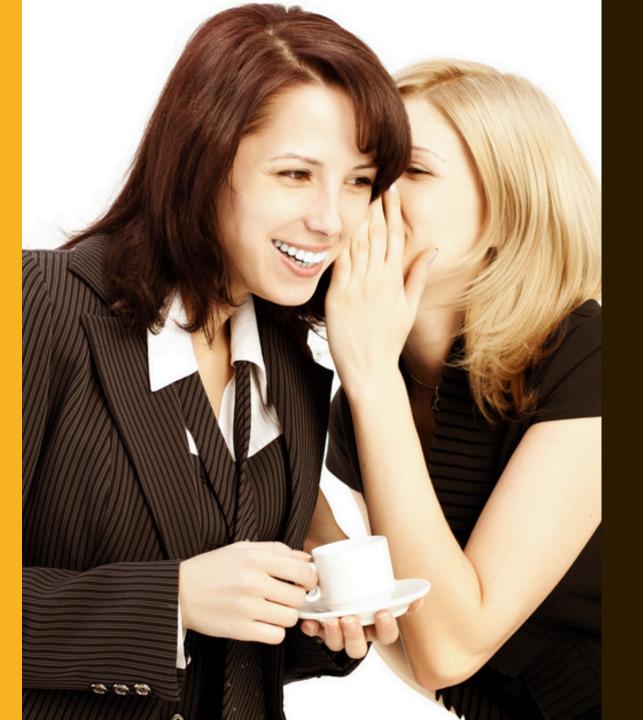
- The more you know the better you can assist.
- Not my department?
- Take a message or keep transferring?



ASSUMPTIONS -

Assumptions cause us to focus on the wrong things when we communicate with others and that we need to keep an open mind about what may be most important and critical communications.





BACKSTAGE

They can hear you....



Thank you!

THANK YOU! BE POSITIVE!

Say it!

MEAN IT!

Smile inside and out.

Attitude.

HOW CAN WE BE COMPASSIONATE?

https://www.youtube.com/watch?v=D38S9o_6qnc

How did that make you feel?

CUSTOMER SERVICE VS. CONFLICT RESOLUTION



"Peace is not absence of conflict, by peaceful means."

cope with conflict by peaceful means."

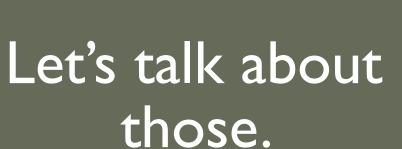
Ronald Reagan

REACTION AND CONFLICT RESOLUTION

"THE MINDFUL GUIDE TO CONFLICT RESOLUTION"
BY ROSALIE PUIMAN

How do you react to conflict?

WHY DO WE REACT?



MINDFUL CONFLICT RESOLUTION

Nonjudgement

Acceptance,
Letting Go and
Non striving

Beginner Mind

Trust

Patience

Gratitude

BENEATH THE SURFACE

LOGISTICALLY DIFFICULT

 Participants disagree about the facts or the best solution to the problem.

EMOTIONAL CHALLENGE

 Gap between what is being said and what is being thought or experienced.

THE FOUR LAYERS OF COMMUNICATION

I. Content

Content

- The actual topic of the conversation –
 facts, figures and everything provable.
- Who, What, When and How?
- Summarizing is a very helpful tool.

THE FOUR LAYERS OF COMMUNICATION TO RESOLVE HARD CONVERSATION

- I. Content
- 2. Procedure

Procedure

- How do I approach the conversation?
- Do all parties know what the conversation is about?
- Set a limit to the conversation/meeting.

THE FOUR LAYERS OF COMMUNICATION TO RESOLVE HARD CONVERSATION

- I. Content
- 2. Procedure
- 3. Interaction

Interaction

- Can be intimidating
- Let each other finish their sentences
- Same page vs not same page

TOBE CONTINUED FALL 2021

TO TRULY FACILITATE CONFLICT RESOLUTION WE NEED TO BE IN PERSON TO HAVE MEANINGFUL DISCUSSIONS.

QUESTIONSP

THANK YOU FOR ATTENDING!