

BEYOND HELLO

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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 PolleEv.com/joanngreenwe511

📱 Text **JOANGREENWE511** 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

KEY ELEMENTS



Listen



Compassion



Communicate clearly



Don't make promises can't keep



Know your stuff



Keep backstage stuff backstage



Thank you



Listen!!



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

PROMISE?

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 SO MUCH



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

- Good customer service is the stepping stone to learning conflict resolution.





*“Peace is not absence of conflict, but the ability to
cope with conflict by peaceful means.”
- Ronald Reagan*

REACTION AND CONFLICT RESOLUTION

**“THE MINDFUL GUIDE TO CONFLICT RESOLUTION”
BY ROSALIE PUIMAN**

**WHY DO WE
REACT?**

How do you
react to conflict?



Let's talk about
those.

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

1. 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

1. Content
2. Procedure
3. Interaction

- **Interaction**

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



TO BE CONTINUED FALL 2021

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

QUESTIONS?



**THANK YOU FOR
ATTENDING!**