

# Tools for Your Team

Organization Effectiveness & Learning

**To: All Motiva managers**

**Action: Use these resources to improve your team's Customer Focus**

Did you know there are over 350 managers at Motiva? We may oversee various groups of people, be in different stages of our careers, or work in a variety of locations, but we all have at least one thing in common: *Each of us has customers.*

This month, Motiva is concentrating on the capability of Customer Focus. As the Organization Effectiveness and Learning team, we want to share some online learning resources that can help you and your team develop this capability. These courses are designed to fit in with your busy schedule and can be completed at your own pace.

Please review the options below to find the learning that will be most helpful for you!

## Featured Learnings (Our Top Pick)

### Customer Service: Serving Internal Customers

No matter our role, each of us has internal customers at Motiva—and our success at serving them is directly linked to our ability to deliver excellence to our external customers. In this learning, find out how to build positive workplace relationships, communicate effectively, and manage (and exceed) expectations for internal service.

**(43 min)**

## Microlearning (Perfect for a Five-Minute Break)

### The Human Connection

We work in a fast-paced industry that requires us to work with people under pressure every day. How you deal with these situations depends on who you are. In this microlearning, get tips on how to see people, not problems, and how to make a human connection with everyone.

**(5 min)**

### Autobiographical Responses and Empathic Listening

Autobiographical listening means filtering what you hear through your own experiences and biases, which makes it more difficult to understand others. Learn from Dr. Stephen Covey how to practice empathic listening, which leads to better understanding and an increased respect for others' viewpoints.

**(5 min each)**

## Capability-Centered Learning (Something for Everyone)

Don't forget to visit the [Customer Focus Capability page](#) on MyMotiva to access Motiva's capability cards and find more online courses for employees at all levels of the company, including:

- Creating a Positive Customer Experience
- Customer Service Foundations
- Leading a Customer-Centric Culture

For more information about Motiva's leadership training offerings, please contact

[Organization Effectiveness & Learning](#).