

# **Three Essential Elements of Successful Customer Service**

## **Handout Packet**

**Tennessee Association of Utility Districts**

**December 9, 2010**

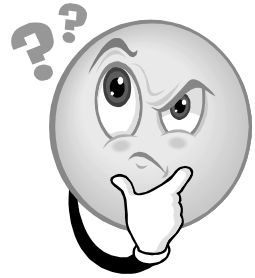
**Presented by: Kayla Barrett**



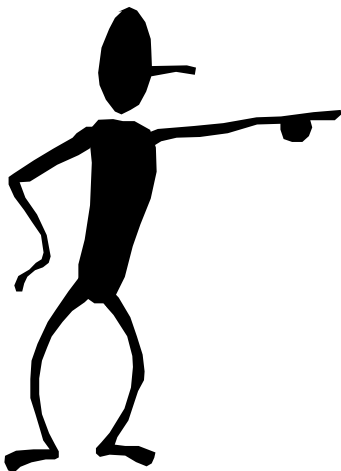
# Effective Telephone Skills

## What do all customers want?

1. Can you \_\_\_\_\_ me?
2. Do you \_\_\_\_\_?
3. Will you \_\_\_\_\_ fix my problem?



## Success Strategies



### 1 Know your stuff

- My Role
- How My Office Works
  - How customer business flows
  - How departments are connected
  - Who's Who
- My Authority
- Who to call when I don't know the answer

### 2 Establish Rapport

#### The Greeting

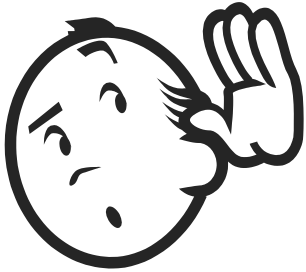
- Do we have a "script"?
- Am I genuine?
- Am I "there"?

#### Listening for...

- Purpose for the call
- State of caller's behavior



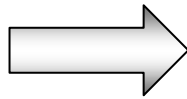
## Techniques for Better Listening



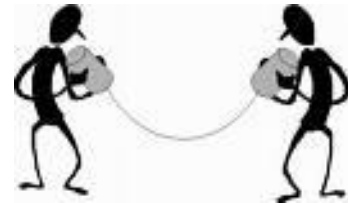
- Prepare to listen
- Control your “inner voice”
- Take effective notes
- Listen for the entire message
- Hold your fire

## Control the Dialog

Fact-Oriented  
Questions



- Who?
- What?
- When?
- Where?
- How?

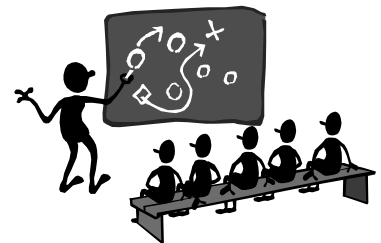


## 3 Offer Solutions

- Take \_\_\_\_\_ care of the concern
- \_\_\_\_\_ questions
- Know the answer \_\_\_\_\_ where to get the answer
- Ensure \_\_\_\_\_ and \_\_\_\_\_
- \_\_\_\_\_ customer and \_\_\_\_\_ the call

## How am I doing?

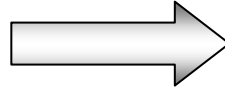
What improvements do I need to focus on?



# Being Smart with My Time

## Why We Fail...

- Not knowing what you want or if you're getting it
- The feeling that there's too much to do.
- Procrastination.
- Conflicting demands on the job.
- Insufficient resources to do the job.



## First Things First...

- Clarify expectations
- Quantify your job
- Personal choice
- Clarify priorities
- Ask for help

## Do I Procrastinate?

Answer each question below with a yes or no.

<input type="checkbox"/>	1. Do you have difficulty completing a project because your own high standards have not been met?
<input type="checkbox"/>	2. Do you get preoccupied with details, rules, or schedules that others don't seem to care much about?
<input type="checkbox"/>	3. Do you think a lot about things you want to accomplish, but rarely get them off the ground?
<input type="checkbox"/>	4. Do you wait for opportunities to drop into your lap rather than take an active, "go get 'em" approach?
<input type="checkbox"/>	5. Do you paralyze yourself before starting a project, worrying so much about the 'what ifs' that you are too anxious to do the task?
<input type="checkbox"/>	6. Do you hesitate to leave your comfort zone, avoiding situations that might cause stress or anxiety?
<input type="checkbox"/>	7. Do you become sulky, irritable or argumentative when asked to do a task that you don't want to do?
<input type="checkbox"/>	8. Do you take offense at suggestions from others regarding how you could be more productive?
<input type="checkbox"/>	9. Do you ignore deadlines, then at the last minute work frantically to get things done?
<input type="checkbox"/>	10. Do you enjoy, or take pride in, taking risks or living on the edge?
<input type="checkbox"/>	11. Do you have difficulty saying 'no' to other's requests, then feel resentful when it's time to do them?
<input type="checkbox"/>	12. Do you run around doing things, without really feeling that you're accomplishing very much?

## Understanding Your Score

If you answered ‘yes, that’s frequently me”, to any of these questions, you probably know you’ve got a procrastination problem.



### If you answered Yes to...

- Questions 1 & 2: you are a Perfectionist Procrastinator
- Questions 3 & 4: you are a Dreamer Procrastinator
- Questions 5 & 6: you are a Worrier Procrastinator
- Questions 7 & 8: you are a Defier Procrastinator
- Questions 9 & 10: you are a Crisis-Maker Procrastinator
- Questions 11 & 12: you are an Overdoer Procrastinator

## What does my score mean?

<b>Perfectionist:</b>	Procrastinate because they want everything to be perfect.
<b>Dreamer:</b>	Procrastinate because they hate dealing with all those bothersome details.
<b>Worrier:</b>	Procrastinate because they are afraid of change and worry about ‘what if?’
<b>Defier:</b>	Procrastinate because their difficulty with authority makes them resent and resist doing tasks.
<b>Crisis Maker:</b>	Procrastinate because they love living on the edge and only get motivated at the last minute.
<b>Overdoer:</b>	Procrastinate because they have too much on their plate, don’t prioritize well, thus, have difficulty getting it all done.



## Procrastination Traps...And How to Get On With It!

I don’t want to...	I’m overwhelmed...
<ul style="list-style-type: none"> <li>• Identify the consequences of NOT doing the task.</li> <li>• Ask someone else to check up on you.</li> <li>• Make up your own rewards.</li> </ul>	<ul style="list-style-type: none"> <li>• Break the project into a set of smaller, more manageable tasks.</li> <li>• Create an action plan.</li> <li>• Start with some quick, small tasks if you can, even if these aren’t the logical first actions.</li> </ul>

## Organization Tips

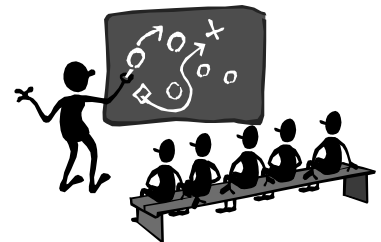
- Touch a piece of paper once
- Do something with each email message you open
- Banish the “miscellaneous file”
- Concentrate on doing only one task at a time
- Organize everything around you so you can find any answer fast.
- Learn everything you can about your software (tips, shortcuts, etc.).

## A New Perspective

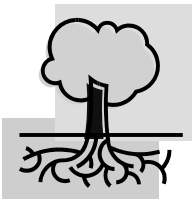
1. Practice asking yourself this question throughout the day: "Is this what I want or need to be doing right now?"
2. Learn the difference between "Where can I help?" and "Where am I really needed?"
3. Learn the difference between "Do I need to do this now?" and "Do I need to do this at all?"
4. At the end of your day, spend five minutes reviewing your accomplishments and make a game plan for the next day.
5. Delegate or get help.

## How am I doing?

What improvements do I need to focus on?



## The Art of Being the “Professional” in the Office



### Three Root Causes of Miscommunication

1. We are too \_\_\_\_\_
2. We speak only one “\_\_\_\_\_”
3. We rely on \_\_\_\_\_

## Success Strategies

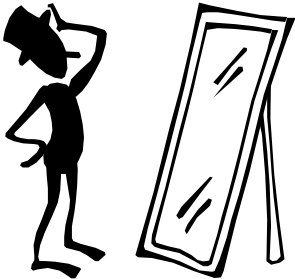
1. Identify \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ your miscommunications occur.
2. Resist temptation to \_\_\_\_\_ when communication with others.
3. Always clarify your \_\_\_\_\_
4. Know \_\_\_\_\_ you are talking to

## When the Frustrations Come...



## Know Myself

- Do I know my “hot” buttons?
- Are my relationships in check?
- Am I at my best?

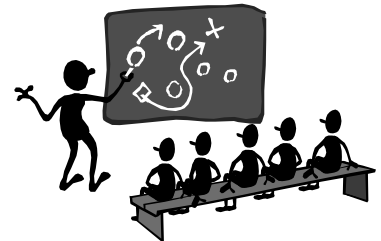


## Keeping Emotions in Check

- Know your personal \_\_\_\_\_
- Recognize your “\_\_\_\_\_”
- Identify your strategy to \_\_\_\_\_ hemispheres
- Get an \_\_\_\_\_ buddy

## How am I doing?

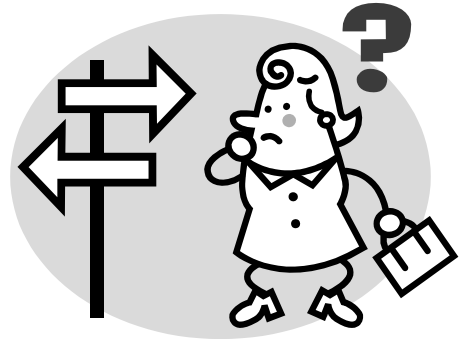
What improvements do I need to focus on?



## Where do I go from here?

### Next Steps.....

- My phone skills
- My time management skills
- My relationships



### My Action Plan:

Task	Who Do I Need To Involve?	Target Date

### How to find me:

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