

Michigan Judicial Institute and Friend of the Court Bureau Webinar

February 22-25, 2021

Customer Service 101

Materials presented by:

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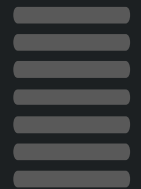




Customer Service

2021 Season

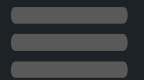
Now With New Episodes
and Reruns!



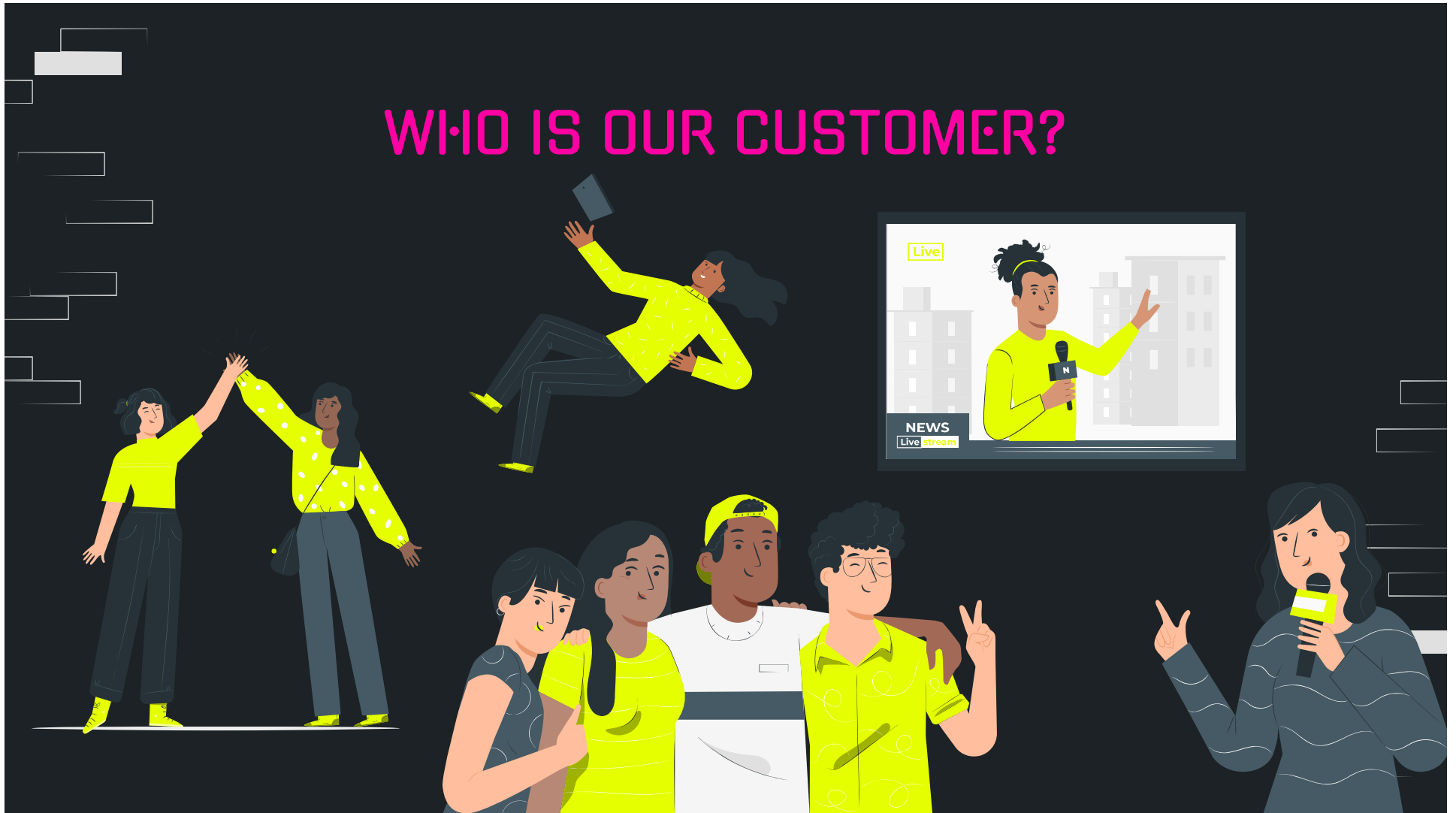
TRAINING ROADMAP

- Importance of **Good** Customer Service
- Who is **Our** Customer?
- First Impressions
- Barriers to **Effective** Service
- **Difficult** Customers

Importance of Good Customer Service



WHO IS OUR CUSTOMER?



YOU WILL NEVER GET A SECOND CHANCE TO MAKE A FIRST IMPRESSION

 **QUICK**

Acknowledge customer quickly.

SMILE 

Really. People can tell.

 **POLITE**

“Please” and “thank you”

 **PROFESSIONAL**

Dress appropriately

 **ATTENTIVE**

Remove distractions and focus.

RESPONSIVE 

Answer the question.

BARRIERS TO EFFECTIVE SERVICE



LISTENING SKILLS



NON-VERBAL
COMMUNICATION



LANGUAGE & CULTURAL
BARRIERS



PHYSICAL
BARRIERS



PERSONAL
DISTRACTIONS



LIMITATIONS ON
INFORMATION
SHARING

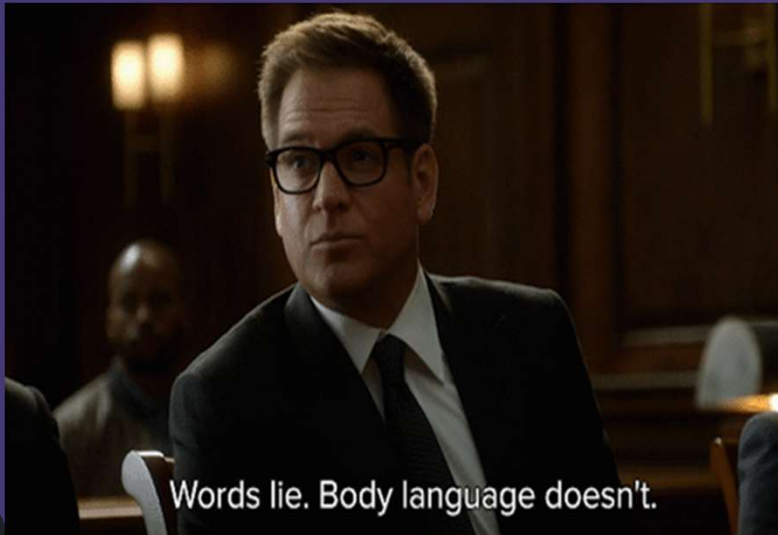


OUTSIDE FACTORS

BARRIER 1: LISTENING SKILLS

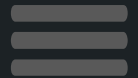


- Inactive
- Selective
- Active



BARRIER 2 NON-VERBAL COMMUNICATION

It's not what you say,
but how you say it.



BARRIER 3: LANGUAGE & CULTURAL BARRIERS

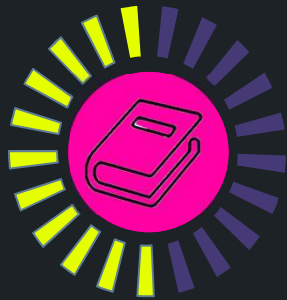


- Use of Jargon
- Limited English Proficiency (LEP)
- Cultural Diversity

BARRIER 4: PHYSICAL BARRIERS

Americans with Disabilities Act

DEFINITIONS



“Disability” and
“Reasonable
Accommodation”

ADA COORDINATORS



Each office is required
to have one

ACCOMMODATION REQUESTS



Process and Forms

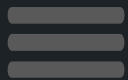
BARRIER 5: PERSONAL DISTRACTIONS

Personal Thoughts
and Emotions



BARRIER 6: LIMITATIONS ON PROVIDING INFORMATION

Legal advice v. help



CAN PROVIDE

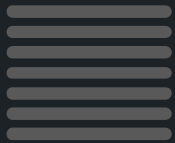
Legal Definitions
Procedural Definitions
Citations to Statute, Court Rule
Public Information
Info on Court Operations
Options
Facilitate Access
General Referrals
Forms and Instructions to Complete

CANNOT PROVIDE

Legal Interpretation
Procedural Advice
Legal Research
Confidential Case Info
Confidential Info on Court Operations
Opinions
Deny Access/ Encourage Litigation
Subjective or Biased Referrals
Fill out Forms Unless Disability

BARRIER 7: OUTSIDE FACTORS

Domestic Violence
and Literacy



DOMESTIC VIOLENCE



STATISTICS



IDENTIFICATION



ACTION

LITERACY



STATISTICS



ACTION

$A + B$

John ☺

TYPES OF DIFFICULT CUSTOMER

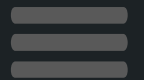
- Circular Customer
- The Baiter
- Sovereign Citizens





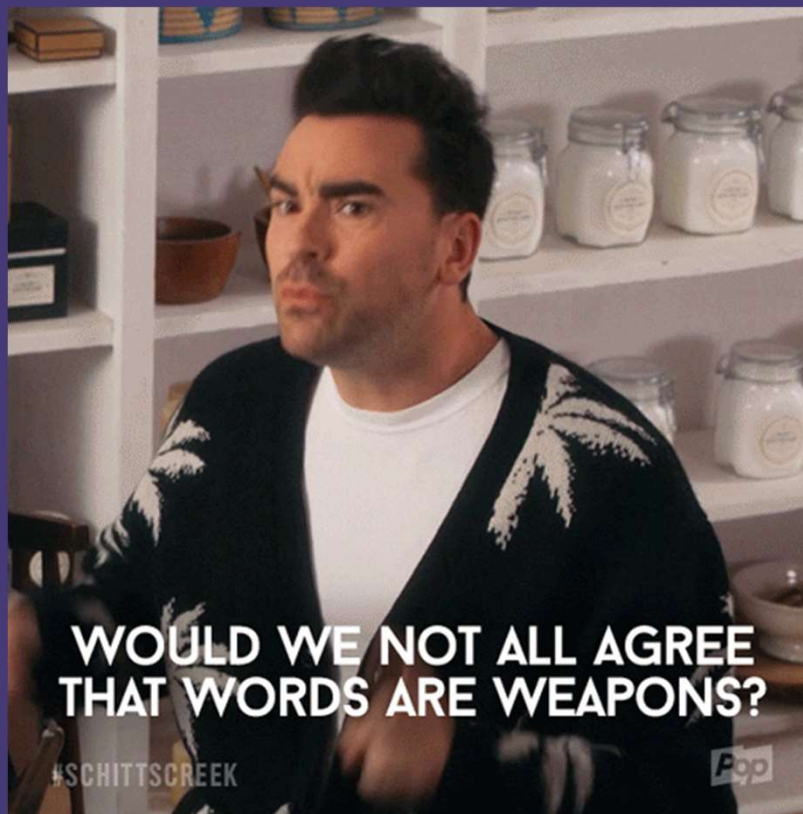
CIRCULAR CUSTOMER

PARC it!

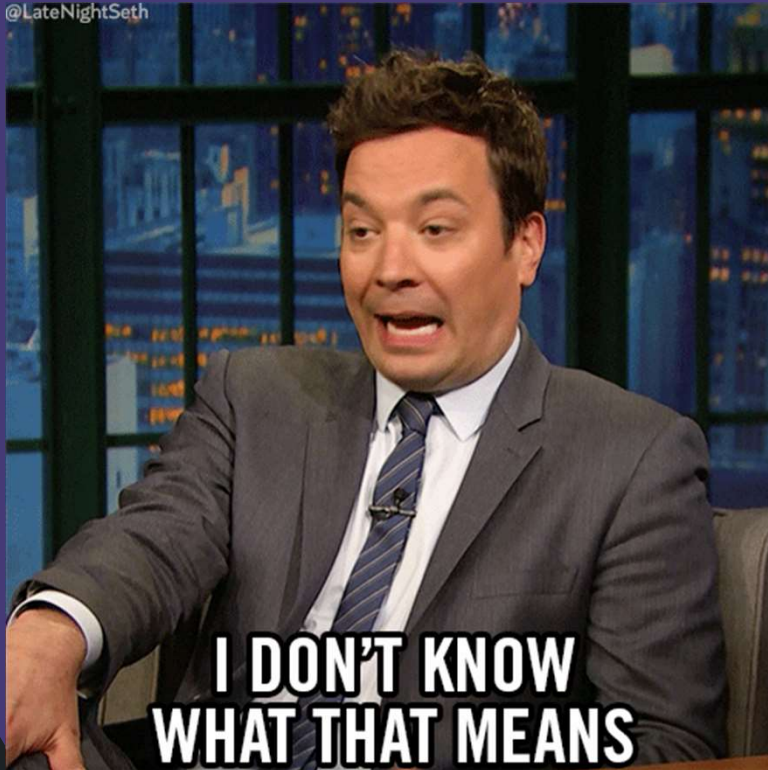


THE BAITER

A.K.A. "The Fighter"

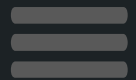


@LateNightSeth



SOVEREIGN CITIZENS

Self-Claimed
Non-Citizens
of the State



IT'S OK TO SAY NO!

The Customer is Not *Always* Right



Be Polite



Alternatives,
Not Excuses



What Can
You Do



Eliminate Negative
Phrases



Don't Quote
Policy



Don't Mention
Other Complaints

Thank You!

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