Welcome

• Get acquainted with your table mates.

• Work together as a team throughout the session.

• Setting expectations:
  – Something new to learn.
  – Help one person.
  – Expect to feel uncomfortable.

Remember:

Changing my expectations will make my days less stressful.
Why Provide Good Customer Service?

- Increased profits?
- Beat the competition?
- Customer loyalty?
- Word of mouth advertising?
- It reduces stress!
Hospitals and Courts can be:

- Frightening
- Intimidating
- Confusing
- Expensive
New methods to de-escalate difficult customer situations.

To apply stress reduction techniques.

How to turn a potentially negative interaction into a satisfactory experience.

During this session you will learn:

Remember:
Understanding common reactions and using the right tools will improve communications and reduce stressful interactions.
Two Types of Service

- Core Service – what we do
- Customer Service – how we do it

Remember:

Core service = item
Customer service = wrapping
Remember:

Addressing the human level as we communicate with customers will reduce the likelihood of a negative interaction.
Remember:

Many of your customers are experiencing fear as they navigate the judicial system.
**Caring Responses**

- Acknowledge
- Appreciate
- Assure
- Active Listening
- Paraphrasing
- Positive Agreement

**Remember:**

By using the caring responses you communicate empathy and understanding to the customers.
Difficult Interactions

• How do people behave?
  – What do they say and do?

• How do we react?

Remember:
Don’t take the bait and get hooked!

Gone Fishin’
Remember:

Behaviors have common patterns that solicit common reactions.
The Impact of a Message

Face-to-Face Communication:

___% Body Language
___% Voice Tone
___% Words

Blah Blah Blah...
The Impact of a Message

Face to Face Communication:
55% Body Language
38% Voice Tone
7% Words

Telephone Communication:
___% Voice Tone
___% Words

Remember:
It isn't what I say but how I say it that ultimately sends the message.
The Impact of a Message

Face to Face Communication:
- 55% Body Language
- 38% Voice Tone
- 7% Words

Telephone Communication:
- 88% Voice Tone
- 12% Words

Remember:
Use the Caring Responses and a neutral or friendly voice tone throughout my communications.
Words to Avoid

- You have to/need to...
- I can’t... or You can’t...
- I need to transfer you to...
- I don’t know...
- I’ll try...
- It’s our (policy, rule, etc.)
- Legal jargon/citations

Remember:

I have control over the words I use and how I say them. I control my reactions to people. I will not allow myself to get hooked!

I have a choice.
Remember:

I have control over my behavior and my mood.

I will treat others as I would like to be treated.

Courteous Behaviors

Are we as courteous when we deal with people who:

- exhibit pet peeves
- are not polite

Are we less courteous when we have a bad day?
Remember:

The people I deal with every day do not share the same tapes I do. They may have a different definition of "normal."

Tapes

- Recordings in our minds.
- Define our "normal."
Discounts

• Comes from controlling or adaptive parts.

• We discount others and ourselves.

• Discounting leads to unproductive interactions.
Remember:

I cannot change the way it is, but I can seek to understand the way the other person sees it.

Understanding does not mean that I must agree.

The Way It Is Model

- The Way It Is
- The Way You See It
- The Way I See It

Story
Stress Reduction Skills

- Understand how we accumulate bad feelings.
- Avoid hooks.
- Unproductive and productive ways to deal with stress.
- Change expectations.

Remember:
Discomfort = Growth

Comfort Zone
Expect to learn something new.

• Expect to help at least one person.

• Expect to feel uncomfortable.

Remember:

Changing my expectations will make my days less stressful.

Discomfort = Growth
Avoiding Hooks

• Avoid invitations into a negative interaction.
• Assume positive intent.
• Improve listening skills.
Defusing Skills

• Focus on human level and then move to business level.
• Use a calm voice tone.
• Provide options.
• Know when you can bend the policy.
Remember:

My supervisor is available as backup anytime.

I need to call for security staff when I perceive a threatening situation.

When To Get Backup

- Abusive language
- Aggressive behavior
- Threats of violence
Summary

- Human/Business Model
- Customer Needs
- Caring Responses
- Six Parts of Behavior
- Impact of a Message
- Tapes
- Discounting
- The Way it Is Model
- Hooks
- Defusing Skills