


Customer Service & Workplace Culture
The Power of Positivity

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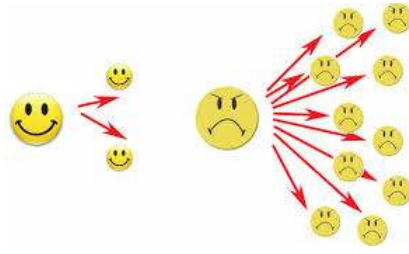


The Walt Disney Company

- Excellent service does not simply come from friendly interactions....it is truly understanding your customer's expectations....
- Organizational framework that unites people, place and processes with the customer at its core....
- This creates greater intent to return, recommend, as well as a stronger competitive edge!

Customer = People
Service = Relationships

"Behind every task is a human being."

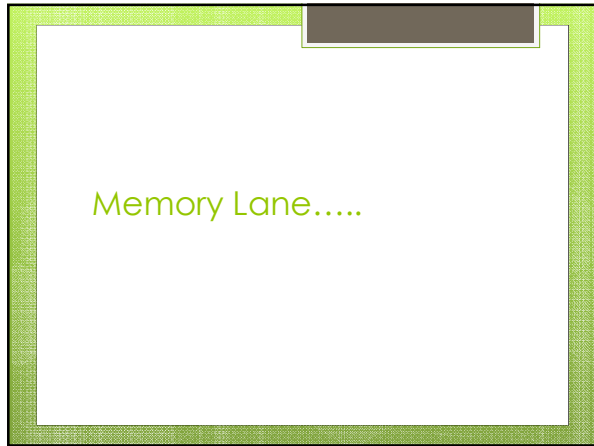


SATISFIED CUSTOMERS are Our best ADS



Research Shows....

- People value the interpersonal interactions more than the clinical treatment
- Patients who liked their clinician were less likely to sue them for malpractice
- 41% of women and 27% of men have changed doctors because of dissatisfaction

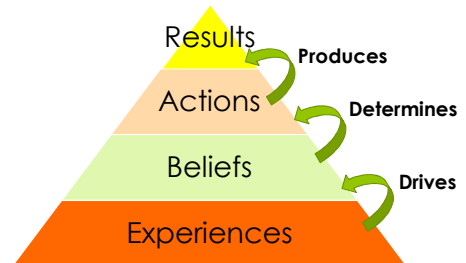
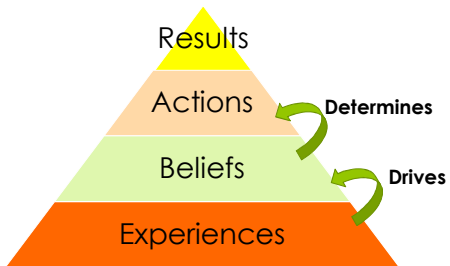
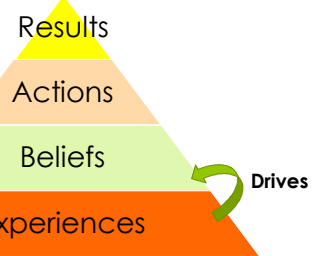
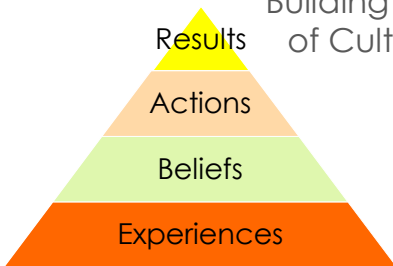


Workplace Culture is
EVERYONE'S Responsibility



Change the
Culture-
Change the
Game!

Building Blocks
of Culture



Cycle of Conflict



How's the Weather?



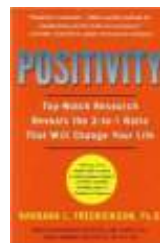
FIGHTER



FIXER



Rich Uncle Exercise...



It's not happy people who are thankful, it's thankful people who are happy.



Have FUN!!!!



Encounters of the Positive Kind



Tips from Disney

- Have a workplace that's inclusive
- Don't get bored with the basics
- Fake it til you make it!
- Fantasy is reality and reality is fantastic
- Be kinder than you need to be, because everyone is fighting some sort of battle.
- Trust your people.
- Make it a positive experience for them.

Knowledge is Empowering

- **Acknowledge** the person, call them by name, greet family members, etc...
- **Introduce** yourself, who you are and what your role is in this encounter
- **Duration:** how long will the process take, how long will they wait, etc...
- **Explanation:** What to expect during the visit/encounter and why its done this way
- **Thank** them for their time and attention

What you Say

- Make it personal
- Frame it in the positive
- "I'll take care of that for you"
- Navigational Phrases: Redirect or to end the conversation



How you Say it

- Positive and motivating
- Encouraging and empathetic
- Professional
- Focus on them

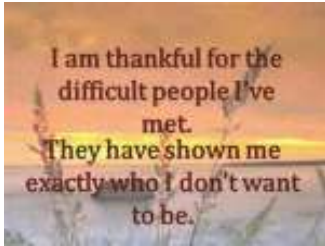


You've Got Mail!



Real Life Example

- Employee #1
 - Employee #2
- "Just confirming our clinic staff is doing flu shots at senior center tomorrow. Please confirm the times and any special instructions for parking."
- "k -see you then"



Diffuse the Bomb!

- Collect your thoughts
- Acknowledge their feelings
- Listen Carefully
- Make a blameless apology



Make Them Part of the Team!

- LISTEN
- EMPATHIZE
- CONNECT TO PROBLEM-SOLVING



Stay Solution Focused!



Asking Empowering Questions

- Questions demonstrate willingness to listen
- Demonstrates respect
- Solicits ideas, input, recommendations, involvement in the process
- Helps people discover their own answers

"Tell me and I'll forget; show me and I may remember; involve me and I'll understand."

Managers & Supervisors

- ASK the Tough Questions
- PROMOTE Creativity
- Say THANKS!
- SET the Expectation

"Management is doing things right; Leadership is doing the right things."



Positivity Starters...

- I've always admired your _____
- What is your secret for _____ so well?
- You really make _____ look easy.
- We are so lucky to have you on our team because _____.

Others?

Adapt and Overcome

"It is not the strongest of the species that survives, nor the most intelligent, but the one most responsive to change."

An illustration of a small figure pushing a large red ball up a brown hill. The background is a light blue sky.

Row Row Row Your Boat....

A photograph of a person in an orange kayak on a body of water, viewed from above.

"In healthcare, we have the opportunity to be a hero everyday" –
Liz Jazwiec

An illustration of a superhero character with a white mask, a red cape, and a white suit, flying against a blue background with white clouds.

Cool Resource!

- <http://www.mindtools.com/index.html>

A photograph of a signpost with two signs: "WORK" and "BALANCE". The signpost is set against a blue sky with white clouds.



Starting today, I want to be more _____ . I want to
spend more time _____
and less time _____.