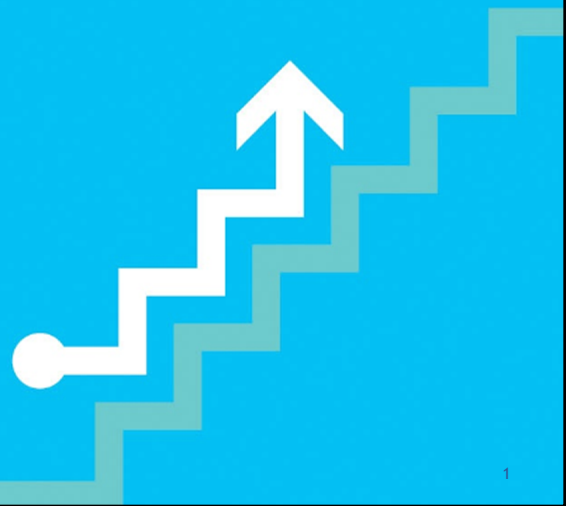


Module 04: Success on the Job



1

Learning Objectives

- ▶ Describes 3 techniques for calming jitters
- ▶ Describes what “being there” means and methods
- ▶ List 3 examples of what it means to be dependable and reliable in the workplace
- ▶ Describes the difference between routine duties / responsibilities and exceeding expectations
- ▶ Lists key considerations and techniques for career persistence
- ▶ Describes the importance of adaptability in the workplace
- ▶ Describes 3 ways to become a more effective team player

2

2

Learning Objectives

- ▶ Describes active listening techniques
- ▶ Lists 3 non-verbal communication behaviors that convey active listening
- ▶ Role plays “good” and “bad” customer service
- ▶ Describes proactive responses of a customer-focused employee
- ▶ Describes 3 techniques for de-escalating difficult situations

3

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**90% of success is just
showing up...**

**... and the other 10% is
actually being there once
you arrive.**



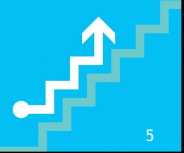
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This module in a nutshell:

1. Show up.
2. Be there.

*“When chopping wood, chop wood.
When carrying water, carry water.”*



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Overview

- ▶ Initiative
- ▶ Dependability & Reliability
- ▶ Adaptability
- ▶ Professionalism
- ▶ Teamwork
- ▶ Communication
- ▶ Customer Focus

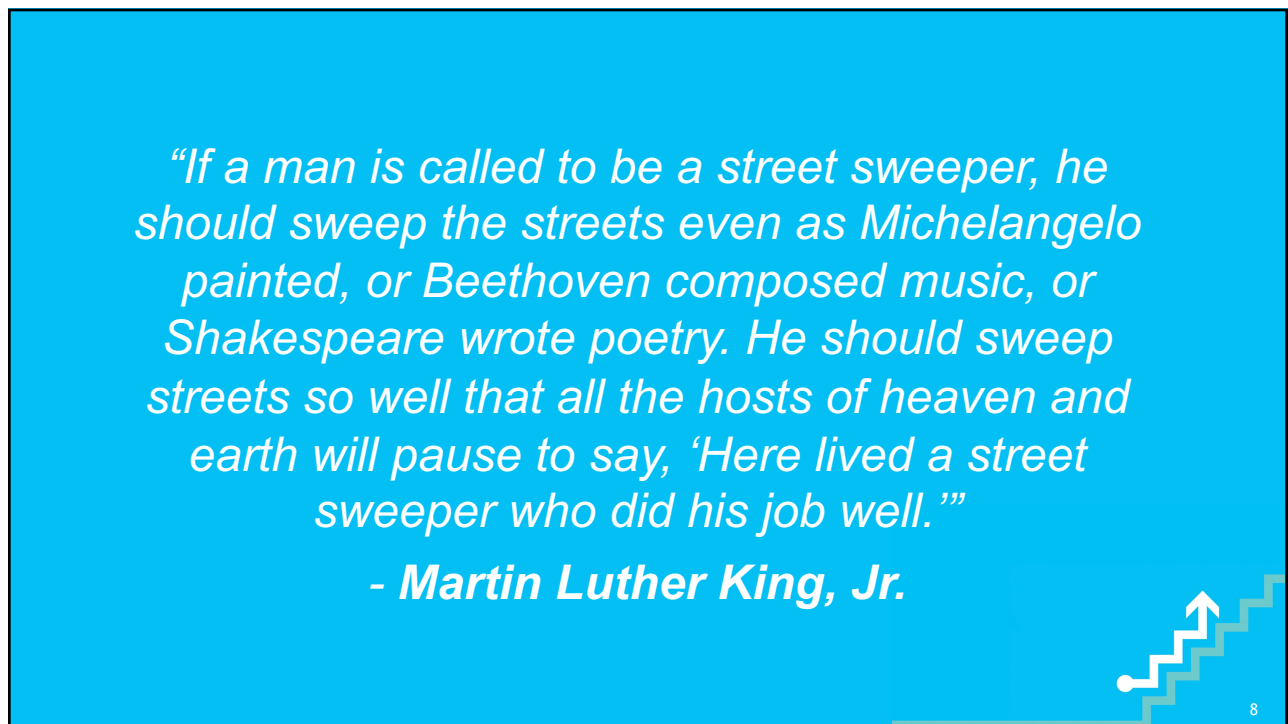


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Adding Value

- ▶ Do more than asked, and contribute more than required
- ▶ Look for ways to save your manager, office, department, or team time and money
 - Look for chronic problems that have been ignored and work on generating solutions
 - Look for additional ways for your employer to capitalize on its customer base
 - Offer to learn a new task or process you can share with the people in your department or area



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Adding Value (continued)

- ▶ Make a game of your work in a way that improves it
- ▶ If you have nothing to do, find something to do



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Handout: Career Persistence Checklist

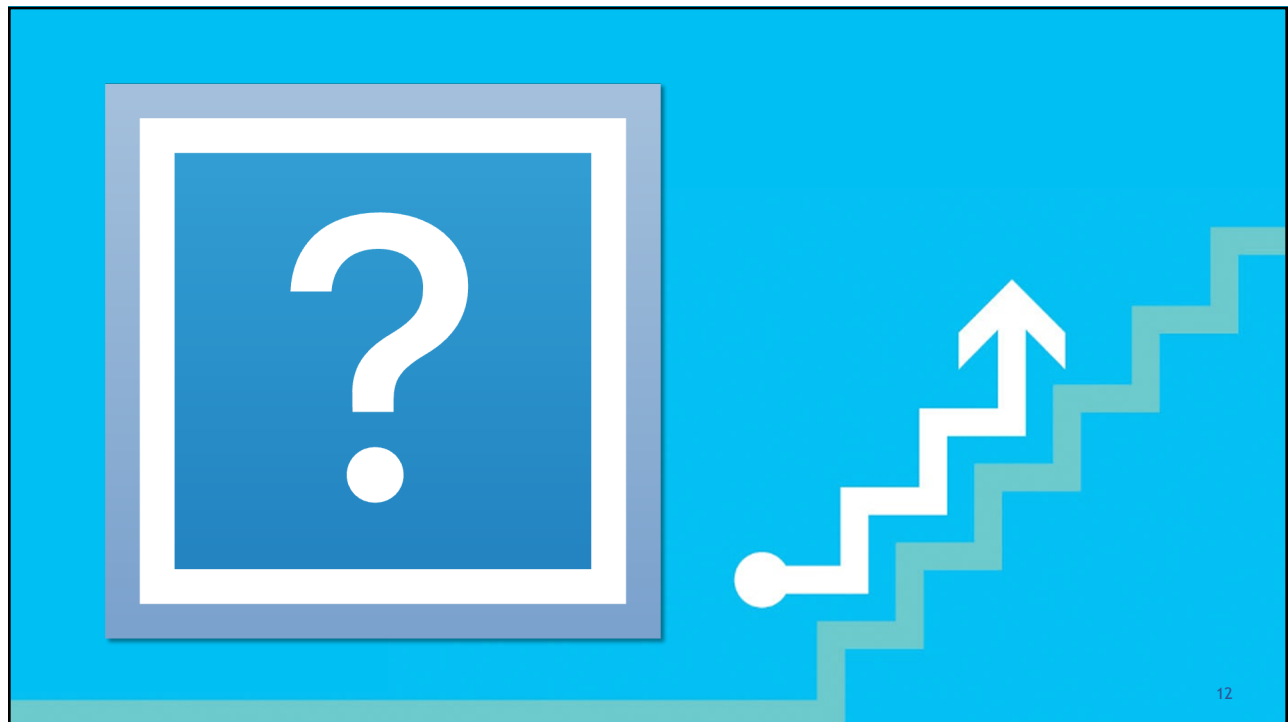
“Folks who never do any more than they get paid for, never get paid for any more than they do.”

— Elbert Hubbard



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Dependability and Reliability



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*“**Ability** is important in our quest for success, but **dependability** is critical.”*

- Zig Ziglar



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What does it mean to be Dependable & Reliable?



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What would a Dependable employee do?

Scenario 1:

There's a problem at home; so you're going to be an hour late for work.



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What would a Dependable employee do?

Scenario 2:

You're supposed to deliver some paperwork before a deadline tomorrow, but you're feeling sick and suspect you might not make it to work tomorrow.



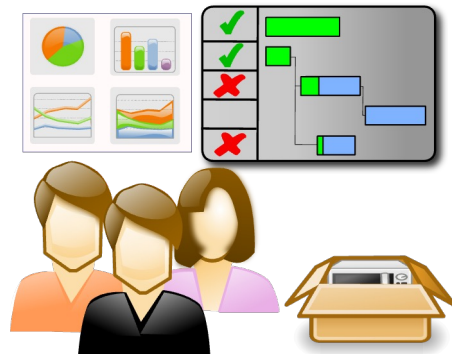
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What would a Reliable & Dependable employee do?

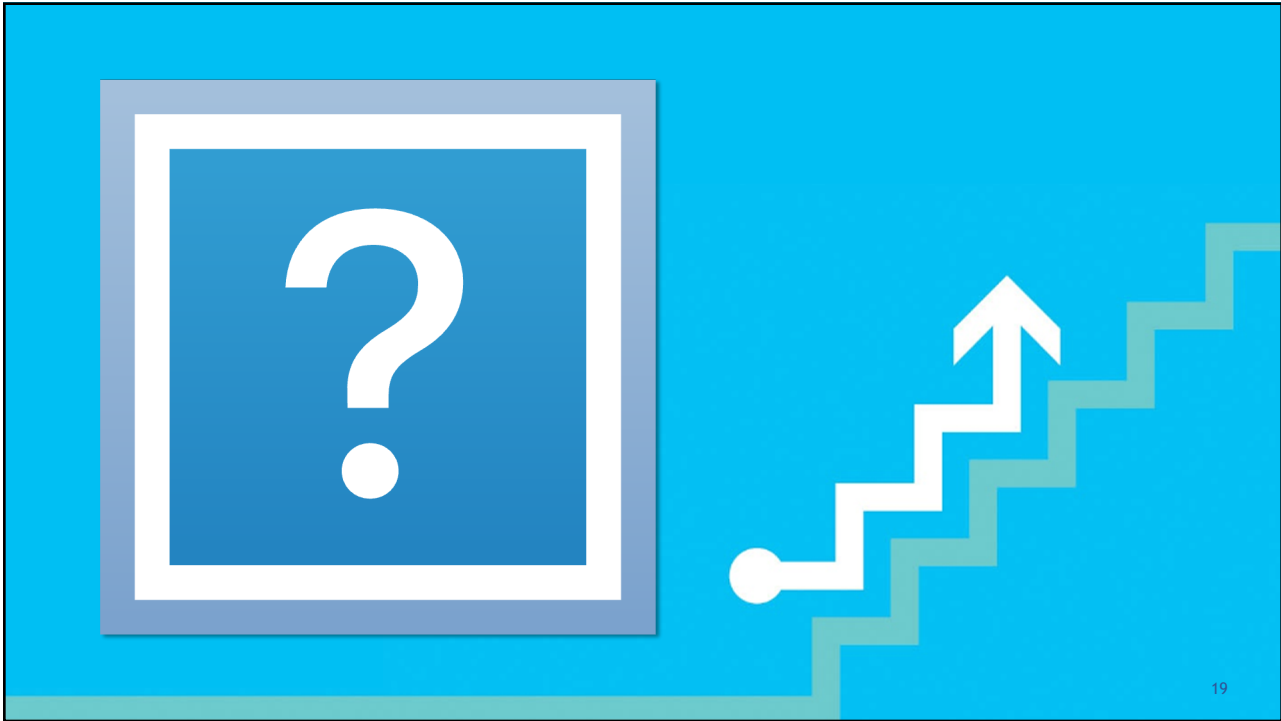
Scenario 3:

You've been assigned to work with a team of people to accomplish a task. A few other members of the team are missing their deadlines, which is making it difficult for you to deliver your portion of the project on time.



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“It is not the strongest of the species that survives, nor the most intelligent. It is the one that is most adaptable to change.”

- *Charles Darwin*

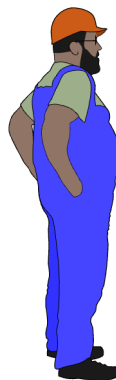


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Importance of Adaptability

- ▶ Average retirement age: 62
- ▶ Enter the working world at: 18
- ▶ Working life of: 40 to 50 years



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Things That Didn't Exist 40 Years Ago

1. Internet, broadband, WWW
2. Online Social networking
3. PC/laptop computers
4. Mobile phones
5. E-mail
6. Office software
7. Liquid crystal display (LCD)
8. Flat Screen TV's
9. GPS systems
10. Online shopping / ecommerce
11. Graphic user interface (GUI)
12. Digital photography / videography
13. ATMs
14. Hybrid cars
15. CD's
16. DVD's
17. Streaming Video



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Things That Became Obsolete Since 2000

1. The busy signal
2. VCR's
3. CD's
4. DVD's
5. Getting film developed
6. Dot matrix printers
7. Television static
8. Fax Machines
9. Landlines
10. Dial-up internet
11. Stand-alone GPS systems
12. Getting lost
13. Cursive writing
14. Calculators
15. Pagers
16. PDA's
17. Movie rental stores
18. Maps
19. Newspaper Classified ads



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Things On Both Lists

1. Dial-up internet
2. CD's
3. DVD's
4. Stand-alone GPS



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Adapting Is More Than Coping



- ▶ Adjust, don't just get by
- ▶ Accept change
- ▶ Hone strategies for dealing with the unknown
- ▶ Shift your behaviors to accommodate new situations

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5 Tips for Being More Adaptable

- ▶ Be curious
- ▶ Don't get attached to as single plan or strategy
- ▶ Set small goals
- ▶ Create support systems
- ▶ Understand your own reaction to change
- ▶ Immerse yourself in new environments and situations



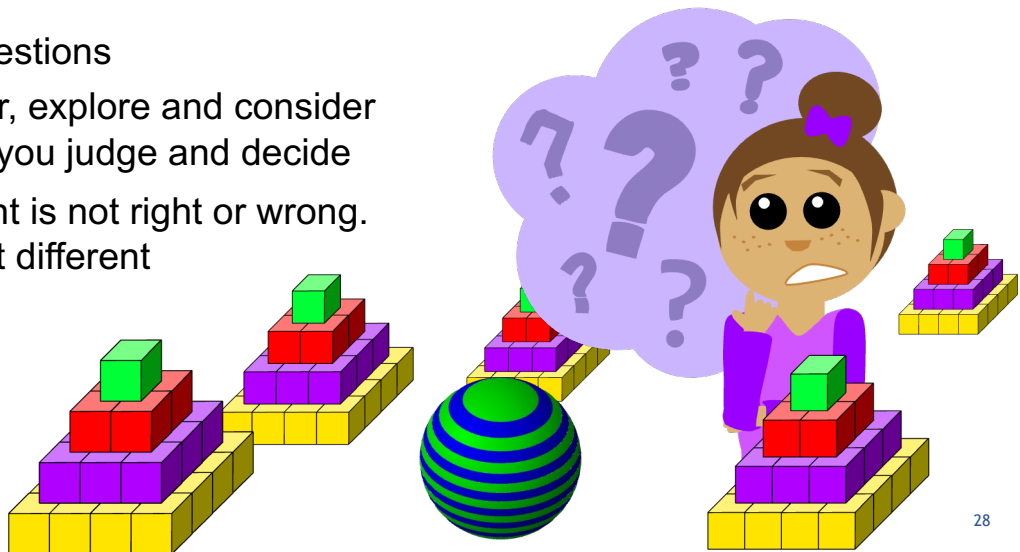
Source: Center for Creative Leadership

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Be Curious

- ▶ Ask questions
- ▶ Wonder, explore and consider before you judge and decide
- ▶ Different is not right or wrong. It is just different



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Prepare Multiple Strategies

- ▶ Don't get too attached to a single strategy
- ▶ Develop Courses of Action (COA's)
 - Prepare plan A, B, & C

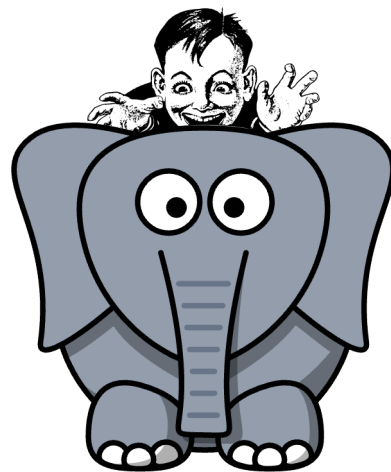


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Set Small Goals

Q: *How do you eat an elephant?*

A: One bite at a time.



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Create Support Systems

- ▶ Mentors
- ▶ Friends
- ▶ Coaches
- ▶ Peers
- ▶ Colleagues
- ▶ Family

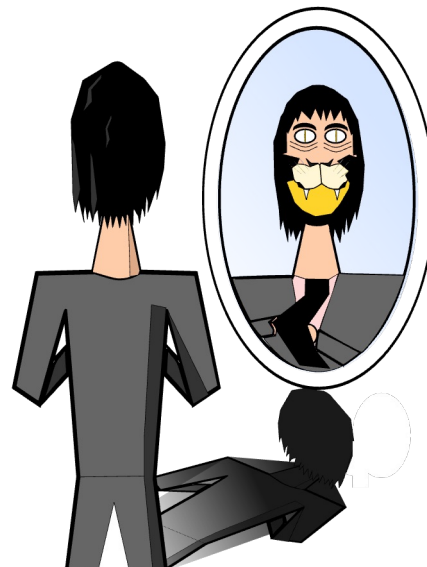


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Understand Your Own Reactions

- ▶ You have to be clear about your own emotions and thoughts about changes, so you can be straightforward with others



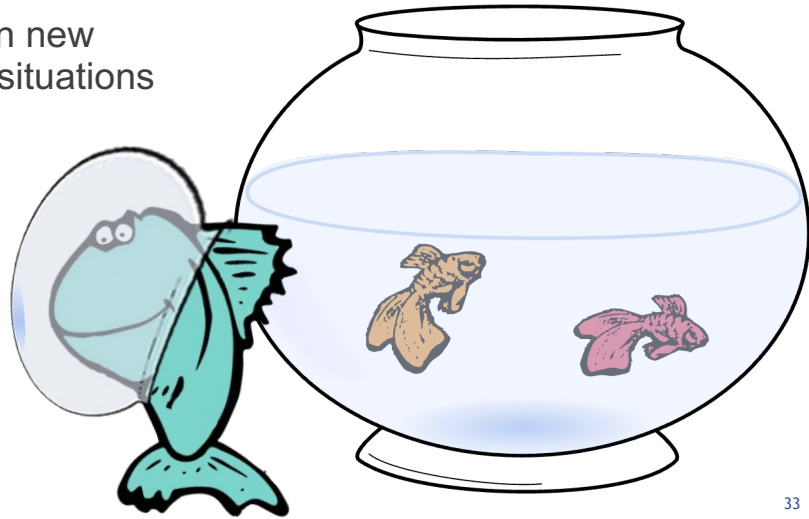
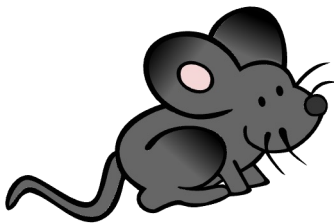
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Seek New Situations

▶ Immerse yourself in new environments and situations

- Meet people
- Learn the ropes
- Practice dealing with change



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Handout: Adaptability Planning Worksheet

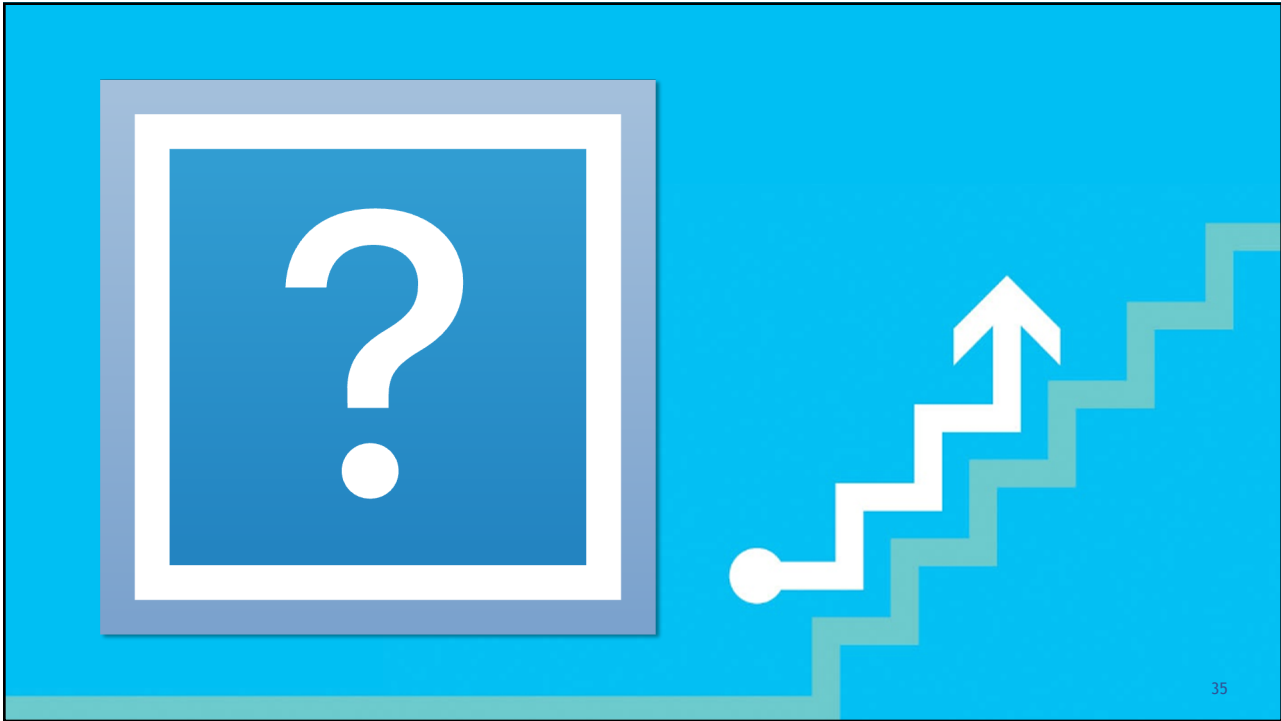
“You play like you practice...”

... so practice like you’ll play.”



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Professionalism:
“It’s not the job you do.
It’s how you do the job.”
- *Anonymous*

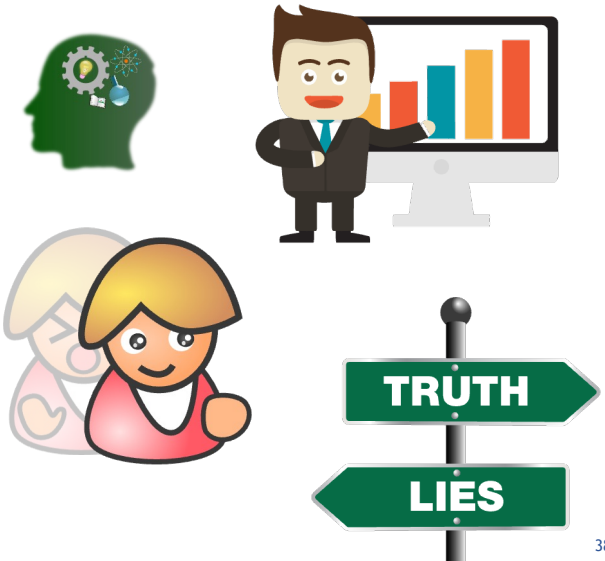


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What is Professionalism?

- ▶ Specialized Knowledge
- ▶ Competency
- ▶ Honesty and Integrity
- ▶ Accountability
- ▶ Self-Regulation
- ▶ Looking the Part



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Exhibiting Professionalism

- ▶ Build Expertise
- ▶ Develop Your Emotional Intelligence
- ▶ Honor Your Commitments
- ▶ Be Polite
- ▶ Have the Tools You Need



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Calming New Job Anxiety (Jitters)



Remind Yourself:

- ▶ You're not in a contest
- ▶ The only thing you have to prove is that you're teachable
 - Eager Learner
 - Admit what you don't know
- ▶ Focus on progress not perfection
 - Measure your progress bit by bit (elephant nibbles)



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Diffusing Conflict and Difficult Situations

1. Open Body Language
2. Address the Person's Concerns
3. Make an Approach, Don't Confront
4. Actively Listen
5. Use "I" Statements
6. Own up to Mistakes
7. Don't Take It Personally
8. Bring Sense of Humor
9. Empathize and Find Common Ground
10. Be Humble
11. Sincerely Apologize

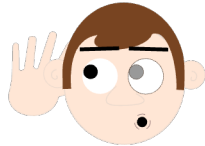


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L.E.A.D.

Listen



Empathize



Align



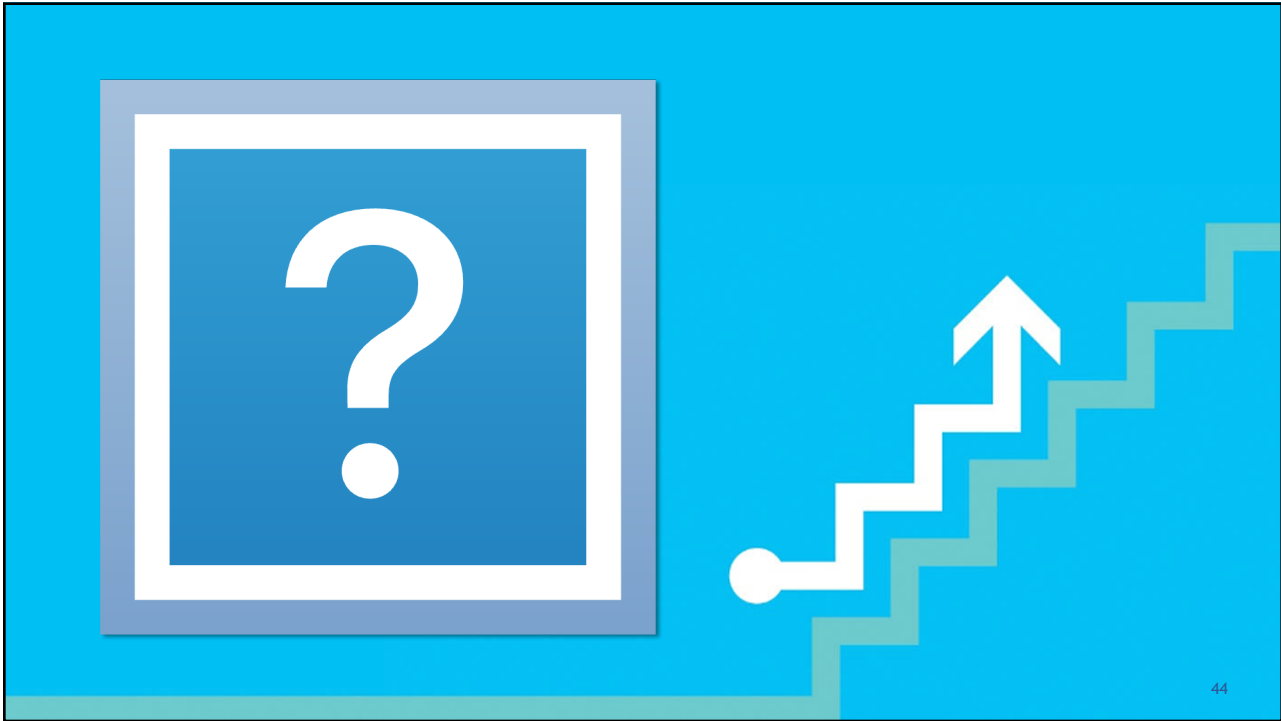
Deliver



L.E.A.D. the customer to a positive outcome.

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*“Talent wins games, but
teamwork and intelligence win
championships.”*

- Michael Jordan

*“If you want to lift yourself up,
lift up someone else.”*

- Booker T. Washington



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Suggestions for Being a Team Player

- ▶ Practice Respect & Value Diversity
- ▶ Spread Good Will
- ▶ Be Helpful
- ▶ Important to Team Members,
Important to you

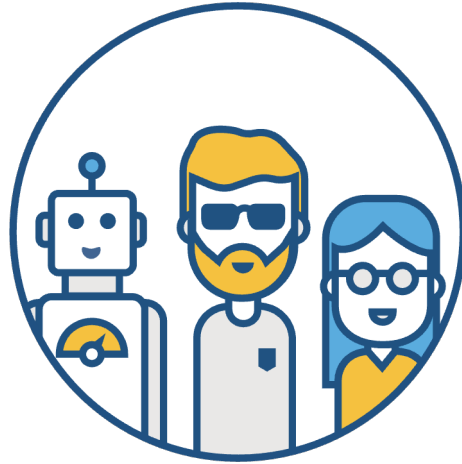


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Practice Respect & Value Diversity

- ▶ Treat everyone with same level of respect
- ▶ Celebrate differences between people
- ▶ Look at what unique contribution a person makes and what the team would be missing without them



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Spread Good Will

- ▶ Ask for opinions on how others would handle a situation
- ▶ Tell coworkers when you hear something good about them
- ▶ Praise coworker's positive qualities. Include what it's important
- ▶ Pass praise about a coworker along to another person
- ▶ Share credit for success

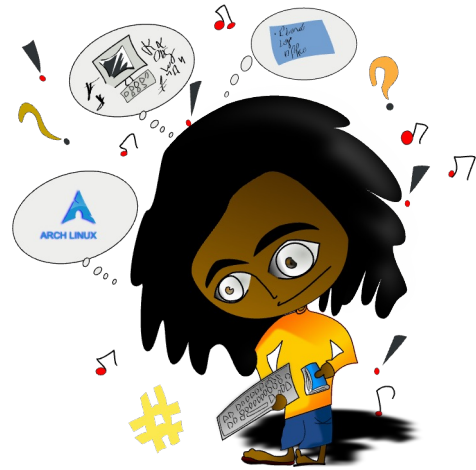


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Be Helpful

- ▶ Pass along beneficial information
- ▶ Occasionally volunteer to do tasks no one like to do
- ▶ Help someone with something that's causing them trouble
- ▶ Look for situation where people or processes are taken for granted and offer recognition

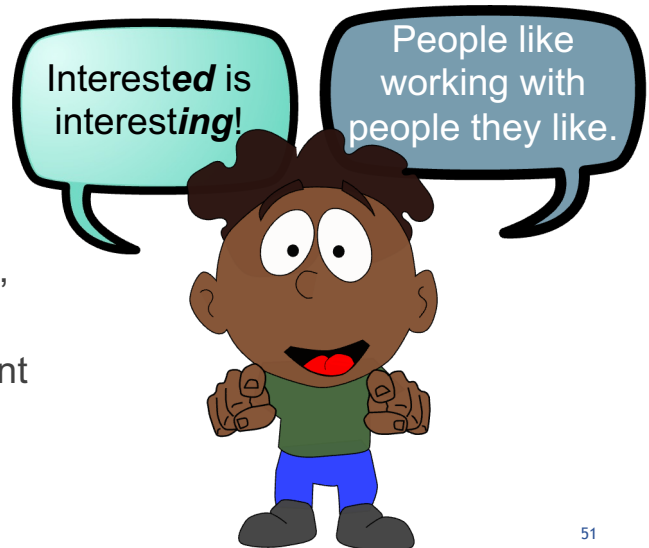


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Important to Team Members, Important to You

- ▶ Learn what other people do
- ▶ Learn to pronounce people's names correctly
- ▶ Listen when people share info about family, hobbies, interests, etc.
- ▶ Pay attention to what's important to people. Ask about it



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Exercise: What makes you special?



- ▶ Write down at least one special thing you could contribute to a workplace team.
- ▶ If you can't think of a skill or trait you currently have, write down one you'd like to acquire.



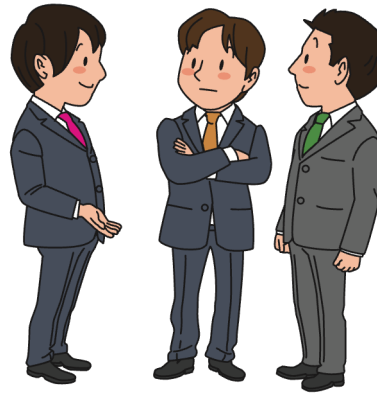
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Exercise: Get to Know Your Neighbor

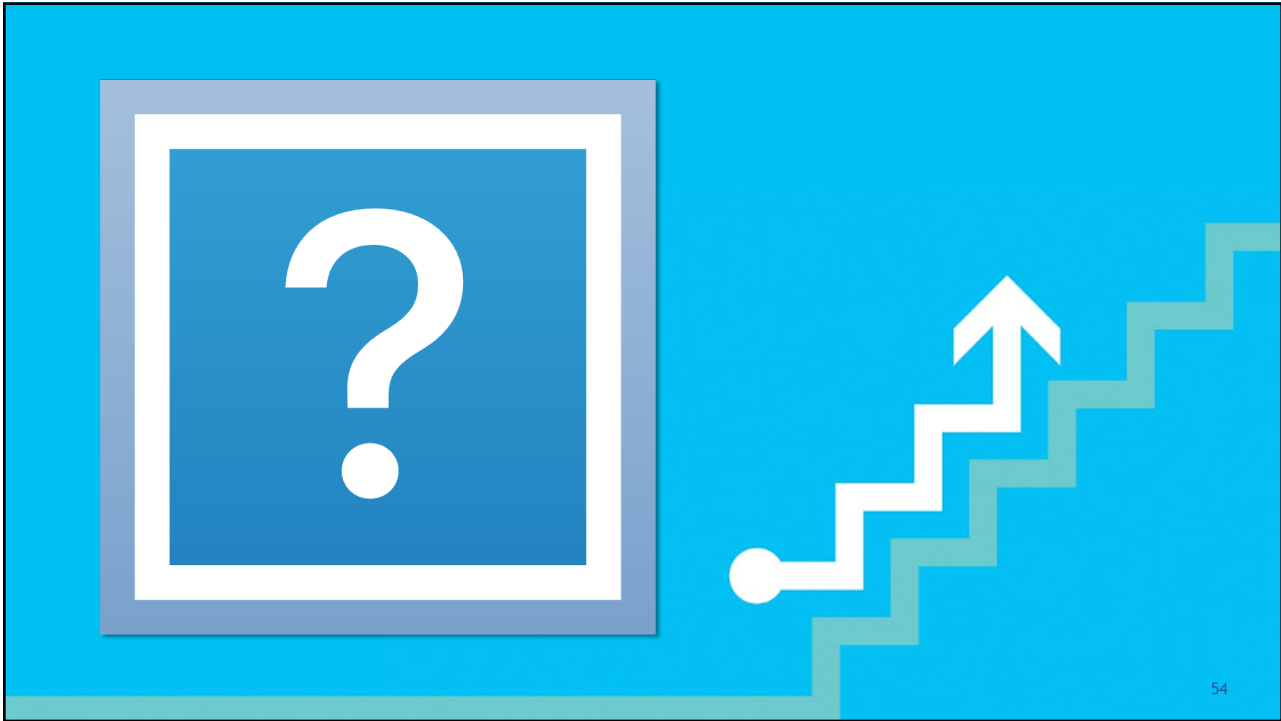
Partner one or two people near you. Find out the following information and be prepared to introduce the person to the class.

- ▶ Name (correct pronunciation)
- ▶ What did they say makes them special (previous exercise)?
- ▶ Dream vacation
- ▶ What are his / her hobbies & interests and why it's appealing



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“To effectively communicate, we must realize that we are all different in the way we perceive the world, and use this understanding as a guide to our communication with others.”

- Tony Robbins

“The most important thing in communication is hearing what isn't being said. The art of reading between the lines is a life long quest of the wise.”

- Shannon L. Alder



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Poor Communication Causes Errors

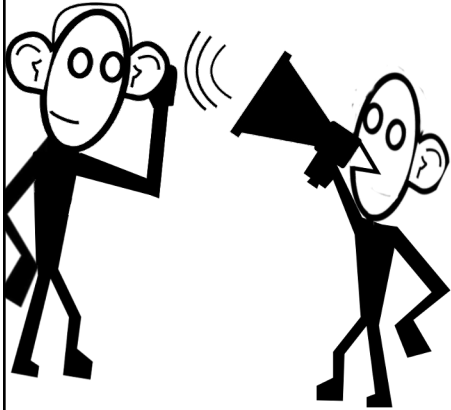


- ▶ 70% of workplace errors happen not because of poor performance but because of breakdowns in communication

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Effective Communication



Effective Communication is:

- ▶ listening, asking questions, watching, evaluating, observing, and learning
- ▶ Good communicators listen more than they talk

Effective Communication is not necessarily:

- ▶ Not speaking, quoting, and persuading

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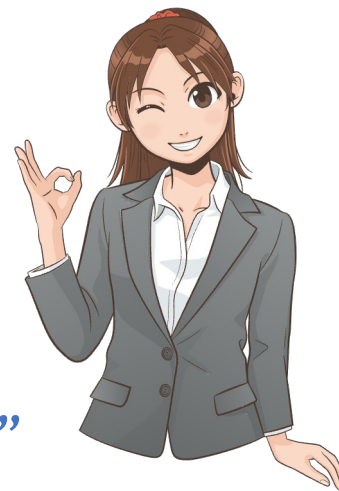
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Effective Communication is Not Just Words

- ▶ 7% of the message is the words
- ▶ 38% is how the words are spoken
- ▶ 55% form non-verbal gestures

Demonstration:
Words Spoken vs. Meaning

“This is a great place to work!”

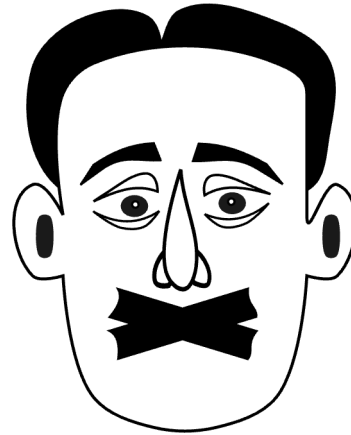


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Listening Tips

- ▶ *“Seek first to understand, then to be understood.” – St. Francis*
- ▶ Shut off your own voice while other people are talking
- ▶ Listen for both facts and **feelings**
- ▶ Restate what the person is saying and get confirmation



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Active Listening

- ▶ **Goal:** To make the other person **feel** heard

Verbal

- ▶ Mm-hm
- ▶ OK
- ▶ Restate the issue
- ▶ Have the other person confirm

Non-verbal

- ▶ Head nods
- ▶ Eye contact
- ▶ Stance & other body language



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Demo Activity: Share an Experience

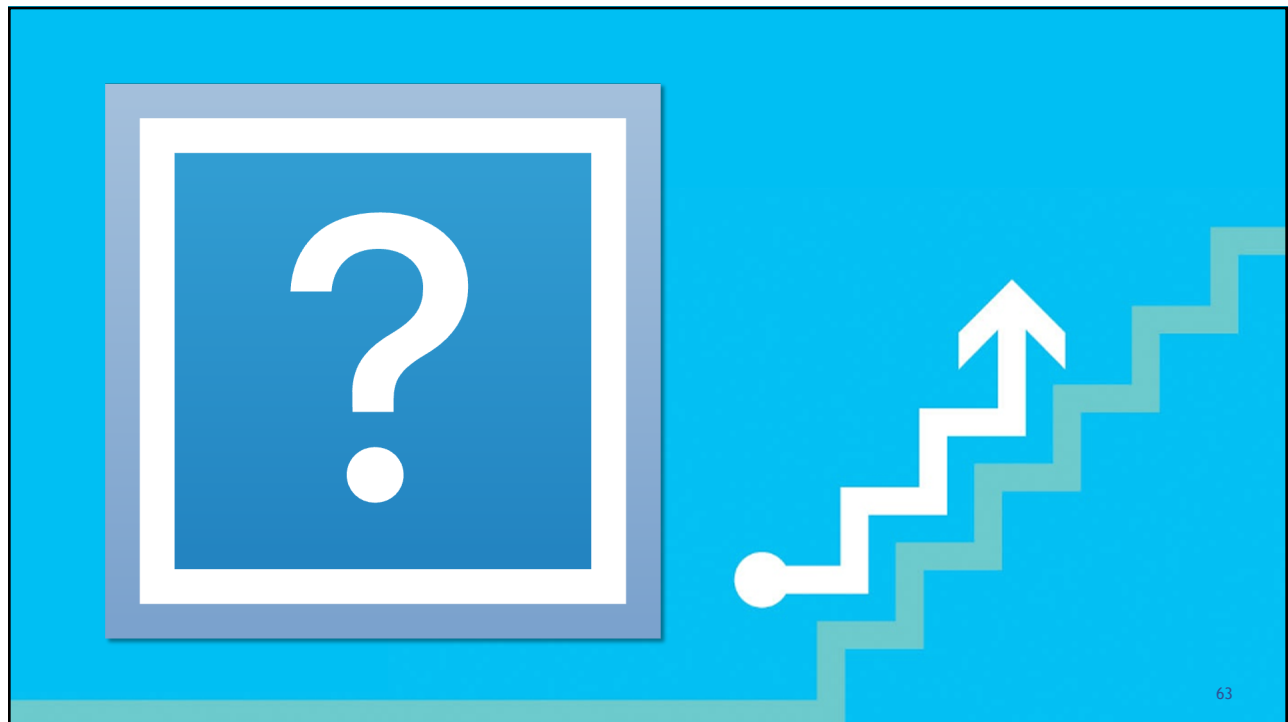
Need a Volunteer:

- ▶ Share the story of an event that is important to you
- ▶ Event for your children
- ▶ Recent customers service problem
- ▶ Frustrating encounter with another person
- ▶ An event like wedding or graduation



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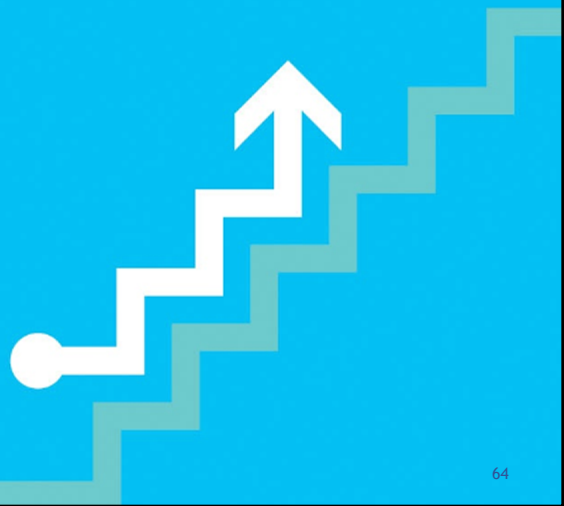
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Customer Focus



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“People will forget what you said. They will forget what you did. But they will never forget how you made them feel.”

- Maya Angelou

“Excellent customer service is the number one job in any company! It is the personality of the company and the reason customers come back. Without customers there is no company!”

- Connie Elder



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Good vs. Bad Customer Service

What is good customer service?

What is bad customer service?



How do these words relate to either?

- ▶ Caring
- ▶ Indifference

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Role Play: Good vs. Bad Customer Service



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Needs of Customers in Your Business

Choose three that reflect the expectations of your customers:

Accuracy	Dependable	Innovative	Safe
Availability	Easy to use	Knowledgeable	Sincere
Caring	Effective	Low cost	Timeless
Clean	Elegant	On time	Trustworthy
Comfortable	Experienced	Personal	Understanding
Competitive	Entertaining	Pleasant	Unique
Convenience	Fair	Professional	Up scale
Consistent	Flexible	Relaxing	Warm
Cost Effective	Friendly	Reliable	
Customized	Helpful	Respectful	

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Exceed Expectations

- ▶ Give people more than they expect
- ▶ Pay attention to your customer's needs beyond basic service
- ▶ Be proactive. Anticipate needs and be prepared to fulfil them before being asked



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What do you think of this statement?

*“The customer
is always right.”*

...is he?

...is he really though?

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How about this statement? Is it different?

*“The customer
is never wrong.”*

... It's your job to ensure the
customer never feels wrong.

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“Feel Right” Language

Avoid	Say This Instead
1. No.	“Here’s what I can do.”
2. I don’t know.	“I’ll find out.”
3. That’s not my job.	“This is who can help with that.”
4. That’s not my fault.	“Let’s see how we can fix this.”
5. You need to talk to the manager.	“My manager can help with this.”
6. Calm down.	<i>Use L.E.A.D.</i>
7. Call back.	“I’ll call you back.”
8. I’m busy right now.	“I’ll be able to help in just a minute.”
9. I’ll transfer you.	“I’ll connect you.”

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More Positive Language

Say:

- ▶ Absolutely!
- ▶ Of course
- ▶ Definitely

Avoid:

- ▶ Negating with “**but**.” Instead, pause and use “**and**”
- ▶ “**However**” is slightly better. Technically, it’s just a big “**but**”

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Effective Customer Service Interactions

- ▶ What does the customer want?
 - 80% Emotional
 - 20% Solve the Problem
 - Assurance the problem will be fixed
- ▶ Who are you?
- ▶ Don't argue
 - Your goal is a happy, returning, profitable customer, not to **be right** or to "**win**"
- ▶ The rules of a customer's service interaction are similar to a romantic relationship



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Strategies for Abusive Customers



- ▶ Stay calm & professional yourself
- ▶ Remember that in the customer's mind, you (the company) drive him to act in the way that he is; so filter it out
- ▶ When you can't filter try:
 - "It's difficult to hear you when you use that kind of language."
 - "I can handle the problem, that's no problem. What I can't handle is the abusive language."
 - I won't be able to serve you if you're going to call me names like that."

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Role Play:
Customer
Service
Scenarios



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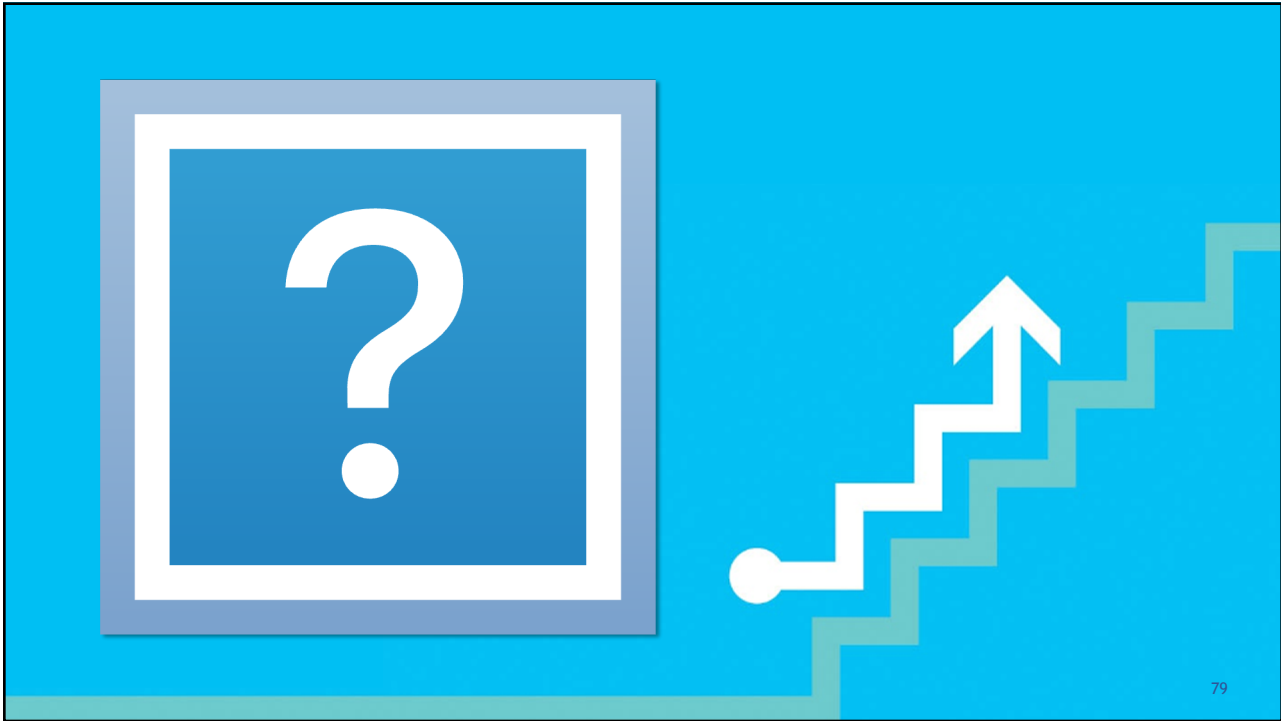
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Role Play:
Upset or Irate
Customers



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