



SOFT SKILLS THAT PAYS THE BILLS

Anderson County Human Resources & Risk Management



Bring Your **WHOLE** Professional Self to Work

Soft Skill Characteristics

Reliability

*Appearance,
Punctualiy &
Deliberate Conduct*

Character Counts

*Behavior, Positive
Attitude,
Communication &
Energy*

Adaptable

*Teamwork,
Collaboration &
Self Motivation*

Accountability

*Competent,
Responsible,
Office Tranquility &
Deliberate Conduct*

Work Ethics

*Integrity,
Productivity,
Pursuit of
Excellence*

SUCCESS



Customer Service Success

CUSTOMER SERVICE - The Key to a Successful CS Career

The six pillars of Customer Service



Attitude



Interest



Action



**Verbal
Language**



**Body
Language**



**Tone of
Voice**

YOU ARE AN IMPORTANT PART OF THE OFFICE



Teamwork
interrelated abilities that let you work effectively in an organized group



Whole Professional Self
skills necessary for effective teamwork and collaboration



Collaboration
the action of working with someone to produce something

The Ugly Side of Customer Service



HOW TO DISENGAGE A TENSE SITUATION:

1. Be Polite!
2. Apologize...
3. Actively listen but NEVER argue.
4. Determine the cause of the problem.
5. Provide fix and follow-up.
6. Learn
7. Improve

THINGS YOU NEVER SAY TO A CUSTOMER:

1. You wouldn't believe some of the freaks that come in here!
2. People ask the stupidest things!
3. There is nothing I can do to help you.
4. That isn't my job.
5. My boss is horrible!
6. Ignoring their presence.

Question

- *What do you say when the customer is disappointed?*
- *You never have what I want.*
- *The parking here is horrible.*
- *I was beginning to wonder if anyone worked here!*

Answers

- *Please tell me how can I correct the problem.*
- *I am sorry. Let me see if I can find out a better solution.*
- *Maybe you would be interested in trying our drive thru next door or one of our satellite locations.*
- *I apologize, how can I help you today?*

Choose Your Words Carefully:

1. “No” evokes negative emotion
2. “You are wrong” ticks people off...even when they are
3. A customer hears “take it or leave it” when referring to “Policy” plus they simply do not care about our Policy they only want their issue corrected
4. “Calm down” - This one phrase incites more anger than nearly any other

CARP:

- **Control** of the situation
- **Acknowledge** that you understand your customer's concerns
- **Refocus** away from the customer's emotions to the solution at hand, outlining how you'll take care of it
- solve the **Problem** by confirming that everything has been resolved to the customer's satisfaction

THANK YOU!



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