Customer Service & Workplace Culture
The Power of Positivity
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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.”

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
Memory Lane.....
What Memories are You Creating for your Customers?
Workplace Culture is EVERYONE’S Responsibility

Change the Culture—Change the Game!

Building Blocks of Culture
- Results
- Actions
- Beliefs
- Experiences

Drives Determines
- Results
- Actions
- Beliefs
- Experiences

Drives Determines Produces
- Results
- Actions
- Beliefs
- Experiences
Cycle of Conflict

1. My Attitude
2. My Behaviour
3. Your Attitude
4. Your Behaviour

How's the Weather?

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 it’s 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
  “Just confirming our clinic staff is doing flu shots at senior center tomorrow. Please confirm the times and any special instructions for parking.”
- Employee #2
  “k -see you then”
I am thankful for the difficult people I’ve met. They have shown me exactly who I don’t want to be.

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.”

Row Row Row Your Boat....

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

Cool Resource!
Starting today, I want to be more ____________. I want to spend more time _______________ and less time ________________.