

“Full Esteem Ahead”

Presented for ASBA

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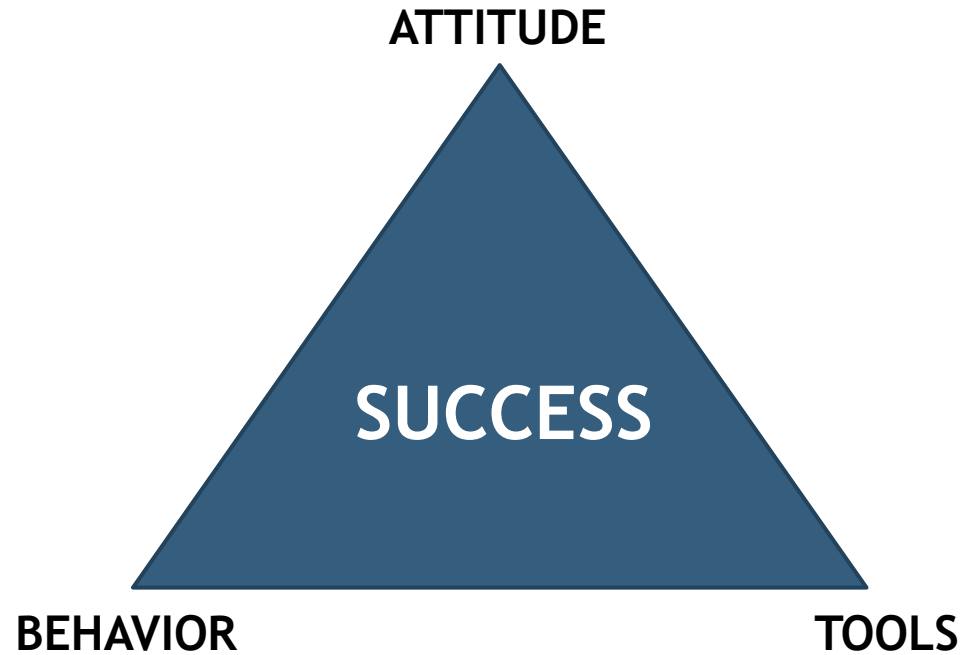
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Define Leadership/Management-

A show, play, concert, or some type of performance, played by a psychiatrist.

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Improve Your B.A.T.-ing Average



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Attitude Adjustment Page

90+	You are “in-tune”
70-89	You are in need of minor adjustments
50-69	You are in need of major adjustments
0-49	A complete overhaul may be required

Our attitudes are not static. If we were to take this quiz in three days, we are likely to get very different results. Since we now know where we are, let's look at how we change our attitude.

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Your “I” Is Not Who You “R”

IDENTITY

ROLE

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You can perform in your roles “R” only in a manner that is consistent with how you see yourself conceptually “I”

On Your “I” side, you are always a 10 - a winner. You were born a “10” and unless you allow role performance to de-value your worth, you will always be a “10”

Explain how this statement works for you at work:

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Customer Service

Customer Care

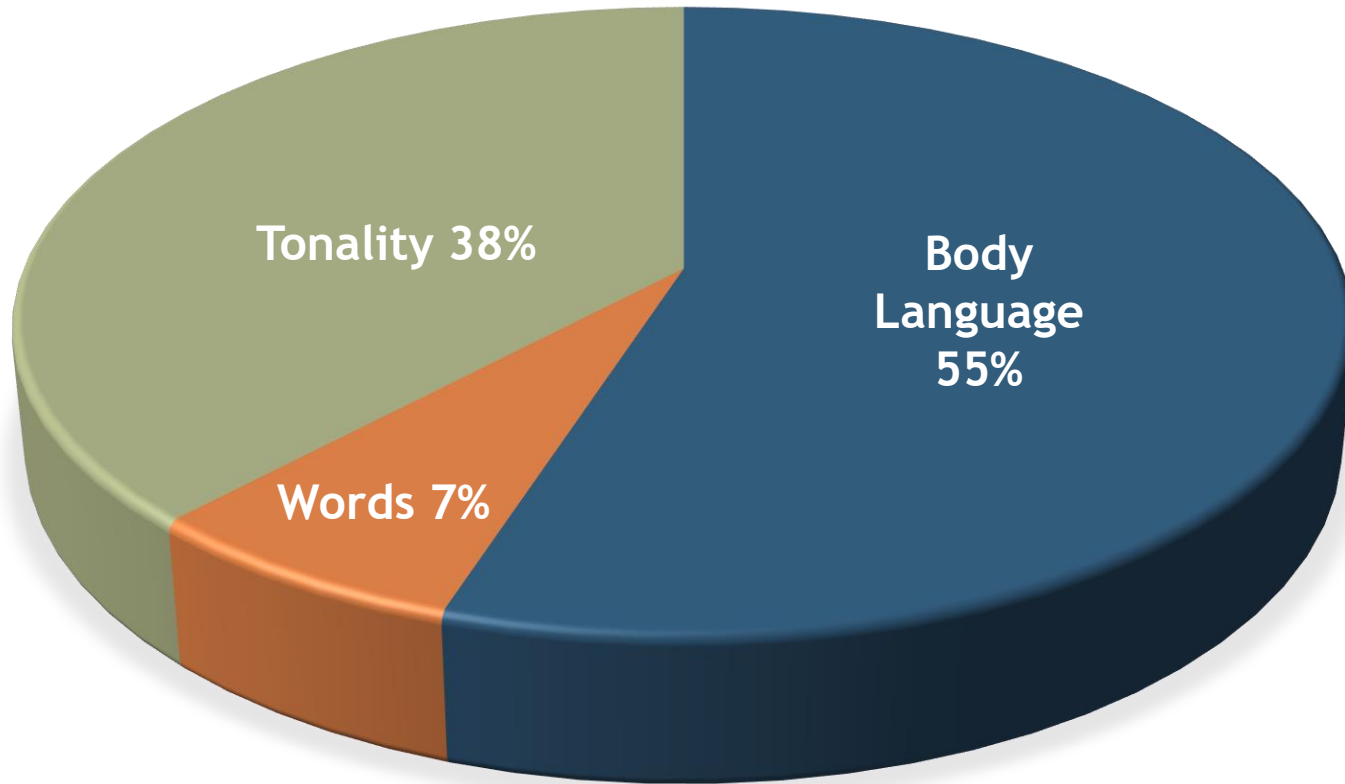
Customer Experience

Customer Excellence



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COMMUNICATION PIE



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3 Elements of Communication:

Spoken Words (7%)

- Be careful not to use “buzz words” - you may make the customer/client feel uncomfortable when discussing parts/prices/quotes

Tonality (38%)

- Tempo/speed
- Pitch
- Volume

What is your normal rate and volume of speech?

Does it change when you are happy, angry, sad, or bored?

Body Language (55%)

- Puzzled facial expression
- Bored facial expression
- Slumped over posture
- Posture with arms folded
- Refusal to make eye contact

Non-Verbal Messages:

- Thumbs up or down
- “High-five”
- A wink
- Raised eyebrows
- Time-out sign
- Clenched fists

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Ten Commandments of Customer Service:

1. Treat every customer as though he/she is your first customer of the day. Remain enthusiastic, energetic, and positive no matter what may have just transpired with another customer.
2. Treat all customers equally well no matter how they dress, their age, gender, race, accent, nationality, or the size of their account.
3. Learn the names of your customers. Use them when you greet them and when you thank them for their business. Be sure to use the preferred pronunciation and correct spelling. Don't assume you can use first names.
4. Be patient with customers who make mistakes, are slow in their thinking or motions, or who do not understand you.
5. Put signs and written directions in places where customers will see them at the time they need that information, rather than in places convenient to you at times convenient for you.
6. Solve each customer's problem after it is stated the first time; make no customer have to restate a need to you or to another employee.
7. When you must leave customers to serve them, ask permission to do so. Explain what service you will be providing for them after you depart. When you return, thank them for their patience.
8. Don't leave a customer you're with to serve another customer. Keep the second customer waiting. Better yet, quickly give the second customer something to do while waiting, or have another employee help the second customer.
9. When serving a long line: (1) show empathy and appreciation to each person who has waited, (2) be equally attentive to each person in line, (3) don't rush your service to those in front to get to those in back, and (4) don't ask "who's next?" - keep track of that yourself.
10. Don't make customers have to work for exceptional customer service. You make the call, you check the records, you correct the mistake, and you go the extra mile to make them happy.

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ABOVE THE LINE



BELOW THE LINE

You get to make the choice!!

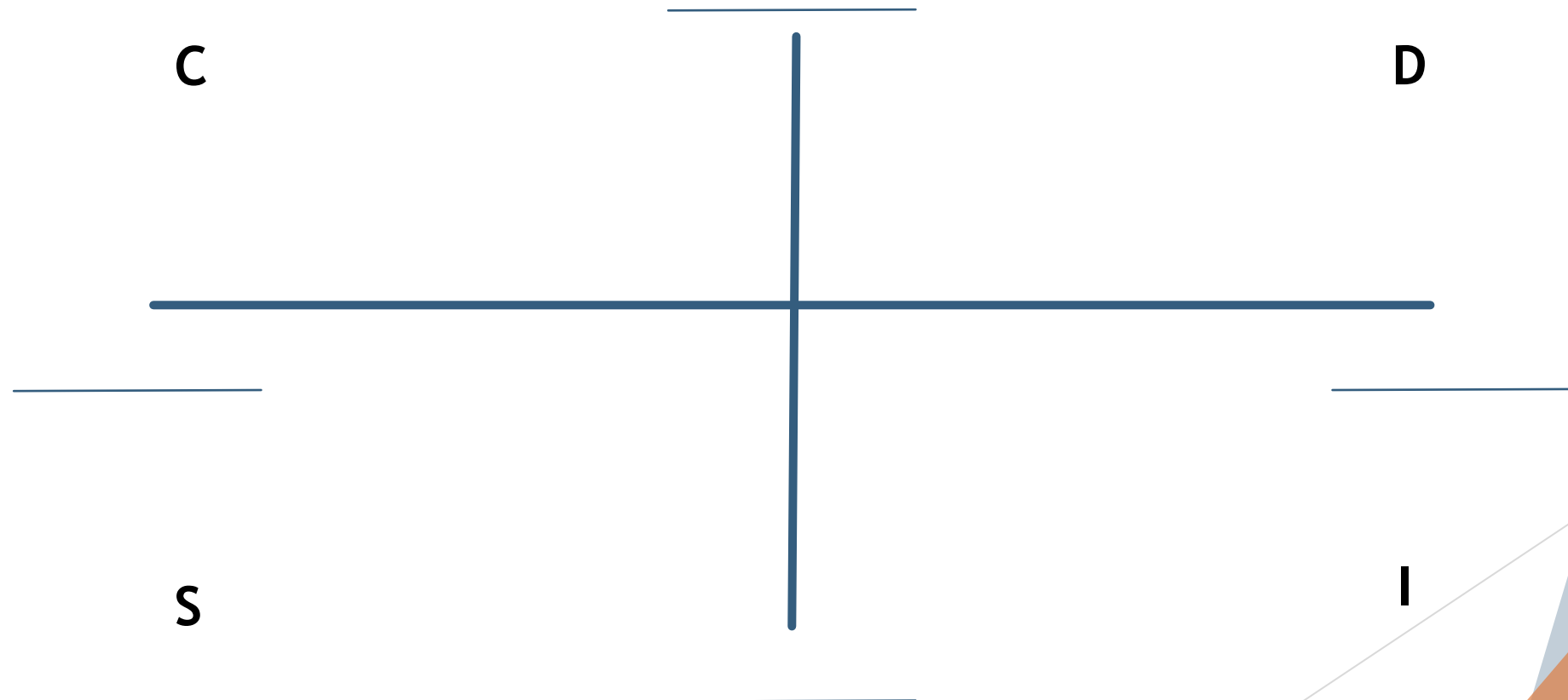
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Are you in the arena...
or a spectator?



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COMMUNICATION STYLES Extended D.I.S.C.



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What is your communication style?

Example:

D I S C

What is the communication style of your spouse/significant other/friend...?

Example:

D I S C

What is the communication style of your manager?

Example:

D I S C

What is the communication style of your best client/customer?

Example:

D I S C

What is the communication style of your worst client/customer?

Example:

D I S C

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Everyone's role is just as
important as the others

YOUR ROLE MATTERS

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LESSONS LEARNED:

ACTION: I will START or STOP doing the following:

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