

CUSTOMER SERVICE CHALLENGES: WHEN TENSIONS RUN HIGH



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PLEASE WRITE IN CHAT



Something good
that's happened to
you today

STRESS REDUCTION STRATEGY

Build up the muscles of
seeing what's not bad



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How can you tell when a
customer is stressed?



www.youtube.com/watch?v=Pmf8OgyLvt4

INSIGHT FROM LIBRARY STAFF IN COMMUNICATIONS COURSE

I think as far as insights into my own communication, I worry that sometimes I display behaviors that may make me seem like I am bored with the person I am talking to (e.g., typing when my student-workers are talking to me). To me it's multitasking" - but to them, I'm sure it screams "I'm not listening to you at all."

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What kinds of things might be
causing stress for the
customer?

TRY A LITTLE EMPATHY

- It's not personal
- The library is confusing
- They might be having a bad day
- They are someone's
mother/father/brother/sister/spouse/child

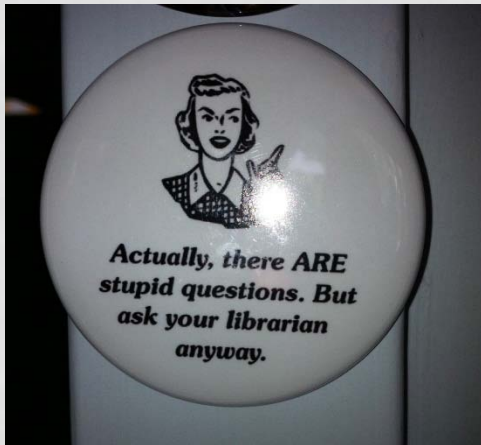


You are a treasure trove of resources
they don't know about.

DOES THE ENVIRONMENT CONTRIBUTE TO STRESS?



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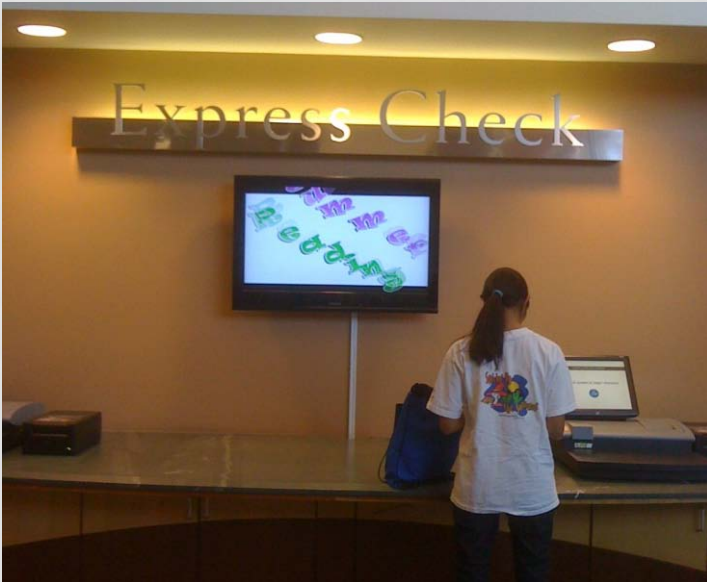
What kinds of things
cause you stress when
serving customers?

PLEASE WRITE IN CHAT

If you want to improve your capacity to deal with stressful situations, what skills or behaviors would you develop or change?

PLEASE WRITE IN CHAT

What are some of the changes going on in libraries these days?



THERE IS MORE PRESSURE EVERYWHERE

- Improve or increase technology
- More self service so staff have more time to spend one-on-one
- Clear boundaries for what you can and can't do
- Continuously improve customer service skills

BLURT IT OUT (IN CHAT)

STRESS REDUCTION STRATEGY

Take a deep breath and
wait a few seconds
before responding when
you notice yourself
reacting

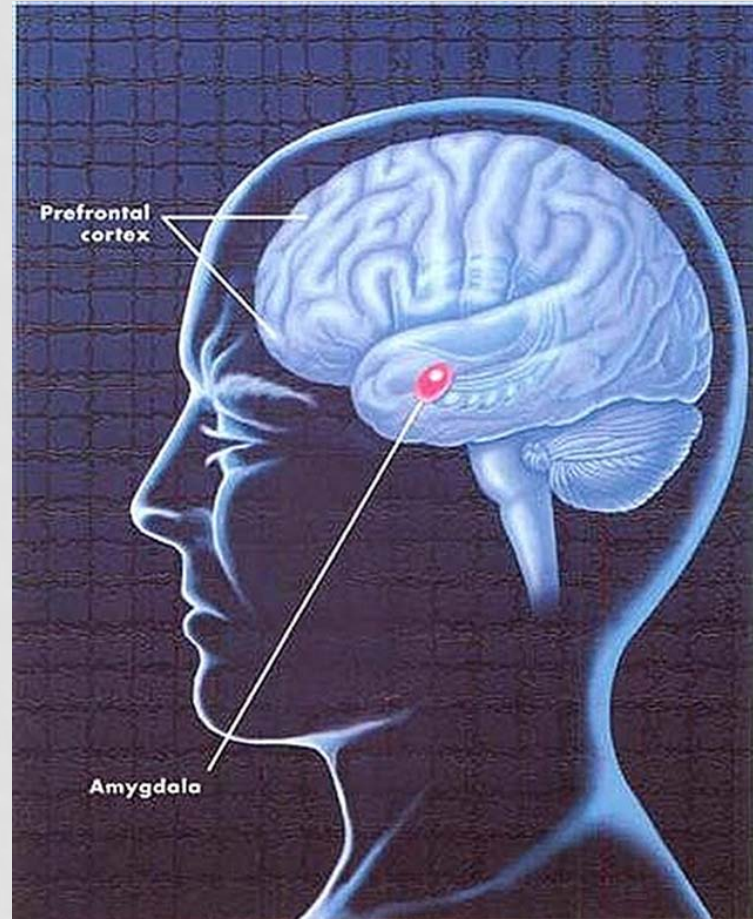


STRESS

- Stress equals danger in our bodies
- Life is more stressful than our bodies were designed for
- There really is such a thing as too much stress
- There are things you can do about it

FLUDS - AMYGDALA TRIGGERS

- Fairness
- Lack of Choice
- Uncertainty
- Difference
- Status



COMMENTS FROM LIBRARY STAFF FROM COMMUNICATIONS COURSE

- There is one person, however, who makes me tense up every time I talk to her or see her name in my inbox. She has an *extremely* negative and suspicious outlook.
- I tend to have a fear/anxiety response whenever my boss asks to talk with me, especially in her office. I also have developed a lot of self-doubt based on past interactions with her.

STRESS REDUCTION STRATEGY

Build self- awareness.
Notice when you get
triggered so you can
choose your reaction



*WE DO NOT SEE THINGS AS
THEY ARE,
WE SEE THEM AS WE ARE*

~ THE TALMUD ~

DON'T BE PREY

- Predators prey on what they perceive as weakness.
- Be grounded
- Neutral, not judgmental
- Clear and concise
- Not angry or fearful
- Don't over apologize
- Ask for help!



USEFUL PHRASES

- They don't really know me
- It's not personal
- They must be having a really crummy day/week/life
- I did the best I could with the tools that I have.



STRESS REDUCTION STRATEGY

1. *Tighten your jaw, neck, shoulders, stomach, hands.*
2. *Relax and stretch each part*
3. *Take a deep breath (you probably did ;)*



Please Write in Chat



How can you use
teamwork to
improve service and
reduce stress?

STRESS REDUCTION STRATEGY

- Reward yourself for effort
- Use positive thinking
- Think about what you're good at
- Get exercise!
(or at least get out of your chair)



PLEASE WRITE IN CHAT

One way you contribute to
handling difficult customer
service situations at your
library

FROM COMMUNICATION COURSE

I observed the **best** communicator in our office and noted she:

- stops what she is doing to look at you when you come into her office
- often makes eye contact
- smiles and nods
- gestures to make a point
- listens
- asks good questions to make sure she understands the issue
- is very specific about the action she will take at the end of the interaction
- follows up with an email confirmation to show what she has done or learned.

Another person I observed who does **not** communicate as well:

- does not always stop what she is doing when someone comes into her area
- sometimes stands too close to the other person who doesn't like her personal space invaded
- sometimes interrupts with comments before the other person is done speaking
- calls the other person negative labels in a joking manner
- sometimes rolls her eyes.

*THE REAL VOYAGE OF
DISCOVERY CONSISTS NOT IN
SEEING NEW LANDSCAPES,
BUT IN HAVING NEW EYES*

~ MARCEL PROUST ~

THANKS FOR JOINING IN



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QUESTIONS?



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WEBINAR DESCRIPTION

- It's not always easy to provide "service with a smile." Customers of all moods and personalities make their way into the library and require staff to have an extra dose of patience and fortitude. It helps to know what to look for, how to recognize your own response, and what steps to take if a situation grows tense. Learn how to manage the stress of a difficult moment and still deliver customer service you can be proud of.