



High Performance
CUSTOMER SERVICE!

MMI University
2007



TODAY... I NEEEEEEEEED!!!





What Does It Take?

- What You Do ...
- Who You Are ...
- The "Three Pots" ...



What You Do ... *"Raving Fans"*

- Decide ...
- Discover ...
- Deliver ...



Decide ... Why Is Customer Service So Important?

- The Right Thing To Do ...
- The Profitable Thing To Do ...
- **“YOUR”** Competitive Advantage ...



Discover ...WHO IS "YOUR" CUSTOMER?

#3 - External ...

#2 - Internal ...

#1 - The most important ...





Discover ... WHAT DO THEY EXPECT?

- ?

- ?

- ?

- ?



Deliver ... A WOW Experience!

- Manage the MOT's ...
- Master the Basics ...
- Win the "Recovery Race" ...
- Commit to WOW Service!



MANAGING the MOT'S ...

- What is a MOT???
- Two Keys To "EVERY"
MOT ...



Mastering The BASICS ...

- ✓ Attitude
- ✓ First Impressions – “The First Fifteen Feet”
- ✓ Communication Skills
- ✓ Active Listening
- ✓ The Telephone
- ✓ “Recovery Skills”

Dealing With Angry Customers ...

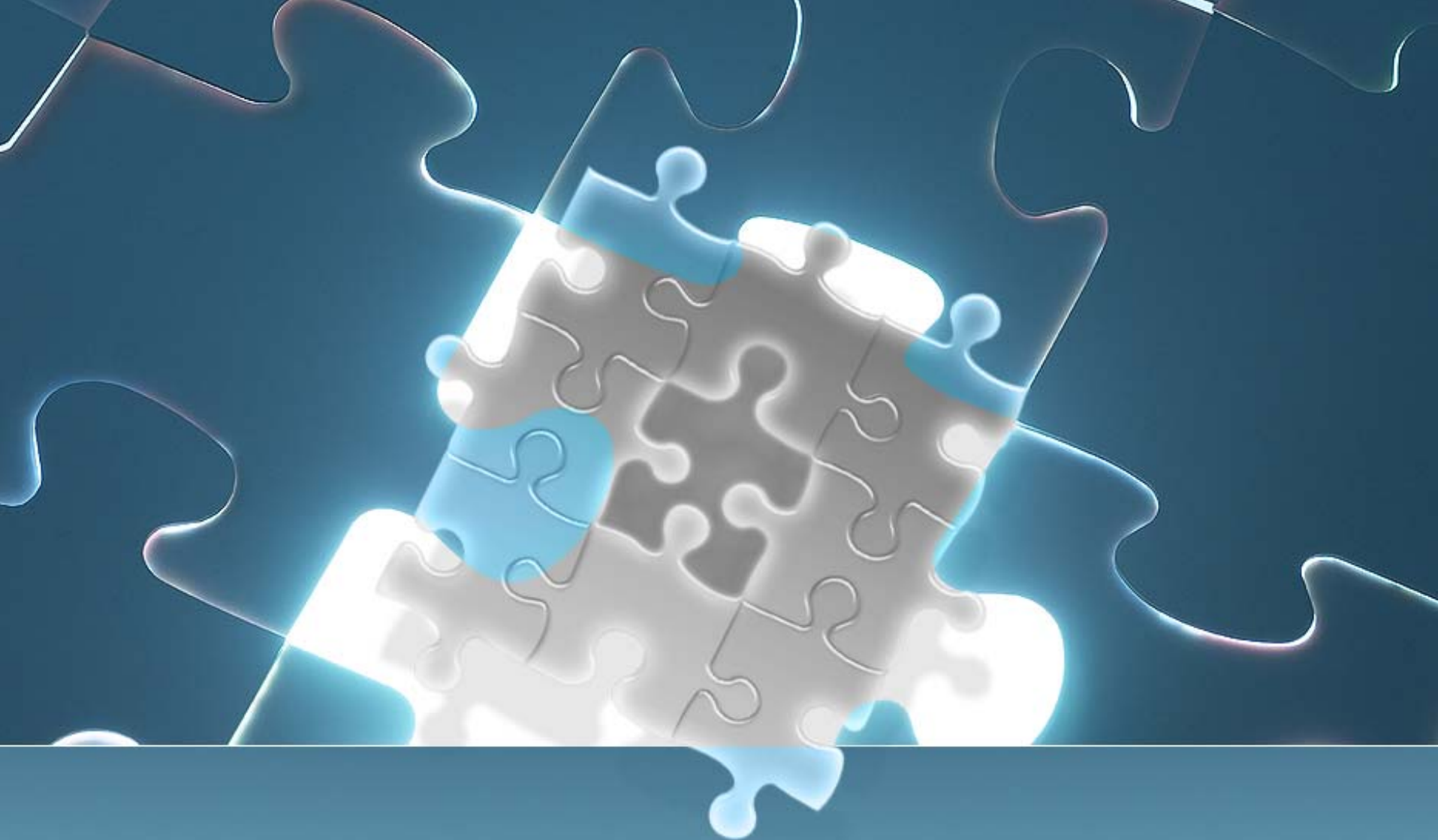
- TRY... $E + R = 0$
- OR TRY... Depersonalizing
- OR BETTER YET TRY... No EGO!





Getting To WOW!

- #5 – Admit mistakes ...
- #4 – No questions asked ...
- #3 – No more work ...
- #2 – Keep growing ...
- #1 – Say “thank You”!

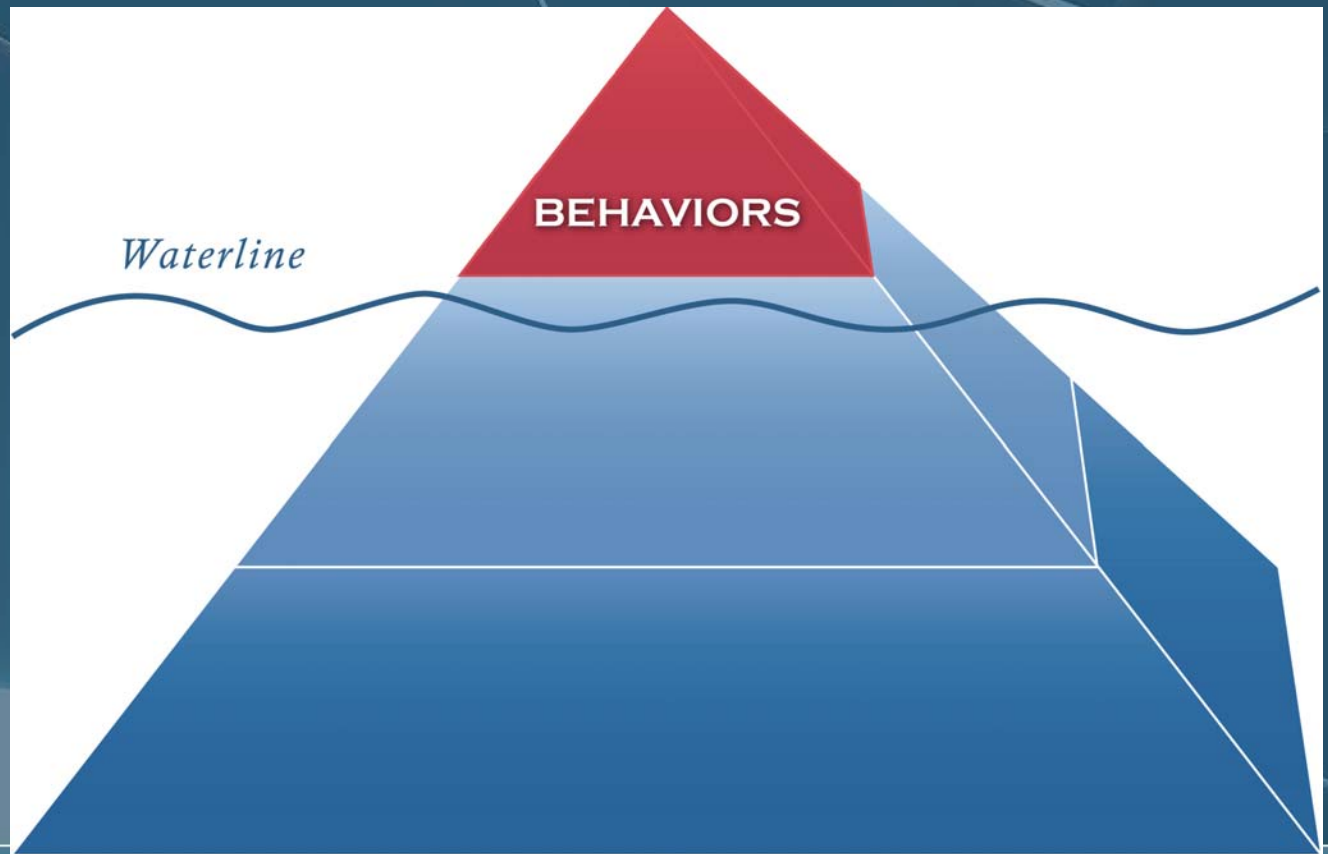


So ... What Does It Take?



The Iceberg ...

What It Takes To Live At the Top





Behaviors ... The Can!

- Utilizing Personality styles
- Key #1 - Natural
- Key #2 – Desirable
- Key #3 – Not wrong ...





"THE" Grid OF LIFE!

Ask?

Tell?





"THE" Grid OF LIFE!





"THE" Grid OF LIFE!





“THE” Grid OF LIFE!

“The Analytical”



"THE" Grid OF LIFE!

"The Amiable"



“THE” Grid OF LIFE!

“The Driver”



"THE" Grid OF LIFE!

"The Gifted & Talented"



"THE" Grid OF LIFE!

"The Expressive"



The Iceberg ...

What It Takes To Live At the Top





Workplace Motivators ...

- ✓ Traditional
- ✓ Individualistic
- ✓ Theoretical
- ✓ Aesthetic
- ✓ Social
- ✓ Utilitarian



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The Iceberg ...

What It Takes To Live At the Top





Core Skills & Core Competencies ...

1. Self Management
2. Continuous Learning
3. Results Orientation
4. Personal Accountability
5. Leading Others
6. Accountability for Others
7. Conceptual Thinking
8. Problem Solving
9. Decision Making
10. Developing Others
11. Resiliency
12. Teamwork
13. Flexibility
14. Goal Achievement
15. Planning and Organizing
16. Influencing Others
17. Diplomacy and Tact
18. Self Starting
19. Objective Listening
20. Interpersonal Skills
21. Conflict Management
22. Customer Focus
23. Empathetic Outlook



An exercise ...





Skills & Core Competencies ...

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The "BIG" Four ...





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"A" Players Only!