



# Excellence in Service

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Altarum



# WHAT DOES EXCELLENCE IN SERVICE MEAN TO YOU?

Treat others the way you wish to be treated

The bottom right corner of the slide features two overlapping geometric shapes: a light gray triangle pointing upwards and to the right, and a slightly darker gray triangle pointing downwards and to the right, creating a layered effect.

# Being Likeable

## Joe Girard- “Greatest Car Salesman of all time”



- 1,425 in one year
- 5 per day
- It's about 2 things
  - Fair price
  - Someone they *liked*

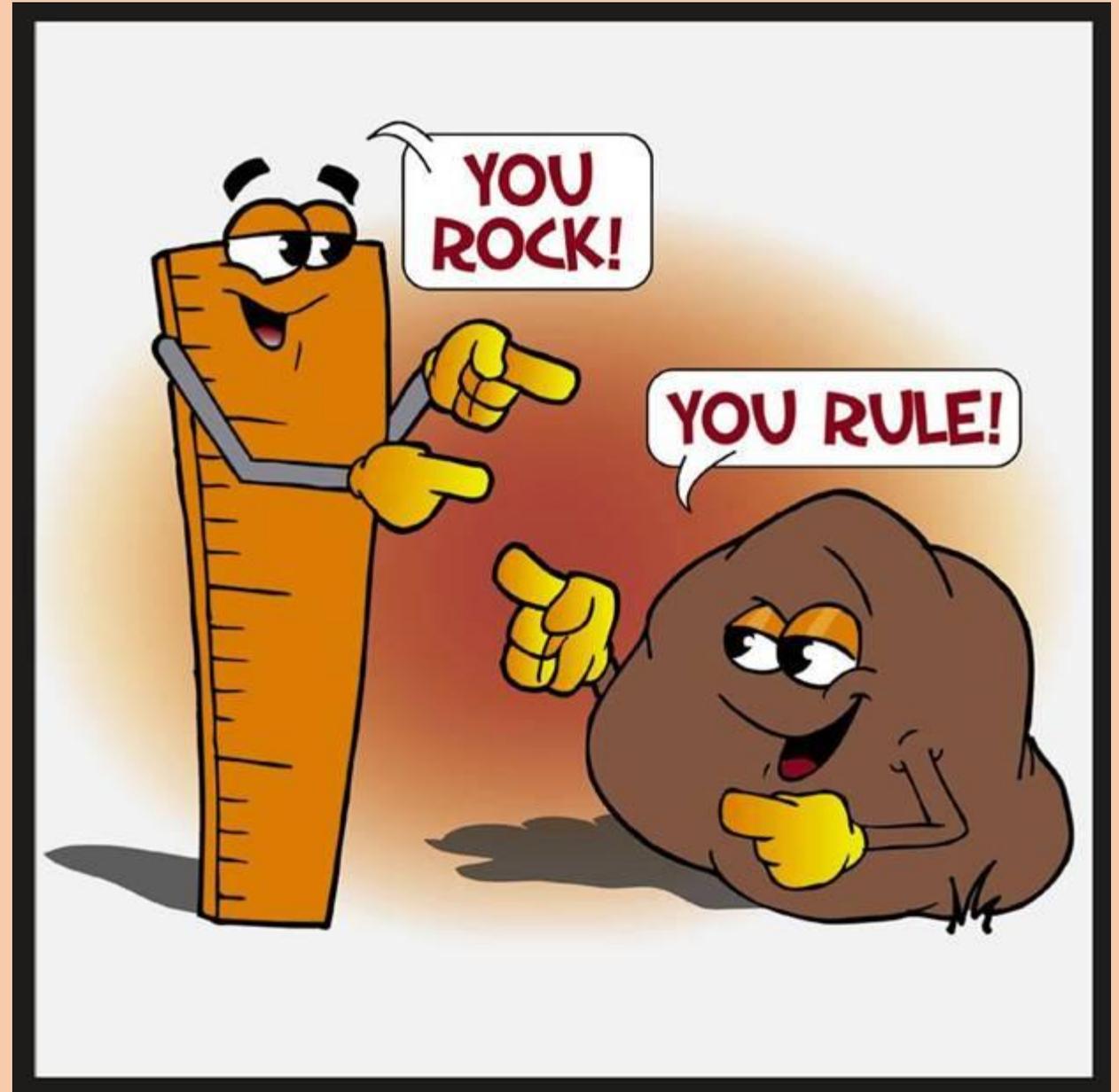


*i like you.*

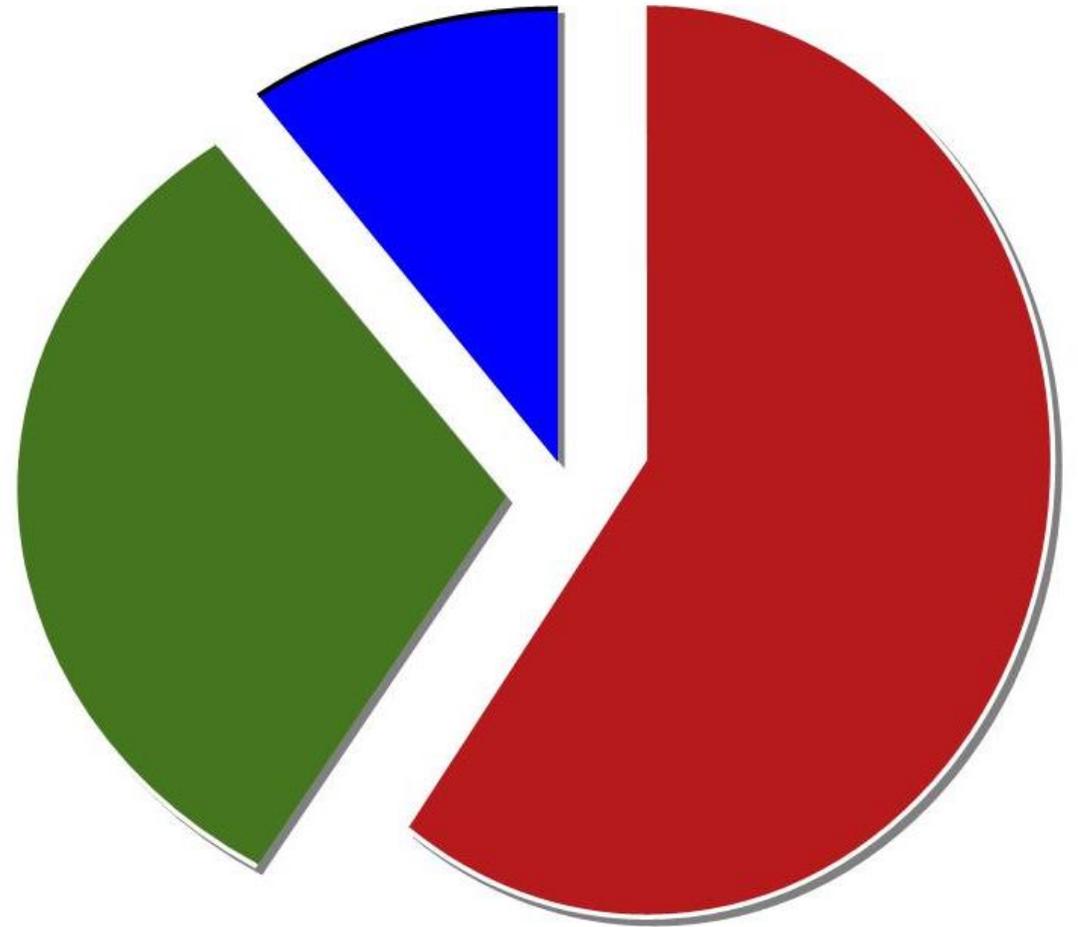
# Smile



# Compliments



- Words
- Body Language
- Tone



I've learned that people will forget  
what you said, people will forget  
what you did, but people will never  
forget how you made them feel.

-[Maya Angelou](#)

# Affirmations



- ▲ Show your appreciation and understanding
- ▲ Empower others
- ▲ Increase self-responsibility
- ▲ Strengthen relationships
- ▲ Make you likable
- ▲ Communicate your belief in the client's ability and can influence their behavior

# Affirmation Examples



- ▲ You are amazing
- ▲ You got it together
- ▲ You don't give up
- ▲ You are very patient, thank you for waiting



# Affirmation Examples



- ▲ You are one step ahead of the game, all your documents *and* early for your appointment
- ▲ You have worked really hard to \_\_\_\_\_
- ▲ What great hats to keep the sun off their beautiful skin

The background of the image consists of several thick, horizontal brushstrokes in a vibrant purple color. The strokes are layered and overlap, creating a sense of depth and movement. The edges of the strokes are slightly irregular and feathered, giving it a hand-painted appearance. The overall composition is centered and balanced.

Respect

# Jargon-

Special words or expressions that are used by a particular profession or group and are difficult for others to understand.

Individualize



# Interact with Kids

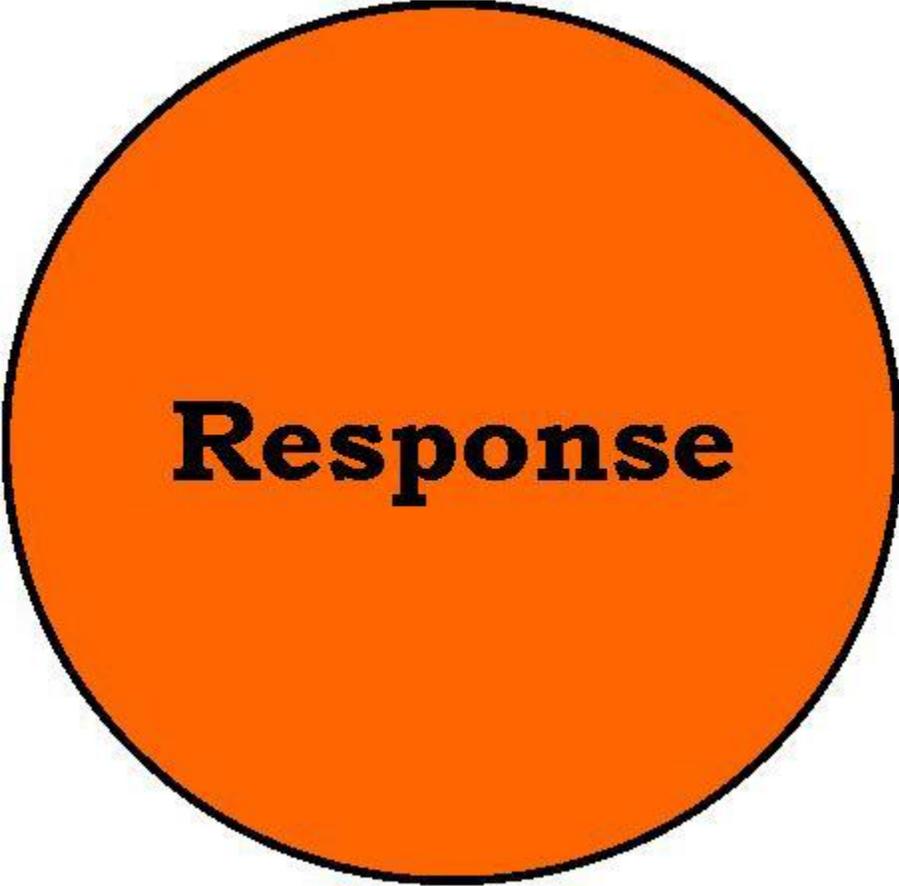


- ▲ “The one lady always makes conversation with the kids so they are very friendly.”
- ▲ “We love coming to this place. My kids love being here. Everyone is so kind.”
- ▲ “They always have smiling faces and are kid-friendly. They keep my kids entertained.”

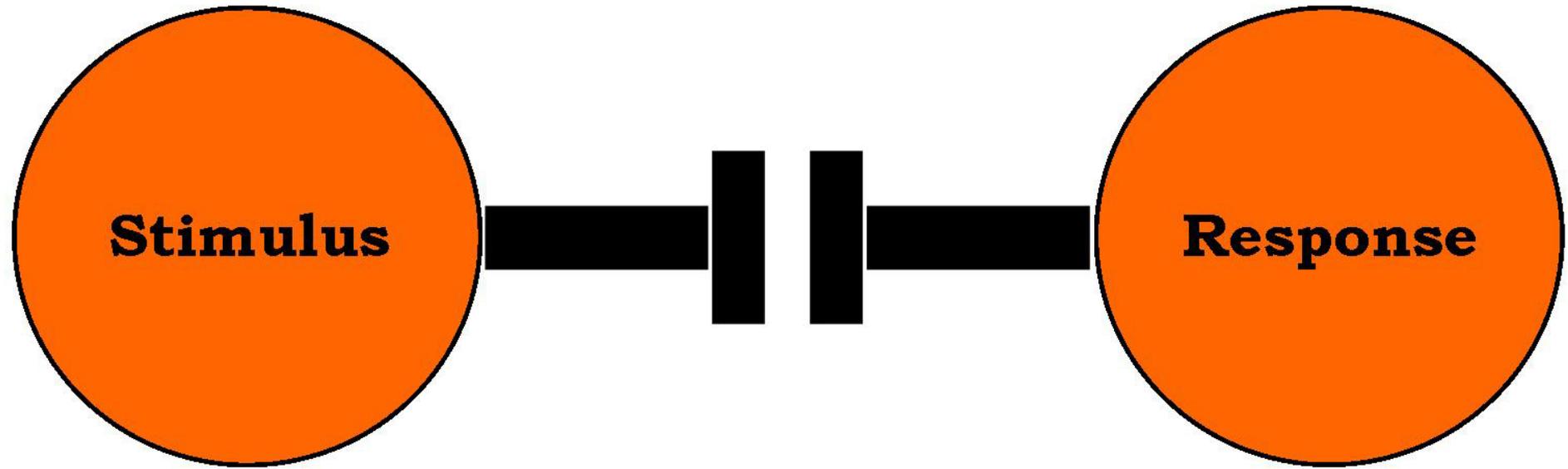








**Response**



Between stimulus and response there is a space. In that space is our power to choose our response. ~ Victor Frankl

Defensiveness is usually someone silently screaming that they need you to value and respect them in disguise.

# Cultivating Empathy

Transportation

Finding WIC

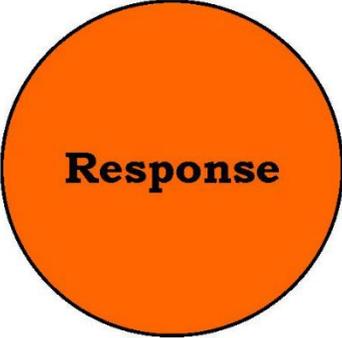
Time off work

Gather proofs



“We have two ears and one mouth, so we should listen more than we say.”

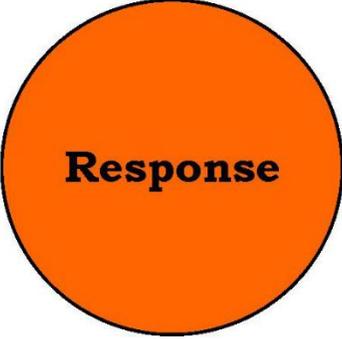
-Zeno of Citium



**Response**



**Listen**



**Response**



**Listen to Reflect**



“No one told me I had to bring my child. They just said to come in. Every time I come here, it seems I never have the right things. It is almost not worth it anymore.”



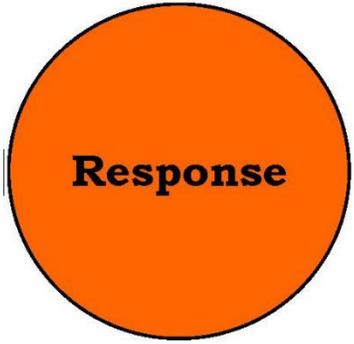
**“You’re frustrated because it seems like when you come to WIC, what you need to bring changes. Sometimes we ask you to bring your son and sometimes we don’t.”**



“It is your fault that I keep missing my appointments. You keep scheduling me in the morning. That is when I have to take my son to school. How can I be two places at once?”



**“Afternoon appointments are going to work better for you.”**



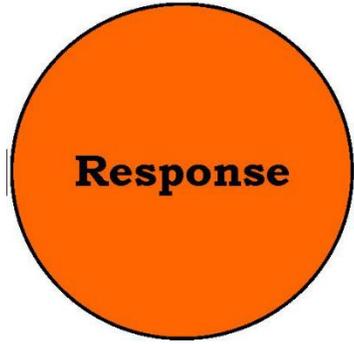
**Offer Choices**



“No one told me I had to bring my child. They just said to come in. Every time I come here, it seems I never have the right things. It is almost not worth it anymore.”



“We have a few options here. Would you like to go get him or get one month of benefits and come back with him next month?”



**Ask Permission**

# Saying it Positively



## ▲ Instead of:

- 1. Do you have an appointment?
- 2. There's nothing I can do.
- 3. You have to go to class.
- 4. Hold on a minute.

## ▲ Consider:

- How can I help you?
- Here are our options...
- I can offer you an exciting group for your next visit.
- I'll be right with you.

# Staying Engaged



- ▲ Not knowing if I hit the mark
- ▲ Becoming de-sensitized
- ▲ I might be jaded
- ▲ Need some inspiration



# Staying Engaged-Tips for how to:



- ▲ Share Positive Stories
- ▲ Get Feedback
- ▲ Inspirational Quotes
- ▲ Videos-

[https://www.ted.com/talks/drew\\_dudley\\_everyday\\_leadership?language=en](https://www.ted.com/talks/drew_dudley_everyday_leadership?language=en)

Thank you!!