



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”

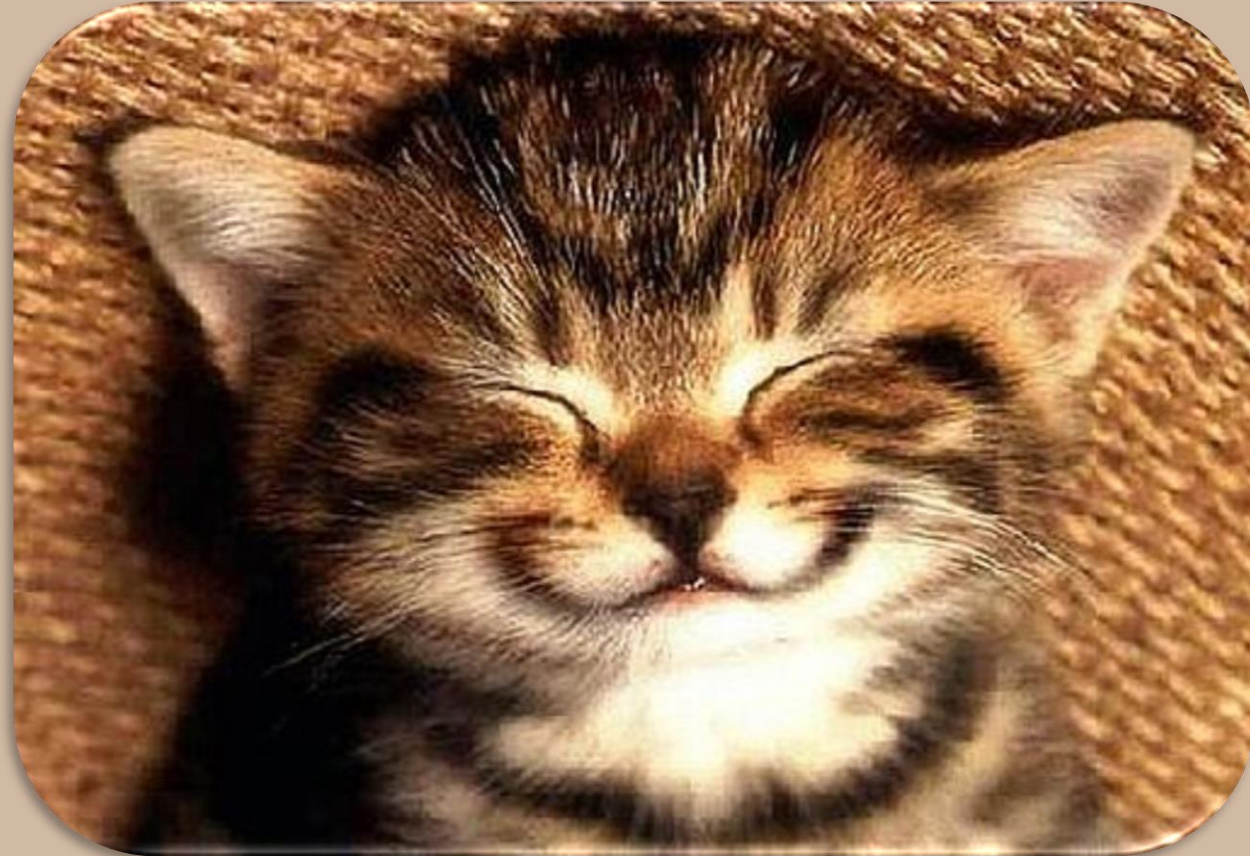


- 1,425 in one year
- 5 per day
- It's about 2 things
 - Fair price
 - Someone they *liked*

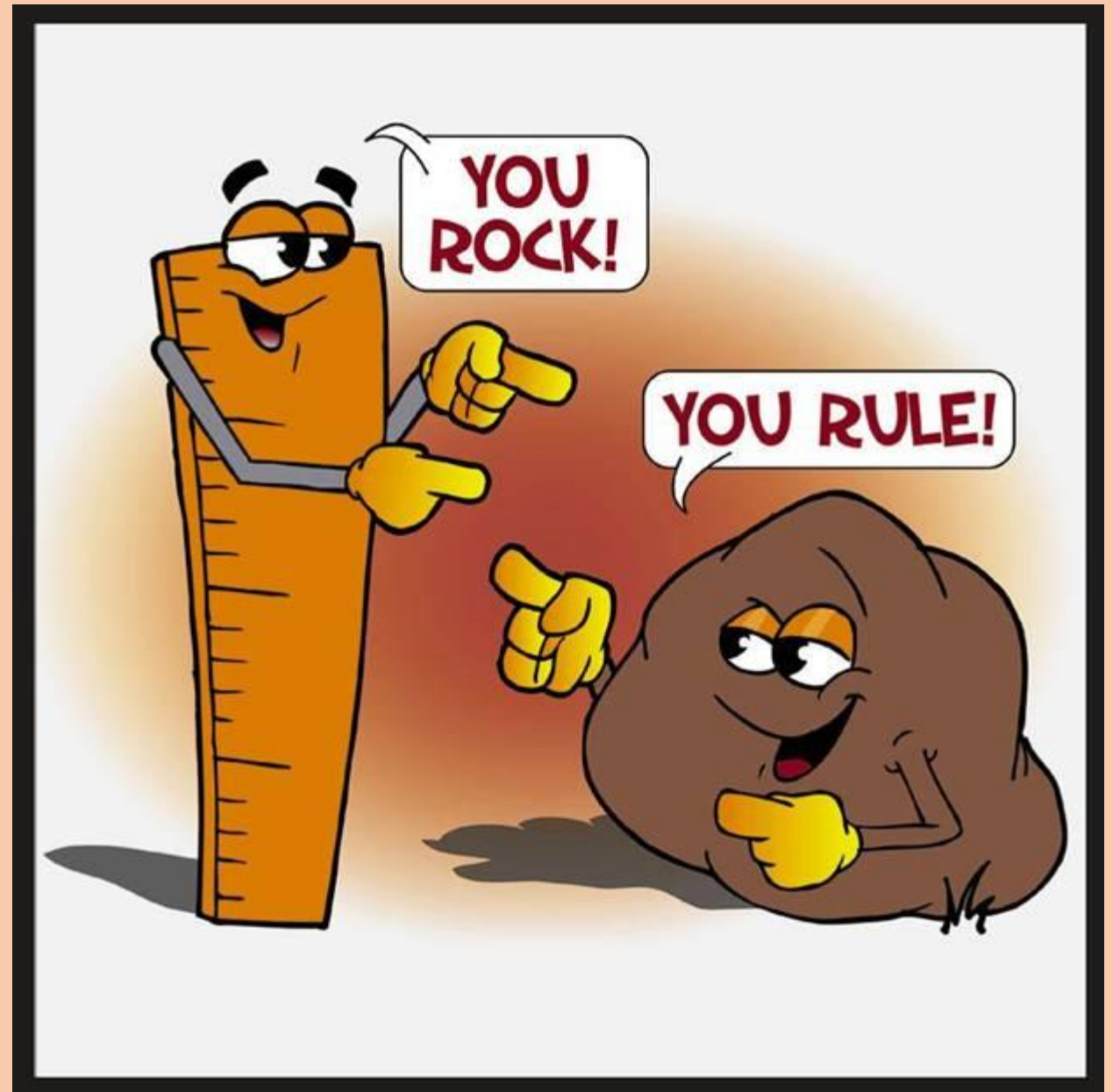


i like you.

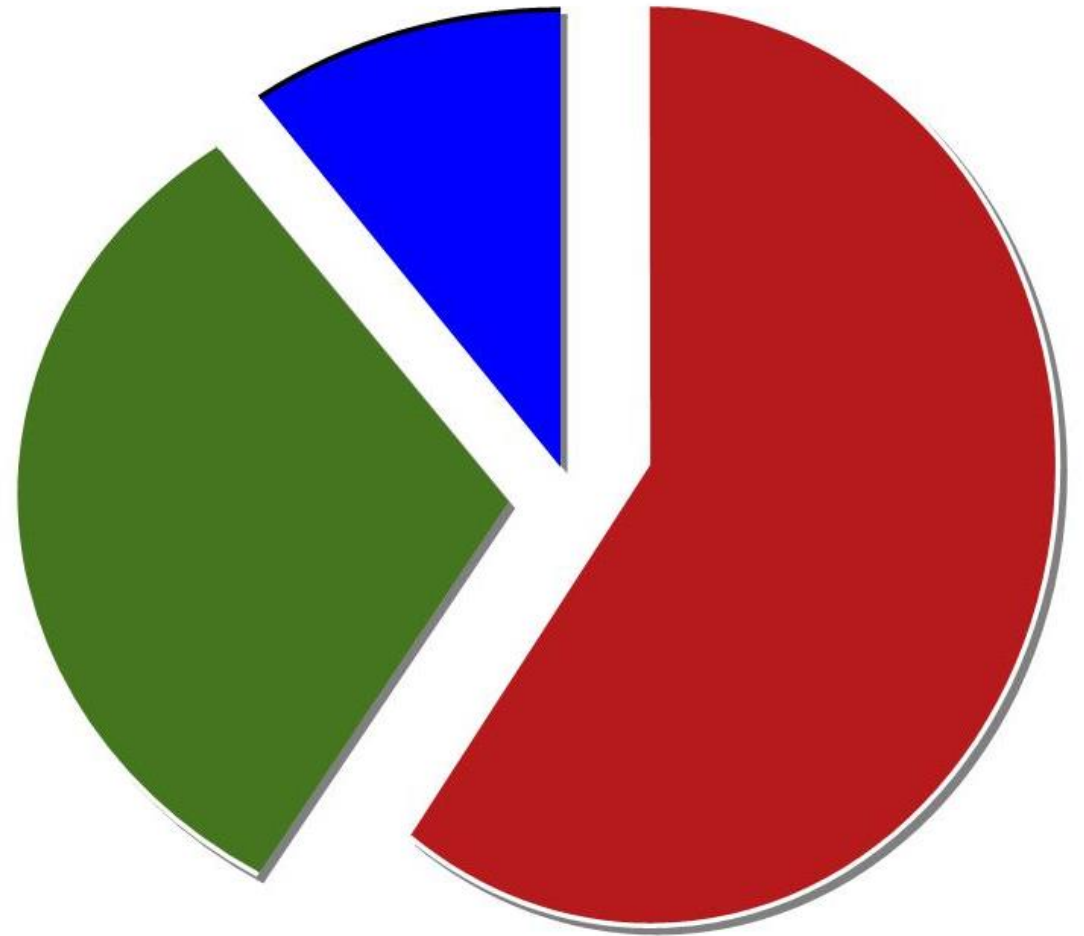
Smile



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 of 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.”

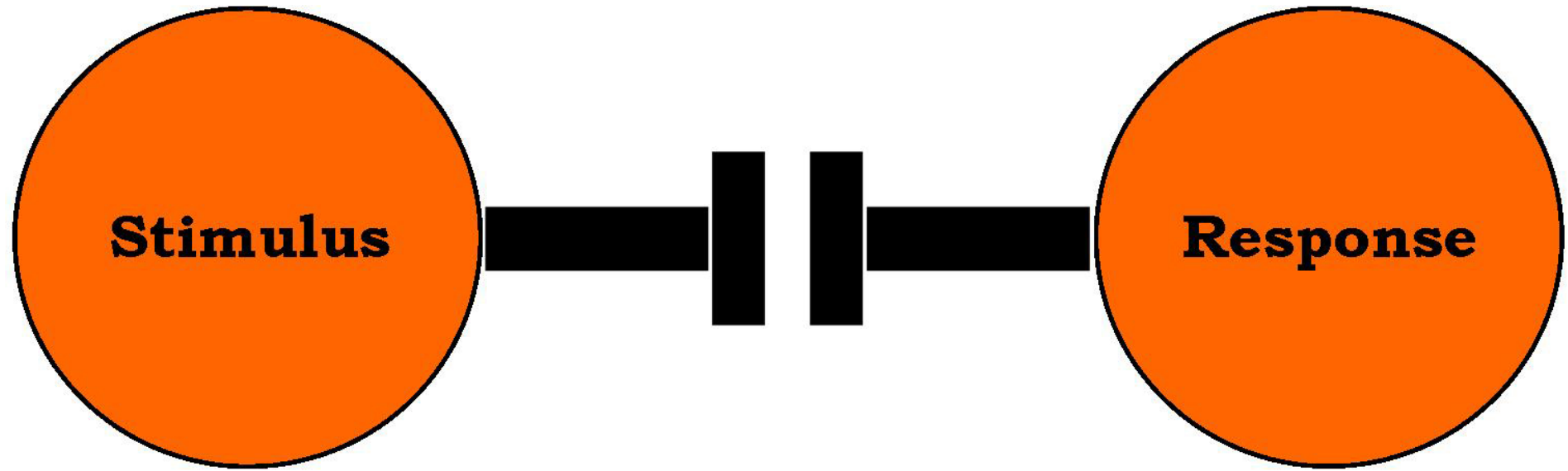








Response



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

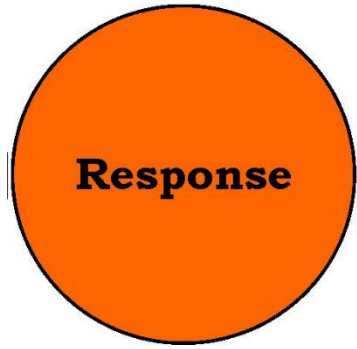
Time off work

Gather proofs



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

-Zeno of Citium

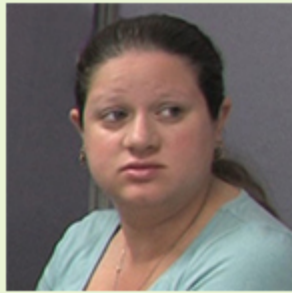


Listen



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.”



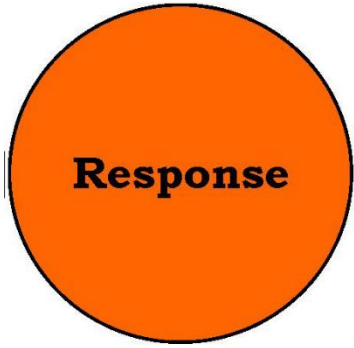
“You’re frustrated because it seems like when you come to WIC, what you need to bring changes. Sometimes we ask you to bring your son and sometimes we don’t.”



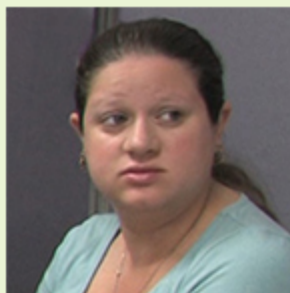
“It is your fault that I keep missing my appointments. You keep scheduling me in the morning. That is when I have to take my son to school. How can I be two places at once?”



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



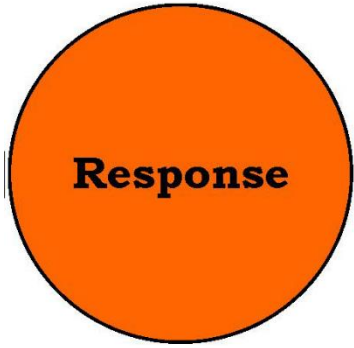
Offer Choices



“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

Thank you!!