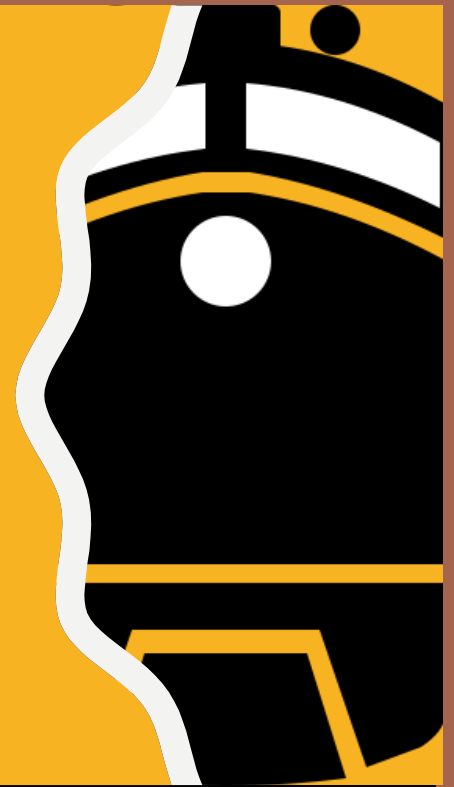


# SPRING ALL-STAFF INSERVICE

WE ARE MOVING – EVOLVING – PROGRESSING!  
CHOO-CHOO!!



## Agenda:

8:30—9:00	Gather & Answer Questions
9:00—9:30	Introductions
9:30—9:45	Break
9:45—10:30	Customer Service
10:30—11:00	Line Dancing with April
11:00—12:00	Adult Programming with Arwen Unger, Assistant Director, Hood River County Library District
12:00—1:00	Lunch & Networking & Break
1:00—3:00	Safety Best Practices—Senior Deputy Chris Daugherty, Umatilla County Sheriff's Office
3:00—3:30	Dance & Evaluations

## Meeting Guidelines:

We participate as equals

There is no right or wrong

We disagree with grace and tact

We have fun

We work to elicit the best from others

We keep shared information confidential

# Questions

Choose 5 to answer for Introductions

My three all-time favorite movies are...

Outside of work, I like to...

My favorite food is...

My favorite fiction book is...

My favorite non-fiction book is...

The best part of my job is...

The worst part of my job is...

My favorite TV show is/was...

The best vacation I ever took was...

What I like best about myself is...

A perfect party would include...

The greatest strength I bring to this in-service is...

# Customer Service

## It's What We Do

Assume the customer is telling the truth – this cuts down on stress for staff (they don't have to try and figure out if the customer is lying)

### Inquire

- Let the customer talk
- Use active listening skills

### Empathize

- Communicate that you can relate
- “I appreciate your frustration...”
- “I understand your doubt...”
- “I share your concern...”

### Understanding

### Solution

- Ask permission
  - “What information can I provide you?”
  - “Would it be helpful to you if we...?”
  - “What would be helpful?”
- Explain or offer choices
  - “Here is what we can do...”

### Follow-up

Take steps to fix the problem(s) that caused the issue in the first place

When faced with an angry customer, first focus on acknowledging the feelings and upset of the customer. Once the customer starts to calm down as a result of having his or her feelings recognized, then move to solving the problem.

Address feelings first, then move to fix the problem. Both are critical.

# Listening Skills

Some people are good listeners while others are not. Most of us fall somewhere in the middle—we're good listeners in some situations, with some people, when discussing some topics. Take a moment now to evaluate your listening skills. How do you believe the following people would rate you—on a scale of 1 to 5 as a listener? (5=best)

Yourself	_____
Your customers	_____
Your boss	_____
Your co-workers	_____
Your best friend	_____

Now add the scores together and plot the total on the listening spectrum.

\_\_\_\_\_

5                      10                      15                      20                      25

Review the follow list of poor listening habits and mark each with a "F" (frequently) or "R" (rarely according to how often you exhibit the tendency):

\_\_\_\_\_ I pretend I'm paying attention when my mind is drifting off

\_\_\_\_\_ I cut people off or finish their sentences because I know what they're going to say

\_\_\_\_\_ When someone is speaking to me, I look around the room to see what else is happening

\_\_\_\_\_ I shuffle papers on my desk or start doing some other task when someone talks too long or too slowly

\_\_\_\_\_ When someone is speaking, I plan what I will say next

\_\_\_\_\_ When a person speaks too fast or uses words I don't understand, I let it go and listen only for what I do understand.

Being a good listener means identifying and overcoming barriers. Here are a few examples:

1. Noisy work place
2. Visual distractions
3. Tiredness
4. Customer speaks too fast or has an accent
5. Customer speaks too slowly or too much
6. Communication is unclear, poorly organized, or includes unfamiliar terms
7. Expectations about the communication (for example, you think you know what the other person is going to say)
8. Stress or mental restlessness
9. Customer uses emotionally charged words or statements

Line Dancing with April

Adult Programming with Arwen Unger

Safety Best Practices—Umatilla County  
Sheriff's Department  
Senior Deputy Chris Daugherty