

Create a Balloon of Inspiration Nobody Can Burst!



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A Balloon Nobody Can Burst

Attitude

Skills

Boost



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▶ Even the most committed person can become jaded and demoralized!

Inspiration to Care

What is a
leader's role
in it?



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▶ Are you spending most of your time in operations/management?

Inspiration to Care

- ▶ Drive them?
- ▶ Coddle them?
- ▶ Inspire & engage!



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- ▶ Beware the extremes – they take you off the edge!

Inspiration to Care

It's time to
spend time
on inspiration
&
engagement!



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- ▶ Vision: Customer service is a profession – not just a job.

Leader's Role in Inspiration

- ▶ Replace defensive shame & blame culture with learning & caring.



- ▶ Create balloon of inspiration nobody can burst.

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Culture: Learning & Caring

- ▶ Connection
- ▶ Kudos
- ▶ Correction



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Culture: Learning & Caring

- ▶ Connect!
 - Our Purpose
 - Who Are We?
 - Dearly Held Values



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Inspiration to Care

Connection is:

- ▶ Our future is behind every customer!
- ▶ The heart of our success. It beats for us.
- ▶ Move customers forward not back.

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Keep the Connection!

Listening

Dialogue

Collaboration

(The very approach you want them to use with customers.)


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▶ **It's not what you say; it's how you say it.**

Culture: Learning & Caring

▶ **Kudos**

- ❖ A motivator
- ❖ A velvet truth teller
- ❖ A balance beam
- ❖ A sounding board
- ❖ A healthy skeptic
- ❖ An intuitive
- ❖ A billboard of diversity




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▶ **Honor individual talents/traits & the balloon doesn't burst.**

Culture: Learning & Caring

▶ **Correction**

- Under motivated
- Knowledge hoarders
- Non-collaborators
- Bad attitudes
- Passive aggressive or bullies



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▶ **Address these or they burst the balloon of inspiration!**

Culture: Learning & Caring

▶ Coaching on Skills

- They assess 1st.
- Buddy assessment works well.
- Leader's view counts.



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▶ Let the desire to grow conquer the discomfort of growth.

Inspired in Tough Moments

What Stops Us?

EGO
FEARS
"Ours"

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▶ Give ego a holiday and replace it with professional caring.

Inspired in Tough Moments

Positivity Beats Equality!



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▶ Superior customer service is not about equality.

Inspired in Tough Moments

Empathy + Collaboration



Positive Experience

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▶ Replace fear with empathy and care. Watch the turnaround!

Inspired in Tough Moments

Step Into Their Perspective

▶ What is it like to be incapable of reaching a goal?



▶ What does it feel like to need help?

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▶ When we focus on others, we re-inspire ourselves.

Inspired in Tough Moments

▶ Question our assumptions.



▶ Our actions follow our thoughts!

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▶ Negative assumptions burst the balloon of inspiration.

Inspired in Tough Moments

Empathize emotion.
Don't analyze it.



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Inspired in Tough Moments

Lift Everyone Up With You:



Don't trade a shiny coin (your attitude)
for a slug (customer's anger).

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Stay Inspired in Tough Times

- ▶ Powerful Images to Guide Us
- ▶ Specific Ways to Stay Positive
- ▶ Philosophy I Follow
- ▶ Skills for 3 Toughest Moments

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Images to Help Stay Inspired

- ▶ **Thorns don't attack us; they protect customers.**
- ▶ **Easy doesn't sharpen a thorn.**



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- ▶ **Be the sun not a thorn.**

Images to Help Stay Inspired

- ▶ **Picture customers as patients in pain.**
- ▶ **You are the doctor.**
Doctors don't think a patient yelling in pain is attacking them.



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- ▶ **Many tell me this is the most powerful image – stay inspired.**

Philosophy to Stay Inspired

- ▶ **Manage the moment.**
- ▶ **Meet the challenge w/great service.**
- ▶ **Move on in your mind.**



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- ▶ **You can change your view; you cannot change others.**

Difficult Moments - Skills

Be Great From the Start!

- ▶ Caring tone from the beginning
- ▶ Listen for attitude & details
- ▶ Empathize
- ▶ Paraphrase
- ▶ Ultimately, forward not back

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Difficult Moments - Skills

3 Toughest Moments for Most of Us

- ▶ Our Mistakes
- ▶ Urgent Customers
- ▶ Angry/Irate

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Actions Follow Thoughts

Staying Inspired:

- ▶ Opportunity to make a difference
- ▶ A grand performance
- ▶ Personal & professional growth

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SUMMARY

- ▶ **The Balloon of Inspiration Nobody Can Burst**
- ▶ **The Leader's Role!**
- ▶ **Imagery to Stay Positive**
- ▶ **3 Specific Difficult Moments – Skills**

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Resources to Stay Inspired

- ▶ **Smart SenseAbilities™ Blog**
<http://katenasser.com/articles>
- ▶ **Workshop: Beyond Certification: IT Customer Service & Teamwork**
- ▶ **Inspirational DVDs: WalktheTalk.com**

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My Inspiration Gifts to You

- ▶ **Balloons – “Inspired to Care”**
- ▶ **Inspiration Cards: “Our Future is Behind Every Customer”**
- ▶ **Email (info@katenasser.com):**
 - Quantity
 - Company name, your name, full address.

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Thank you all!

Workshops: Customer Service, Team Building & Leading Change, Employee Engagement.

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