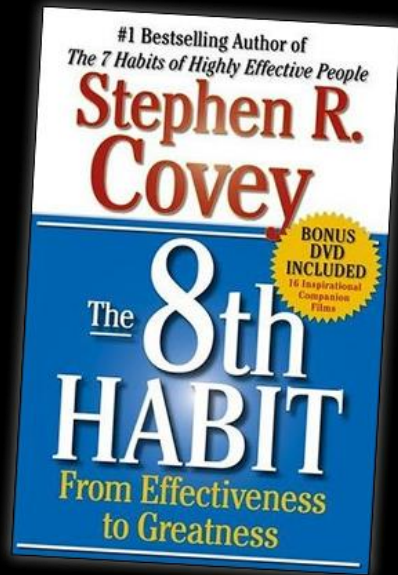




OPERATIONAL EFFICIENCIES

WHAT causes conflict and organisations to FAIL?



MARIO'S RESEARCH INTEREST

- 1. Managerial cataracts
- 2. Executive blind spots/Managerial infertility
- 3. Professional workplace bullying
- 4. Toxic and dark side of leadership
- 5. Signs of ethical collapse and low morale
- 6. Managerial derailment and Spiritual Leprosy
- 7. Detoxifying the workplace- Swine viruses
- 8. Dysfunctions of a team

TAKE A POSITIVE VIEW OF YOUR CUSTOMER

- I love helping customers.
- Customers are the reason for my work, NOT an interruption to my work.
- I'm eager to help them when they call."
- Problem solving is fun.



TAKE A POSITIVE VIEW OF YOUR CUSTOMER

- I like connecting with customers on a personal level.
- My customer is my partner. When s/he succeeds, I succeed.
- Getting a customer fixed up energizes and motivates me.





SO WHAT?

***Most organizations never hear 96%
of the complaints Customers have!***

Does this apply to you?

RECOVERY PROCESS

- **Problems are really opportunities to dazzle Customers!**



- **Therefore, good problem recovery is a key part of any Customer loyalty strategy**

FIVE “A”S TO RECOVERY

- ① Acknowledge the Customer
- ② Assess the situation
- ③ Affirm your understanding
- ④ Analyze alternatives
- ⑤ Agree on a plan





**How Truly
Engaged Are
Your Staff?**



It's time that we rebuild the
employer-employee relationship





**For those I may have wronged,
I ask for forgiveness.**

**For those that I have helped,
I wish I could have done more.**

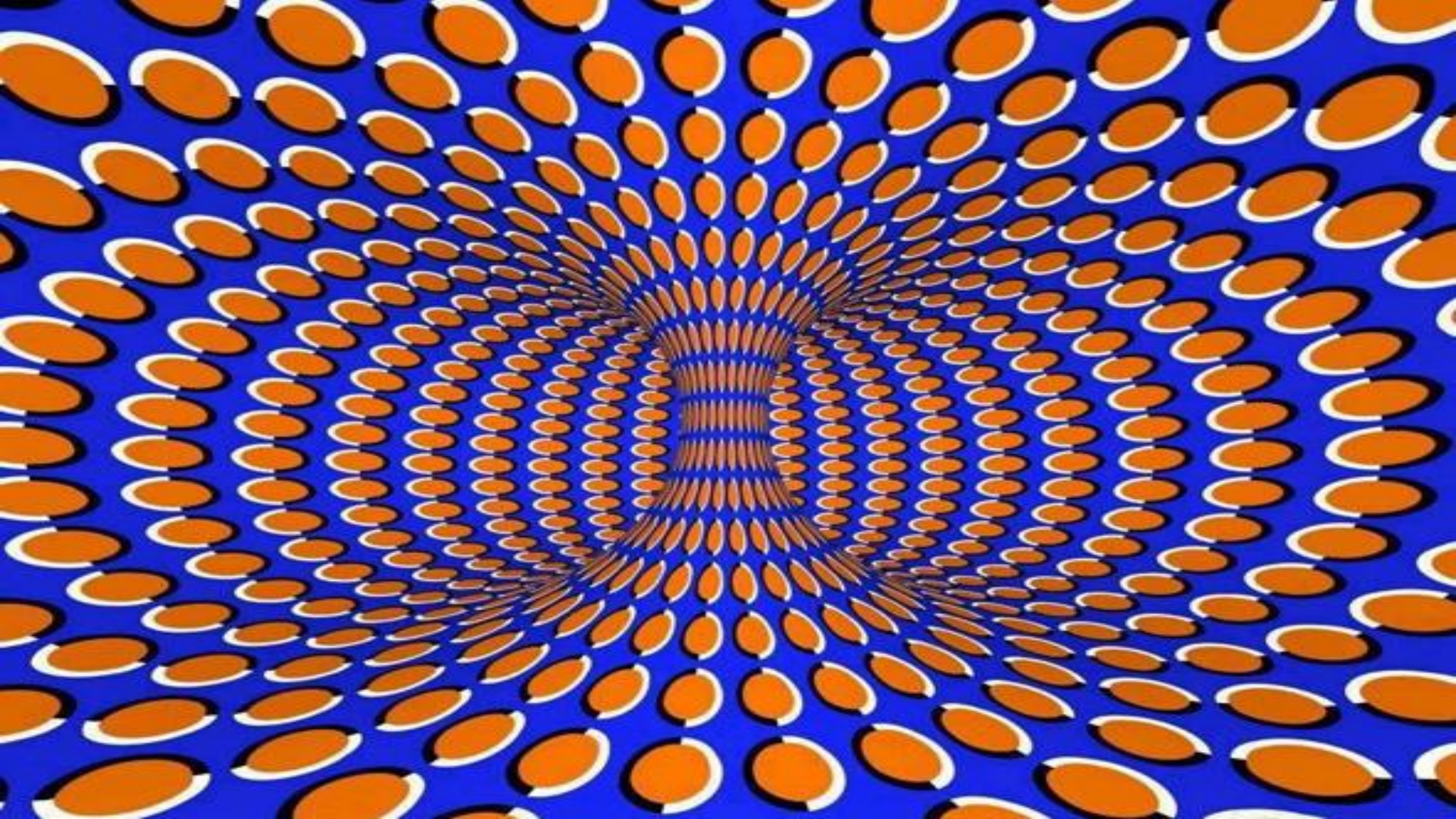
**For those I could not help,
I ask for understanding.**

**For those who have helped me,
I am grateful for all you did.**

WWW.DAVESWORDSOFWISDOM.COM

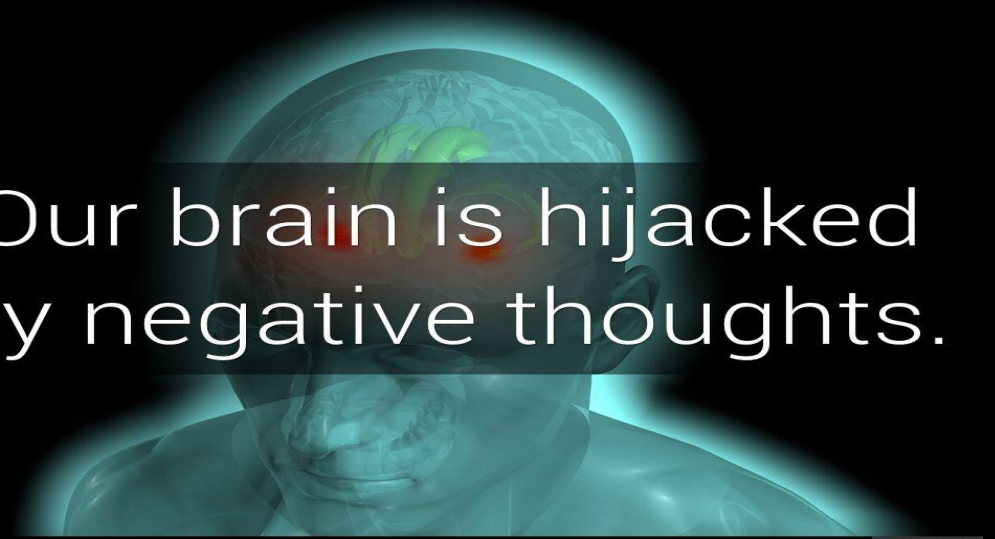
ACTION IS THE FOUNDATIONAL
KEY
TO
ALL
SUCCESS.
-PABLO PICASSO





**Stay away from
negative people.
They have a problem
for every solution.**

Our brain is hijacked
by negative thoughts.



HAIRU DECK

Raising the Bar of Service Excellence and Productivity

BEST PRACTICES

BEST PRACTICES



1. POSITIVE AND HELPFUL ATTITUDE
2. SPELL OUT YOUR VALUES
3. PASSION FOR SERVICE
4. GO THE EXTRA MILE
5. BE A WORD CLASS LISTENER



BEST PRACTICES

6. BEST ADVICE, BEST VALUE

7. DO WHAT YOU SAY YOU ARE GOING TO DO

8. STAY IN CONSTANT CONTACT

9. IMPORTANCE AND UNIQUENESS

10. TREAT THE CLIENT AS YOU WOULD LIKE TO BE TREATED



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The 5 “A”s of Customer Service

Acknowledge, Apologize (if necessary), Answer,
Analyze, and Adjust

1 - Acknowledge

- ✱ **Demonstrate** that you hear the customer
- ✱ **Re-state** the question so the issue is clear
- ✱ **Be friendly** - there's another person involved!

"Customers become invisible because employees make them invisible"

-Kevin Stirtz



2 - Apologize (if necessary)



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- ✱ **Use** “I” statements - *“I’m sorry for the inconvenience”*
- ✱ **Stick** to the facts - *“This is what happened.”*
- ✱ State what you **can do** - *“Here’s how I can help you today”*

“Never ruin an apology with an excuse”

– Benjamin Franklin

3 - Answer (and Ask)

- ✱ Provide a **solution**
(with specific steps)
- ✱ **Relate** the solution to the question
- ✱ **Ask** for additional information (if you need it)

"Do, or do not. There is no try"

– Yoda



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4 - Analyze

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- ✱ Seek the **root cause** - read from the top down
- ✱ Have you **heard this before?** (multiple cases on one ticket)
- ✱ Identify any **unanswered** questions (and observations)

“A prudent question is one half of wisdom”

– Sir Francis Bacon

5 - Adjust

- ✱ What did you **learn**?
- ✱ What needs to **change**?
- ✱ What's **one thing** that you need to start doing?

"You can have everything in life you want, if you will just help other people get what they want"

- Zig Ziglar



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6 - Next



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- * Track and measure trends
- * Perform random acts of **Customer WOW**
- * Ask yourself, **what would the customer expect?** And want?

GO

At the end of Life
what really matters is not...

what we bought, but
what we **built**.
Not what we got, but
what we **shared**.
Not our competence, but
our **character**, and
not our success, but
our **significance**.
Live a Life that matters.
Live a Life of **love**.

~Unknown



MATTHEW

25:21

**WELL
DONE**
GOOD
AND FAITHFUL
SERVANT

TheBiblePeople.com



LET THE REST OF YOUR LIFE

BE THE BEST OF YOUR LIFE!

BE BLESSED

MY PERSONAL COMMITMENT



I can and will commit to do the following . . .

