



PUBLIC SERVICE RECOGNITION WEEK

The Key to Excellent Customer Service

Presented by

Colleen Farrell, PhD

Program Manager

Center for Leadership Development

Colleen.Farrell@opm.gov

Charlene Seon, MBA, SPHR, SHRM-SP

Senior Project Manager

Federal HR Institute

Charlene.Seon@opm.gov



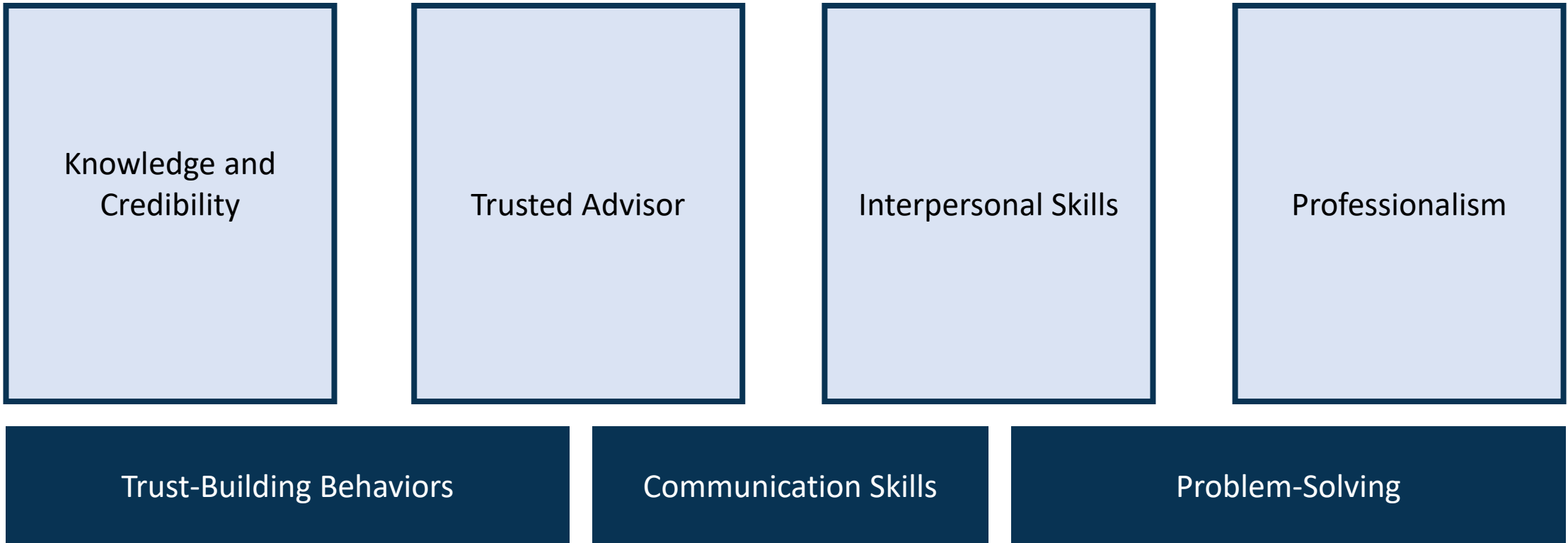
Overview

- What is the key to excellent customer service?
.....(Trust!)
- How do I use trust-building to provide quality customer service to customers?
- How does building trust contribute to service excellence?
- How do I improve my ability to build trust with others?





Foundational Skills





Covey Trust Behaviors

The role of “Trust” in Customer Service:

“Trust is the glue of life.”

-Stephen M.R. Covey

The Speed of Trust

- Talk Straight
- Demonstrate Respect
- Create Transparency
- Right Wrongs
- Show Loyalty
- Deliver Results
- Get Better
- Confront Reality
- Clarify Expectations
- Practice Accountability
- Listen First
- Keep Commitments
- Extend Trust



How Does It Look?

How does trust present itself in service excellence?





Activities

How Trust Contributes to Service Excellence

Connect the Covey Trust Behaviors to the service excellence categories and behaviors





Summary

In this webinar, you learned:

- tools, tips, and techniques for providing quality service.
- how building trust contributes to service excellence.
- how to improve your ability to build trust.





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Thank you for your participation and service to our nation!

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