



PUBLIC SERVICE RECOGNITION WEEK

MAY 5-11, 2019

Federal Staffing: Foundation of HR Excellence

Presented by the Federal HR Institute

Center for Leadership Development

Developing Visionary Leaders to Transform Government

LEADERSHIP.OPM.GOV | CLDConnect@opm.gov

OPM HR SOLUTIONS

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HR Solutions | 1900 E Street NW Washington, DC 20415 | www.opm.gov/HRS | 202-606-8001



President's Management Agenda Key Driver of Transformation

People – Workforce for the 21st Century



OPM Strategic Plan Initiative

Transform hiring, pay, and benefits across the
Federal Government



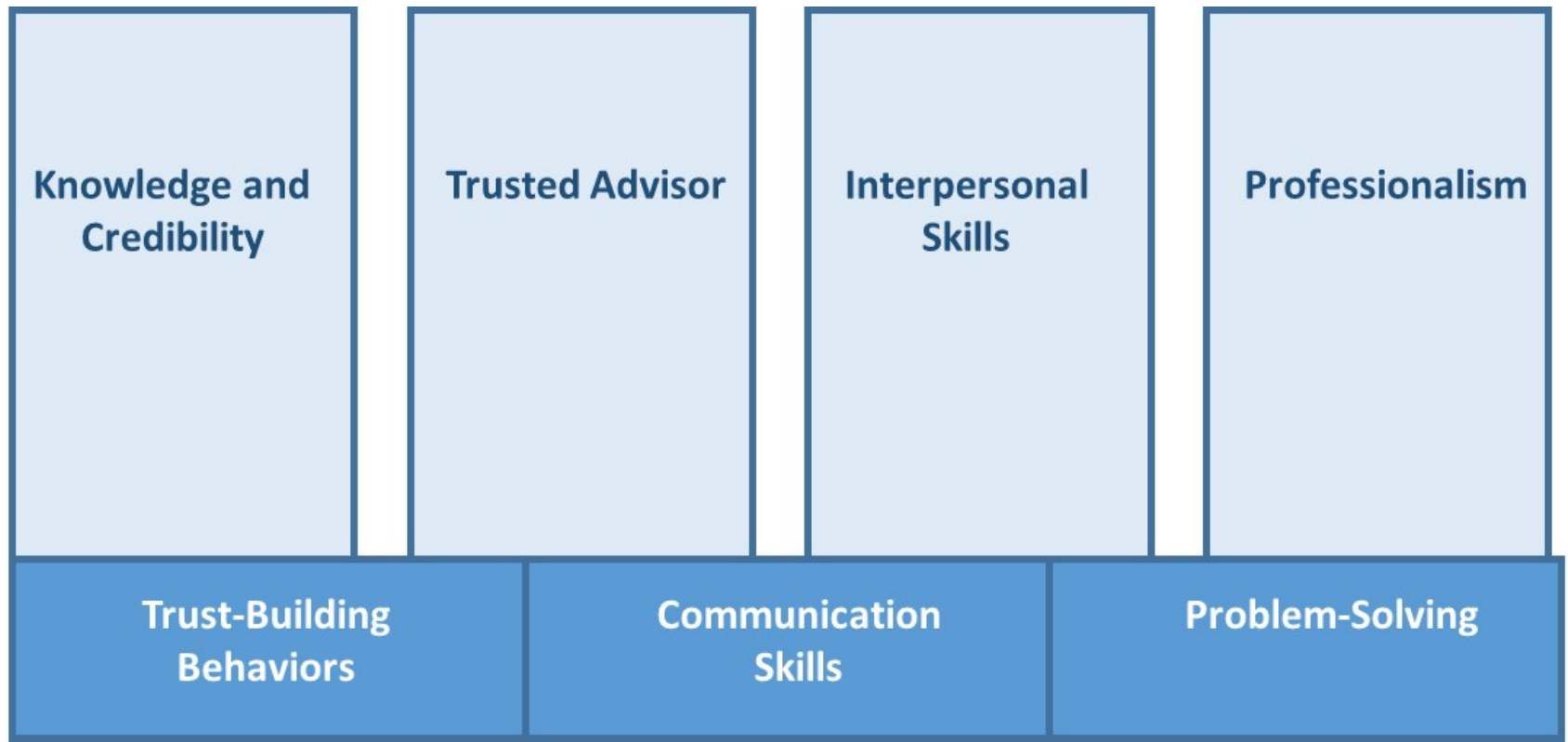


What You'll Learn

- 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

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?





Activity

How Trust Contributes to Service Excellence

Connect the Covey Trust Behaviors to the Service Excellence Categories and Behaviors.





Activity

Self-Assessment

1. Rate how frequently you exhibit the trust behaviors.
2. Identify your strengths and areas of improvement.
3. Plan how you can improve.





Lesson Summary

- In this lesson, 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.





FHRI Team and Contacts

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Additional PSRW Webinars:

- May 7, 2-3pm: Learning Ecosystem of the Future
- May 8, 3-4pm: The Importance of Competencies
- May 9, 1-2pm: Human-Centered Design 101
- May 10, 2-3pm: Can You Learn to Improve Government Processes in Under an Hour?

REGISTER: <https://go.usa.gov/xmYer>

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Thank you for your participation & service to our nation!

Federal HR Institute

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