



## Public Service Recognition Week 2019

### Webinar Transcript - *Foundation of HR Excellence* - May 6, 2019

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**Visit:** <https://leadership.opm.gov/fhri>

#### SLIDE 1:

CHARLENE: Good Afternoon and thank you for joining Building Trust for Service Excellence. I am Charlene Seon, FHRI Senior Project Manager, at OPM's Center for Leadership Development. We have a few administrative notes. First, there will be a question and answer session at the end of the webinar, so please submit your questions using the box to the right of your screen. Second, the link for live captioning can be found to the right of your screen. Lastly, the webinar will be recorded. The recording and slides will be emailed to registered participants later this week. I'd now like to introduce you to my co-presenter today, Kimberly Jackson, Director FHRI.

KIMBERLY: Thank you all for joining us today. Our mission at the Center for Leadership Development is to develop visionary leaders to transform government. For over 50 years we have helped Government Agencies meet their workforce education and development needs through interagency classes, custom programs and online training solutions. During Public Service Recognition Week we want to thank you for all that you do in service to our nation. Leadership skills, regardless of your position, are more critical than ever, and we hope that you will gain useful insights from this presentation.

#### SLIDE 2:

CHARLENE: As you know, the American people count on the federal government every day. The content we'll cover today aligns with the President's Management Agenda efforts to work more effectively and efficiently to serve all Americans. It also reflects initiatives found in the OPM Strategic Plan. We hope you'll be able to take information from this webinar back to your organizations to help meet mission demands and public expectations.

#### SLIDE 3:

CHARLENE: Trust is the foundation of service excellence. The way you behave with others can either build trust or depleted. In this webinar you will learn how to apply trust holding behaviors to achieve service excellence. At the end of this webinar you should be able to:

- Describe tools, tips, techniques, for providing quality customer service to both internal and external customers through trust building.
- Identify how building trust contributes to service excellence.
- Determine how to improve your ability to build trust with others throughout the federal hiring process.

#### SLIDE 4:

KIMBERLY: The four categories of service excellence behaviors, Knowledge and Credibility, Trusted Advisor, Interpersonal Skills and Professionalism are supported by three foundational skills: trust-building behaviors, communication skills, and problem solving. This webinar will describe the trust-building behaviors.

#### SLIDE 5:





CHARLENE: “Trust is the glue of life” Trust is the most essential ingredient in effective communication. Trust is the foundational principle that holds all relationships. Covey identified 13 behaviors for building trust. These behaviors are the foundation for service excellence. Today we will focus on 8 of the 13 identified behaviors:

- *Demonstrate Respect* - Show that you genuinely care about the person you are working with. Treat others with courtesy. Respect other’s perspective even if they differ from your own. Show kindness to the little things. (Interpersonal Skills)
- *Right Wrongs* - If you make a mistake, apologize quickly, and try to make amends. Don’t try to hide mistakes. (Professionalism)
- *Create Transparency* - Enable others to verify the accuracy of your facts. Be open and authentic. Don’t hide information. (Knowledge and Credibility)
- *Confront Reality* - Address difficult subjects directly. Acknowledge what has not been said. (Professionalism)
- *Clarify Expectations* - Clearly describe what envision is going to happen. Ensure understanding and agreement with the expectations you set. Stay true to the agreed upon expectations. (Professionalism)
- *Practice Accountability* - Take responsibility for achieving desired results. Avoid blaming others or shirking responsibilities. (Professionalism)
- *Listen first* - Listen carefully to others before speaking. Listen with your ears, eyes, and heart. Find out what’s important to others. Try to view circumstances from others’ perspectives. (Interpersonal Skills)
- *Keep Commitments* - Make commitments carefully and then do what it takes to live up to them. Do not overcommit! If you have to break a commitment, be forthright in identifying your mistake, offer a realistic timeframe and deliver on it. (Professionalism)

## SLIDE 6: (ROLE PLAY)

CHARLENE: *HR Manager*- Good Afternoon, Ms. Jackson, I am calling about the status of a vacancy announcement submitted on 04/08/19. I reviewed the applications, and interviewed. I sent you additional questions surrounding making the final selection.

KIMBERLY: *HR Specialist*: Good Afternoon, Ms. Seon, I meant to contact you back. In case you did not know, this Ms. Seon, it is your responsibility to apply selection rules that are legal and it is my responsibility to ensure that the selection you made follows all law and regulations. Do you understand that?

CHARLENE: I hear you. I am a fairly new supervisor and need a little guidance to ensure that that I am following selection rules and properly retaining any records related to the selection process.

KIMBERLY: Now is not a good time. What I would prefer is that you send me an email and I will follow up with you within 2 business days.

CHARLENE: We are talking now, Ms. Jackson. I am sure we can resolve my questions. I just want to make sure that I am doing this correctly.

KIMBERLY: Please send your questions via email. I have another call coming in. I really need to accept this call. Have a good day Ms. Seon.

PRESENTERS: This is an extreme example of behaviors that do not build trust. Brushing off the request for assistance from the stakeholder and telling the stakeholder what you will do and what they should do. This example demonstrates the absence of trust. What could have gone better is listening first, listen with your ears, eyes, and heart, and demonstrating respect, showing that you



genuinely care about the person you are working with—treating them with courtesy, behaviors absent in this role play. Incorporating behaviors mentioned can assist you in building trust and delivering excellent service to your stakeholders

### SLIDE 7: (ACTIVITY)

CHARLENE: Trust behaviors directly contribute to service excellence behaviors. You will now complete an activity to map trust behaviors to service excellence categories. Generally, Covey's trust building behaviors fall under the following categories:

- Knowledge and credibility
- Interpersonal Skills
- Professionalism

Use these categories to match behaviors against. And finally, as a bonus, if you build trust your stakeholders will perceive you as a trusted advisor.

### SLIDE 8: (SELF-ASSESSMENT)

KIMBERLY: Working individually, rate how frequently you exhibit trust behaviors. Identify your top 3 strengths and the top 3 trust behaviors to work on improving. (10 minutes)

Save this document as a starting point in improving how you build trust with your stakeholders. Refer back to these behaviors when you return to your workplace.

### SLIDE 9:

CHARLENE: Trust is the foundation of service excellences. By leveraging your strengths in building trust and improving in areas of weakness, you can build good relationships with others throughout the federal hiring process. In this lesson, you learned specific behaviors for building trust:

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

### SLIDE 10:

KIMBERLY: I would like to provide FHRI's team members' contact information:

John Gill, Deputy Director CLD (Center for Leadership Development) Kimberly Jackson, Director FHRI

Charlene Seon, Senior Project Manager

Margaret "Meg" Bowman, Project Manager

Travis Sitter, Program Support

FHRI's email address is [FHRI@opm.gov](mailto:FHRI@opm.gov) and our website address is <https://leadership.opm.gov/fhri>.

### SLIDE 11:

KIMBERLY: And finally, I would like to point out the other webinars we're hosting in conjunction with Public Service Recognition Week. We have some wonderful topics coming up, and hopefully you can spend some more time developing yourself as a federal employee. You can register using the same link you used to register for this webinar, and it's also available here on the slide. If you can't make it to a webinar, you can still register to receive the slides and recording.

### SLIDE 12:

CHARLENE: I want to take this opportunity to express our appreciation for all that you do in service to our nation and for taking the time to attend this workshop today. I hope that you gained some ideas to bring back to the workplace. Please visit our website, [leadership.opm.gov](https://leadership.opm.gov), if you'd like additional information about our programs and services. We value your partnership and thank you for all that you do.

