

Customer Service On The Phone: Is A Win Win For All!

COLLABORATION OF DEPARTMENT OF HUMAN SERVICES
CHILD SUPPORT DEPARTMENT AND RAMSEY COUNTY

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Agenda

- ▶ Quality Customer Service
- ▶ C.A.R.P. Model
- ▶ Identify Your Customers
- ▶ Buzz Words / Phrases
- ▶ Document CAAD
- ▶ WIIFM
- ▶ Basic Etiquette Tips

Quality Customer Service



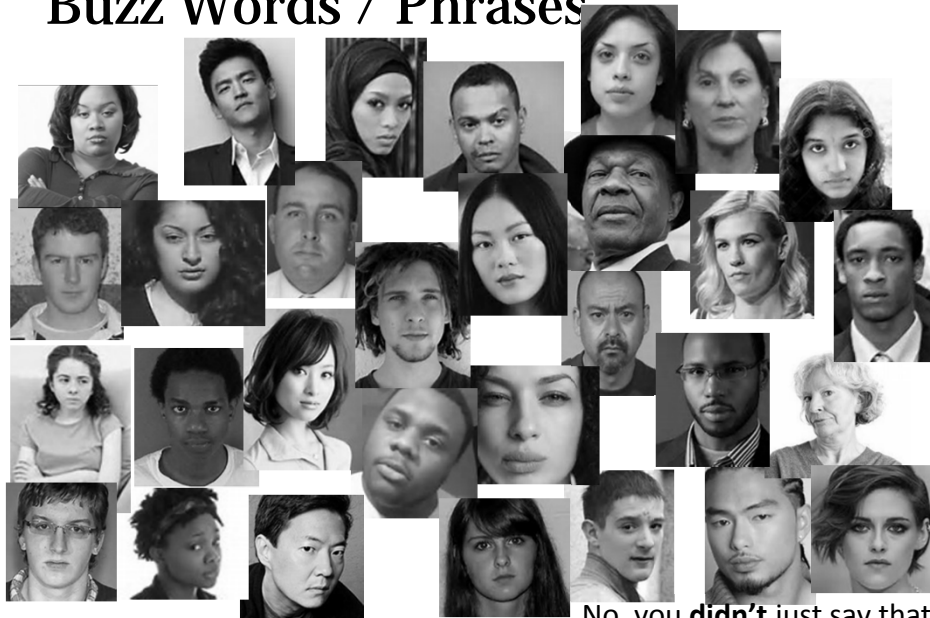
C.A.R.P. Model

- ▶ **C**ontrol
- ▶ **A**cknowledge
- ▶ **R**efocus
- ▶ **P**roblem-solve





Buzz Words / Phrases



No, you **didn't** just say that!

Document CAAD Scenarios

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01/13/11          Case Activity Detail          1 more >
*Action (A,C,D,M):      A
Case: xxxxxxxxxxxx 01 Activity Date: 01/13/2011 Code: _____
Case: xxxxxxxxxxxx 01          Worker: xxxxxxxxxx Stat: OPN Func: EN
CP Name: xxxxx, xxxxxx          Prog: NPA
NCP Name: xxxxx, xxxxx          File Loc:

Code Description:
MCI: _____

DORD Rqst Id:          CORD Rqst Id:
Legal Tracking Process Type: ___ Begin Date: _____ Seq Nbr: ___
EIWD Tracking Nbr:
1_ of          Narrative
____
____
____
____

Direct Command: _____ ( CAAD )
F1=Help, F2=Quit, F3=Retrn, F4=Prev, F6=Info, F7=Up, F8=Down, F10=Left, F11=Right

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Document CAAD

General principles:

- Enough but not too much
- All the necessary facts
- Omit opinions and criticisms; no name-calling
- Quote the person if it seems important
- Actions taken (or not); agreements

Document CAAD

Some PRISM tips:

- Summarize in first half of first line of narrative (visible on panel 2)
- Indent paragraphs
- Asterisk or dash for bulleted lists

WIIFM?



WIIFM?

Potential Benefits:

- parents more cooperative
- conversations easier, more positive
- better information and more timely
- more \$ to families
- more appropriate orders
- less stress for you
- less stress for the parents and families
- more successful in your work

Basic Etiquette Tips



Basic Etiquette Tips

Some ideas:

- Treat people the way you've been treated
(when you received **great** service)
- Clinical approach – like doctor or nurse,
be caring, deal with situation
- How would you speak to your friend or relative
- Mr., Mrs., Ms., Sir, Ma'am, (first names?),
or **ask** people how they wish to be addressed

Basic Etiquette Tips

Some more ideas:

- Please, thank you
- Say hello!
- Offer to shake hands? (maybe) – but:
don't (a) insist on it; or (b) squeeze too hard
- Sit up straight
- Make eye contact (unless it makes them uncomfortable)
- Smile while you speak (on the phone)

Q&A

Customer Service on the Phone is a Win-Win for All!

Some characteristics of great customer service:

- Consistent
- Customer focus, friendly, caring, helpful
- Anticipate needs and challenges, be proactive
- Reliable
- Responsive
- Polite

C – A – R – P system:

- Control of conversation
- Acknowledge the other person's situation and feelings
- Redirect, refocus
- Problem solving

Many types of customers, consider their different needs:

CP, NCP	Relative, friend
Coworker	Other child support agency
Judge, Magistrates	Court administration
State office	Public assistance worker
Employer	Insurance / benefit company
County Attorney	Lawyer, guardian
Your boss, other agency managers	

Be aware of 'buzz words' and your tone of voice!

Tone – a helpful mental attitude will carry over to your voice.

Words – be polite and considerate; apologize if you offend someone.



Case notes:

General principles:

Enough but not too much

All the necessary facts

Omit opinions and criticisms; no name-calling

Quote the person if it seems important

Actions taken (or not); agreements

PRISM tips:

Summarize in 1st half of 1st line (visible on panel 2)

Indent paragraphs

Asterisk or dash for bulleted lists

Immediate and Long-Term benefits of great customer service:

parents more cooperative

conversations easier, more positive

better information and more timely

more \$ to families

more appropriate orders

less stress for you

less stress for the parents and families

more successful in your work

Etiquette ideas – ways to be polite, friendly, welcoming:

Copy great service that you have received

Clinical approach – like doctor or nurse, caring, deal with situation

Speak to clients as though they were your friend or relative

Mr., Mrs., Ms., Sir, Ma'am, (first names?)

Ask people how they wish to be addressed

Please, thank you

Say hello!

Offer to shake hands? (maybe)

Sit up straight

Make eye contact (unless it makes them uncomfortable)

Smile while you speak (on the phone)

