

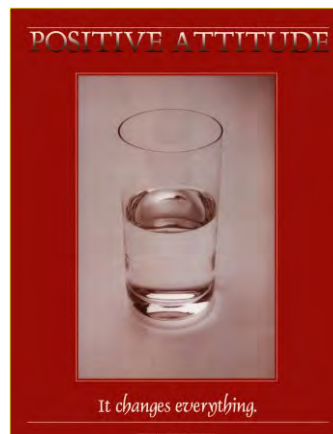
# SERVICE PRINCIPLES

## METROPOLITAN LIBRARY SYSTEM

### WEEK TWO: ACT IN THE MOMENT OCTOBER 21, 2013

This week our focus is on the Service Principle  
“Act In The Moment”

People want to work with, buy from and be around positive people. You have the power to create a positive thought process and focus on what is right with your environment rather than what is wrong. Is your glass half empty or half full? The choice, much like your attitude, is yours.



6. I Respond Positively When Speaking with Others	7. I L.E.A.R.N. to wow the Customer	8. I know our Library System	9. I Anticipate Needs	10. I Act on Knowledge
<p>I respond positively and show I care by:</p> <ul style="list-style-type: none"> <li>-Concentrating on the customer</li> <li>-Attentively listening while making eye contact</li> <li>-Responding with sincerity and, when appropriate saying “I’m happy to take care of that for you”</li> <li>-Using the customer’s name if I know it</li> <li>-Ensuring complete satisfaction</li> </ul>	<p>I show I care when presented with a customer issue by:</p> <ul style="list-style-type: none"> <li>-Owning the problem</li> <li>-I use the L.E.A.R.N. process of listening, empathizing, apologizing, reacting and notifying to resolve, wow and build trust</li> </ul>	<p>I can answer customers’ questions because I know about the Library’s:</p> <ul style="list-style-type: none"> <li>-Facilities</li> <li>-Materials</li> <li>-Services</li> <li>-Procedures and processes</li> <li>-Monthly events, activities, training classes and/or meetings</li> </ul>	<p>I anticipate our customers’ needs by:</p> <ul style="list-style-type: none"> <li>-Watching for cues</li> <li>-Listening thoroughly</li> <li>-Acting before being asked</li> </ul>	<p>I ensure the success of the system each day by:</p> <ul style="list-style-type: none"> <li>-Knowing our regular customers by name</li> <li>-Proactively accommodating our customers’ needs</li> <li>-Keeping myself up to date and knowledgeable about sources of information</li> </ul>

### DISCUSSION STARTERS:

Real and effective positive thinking requires that you focus on positive thoughts and positive emotions and also take positive actions. How can you develop this state of mind?

## *Something to think about...*

**Customer service is not easy.** Everyone has at some time been challenged by a difficult customer. The skilled professional is constantly faced with situations that require the utmost skill, tact, diplomacy and positive attitude in order to succeed in even the most adverse conditions. We can choose our response to any situation. We also have a choice regarding our attitude. A positive attitude is deeply rooted in our character. Be encouraged, character aspects can be learned. It takes practice and a willingness to change. The following suggestions are ways that you can strengthen your attitude and create a winning situation for the client and the organization

**Select a customer-focused attitude.** Realize that a positive attitude is a matter of choice. We decide the positive aspects of any situation and choose our reaction. Focus on the customer's needs and wants, not their angry tone.

**Strive for constant improvement.** Always strive to improve your attitude. When negative thoughts arise, ask why. If it is appropriate, resolve the issue immediately rather than burying the ill feelings. Replace the negative thoughts with positive ones. Whenever a negative thought arises, always acknowledge it and refocus on the positive.

**Avoid gossip.** Gossip usually carries a negative connotation. People choose to spread rumors because it makes them look good, feel better or casts an unfavorable light on the individual. It may make the gossipier feel better, but can also do irreparable damage. Refuse to spread or listen to gossip. You will avoid negative thoughts and messages.

**Set an example and walk your talk.** When we focus on being a positive provider of service, responsive to the customer regardless of their attitude, we present a positive image for others to see and emulate. The impression we present of our business is favorable and memorable. People want to be around positive individuals and are more willing to follow the example you will set.

**Be accountable.** When a problem arises, resolve it. Avoid placing blame on another department or employee for a mistake. When you blame someone else for the problem in front of a customer, it only generates more ill feelings toward you and your organization. The key is the customer wants the issue resolved, so be accountable for your organization and provide alternatives in order to fix the situation.

**Listen to your inner voice.** If you find your self-talk is negative, resolve the situation. Create and adopt a positive view of the world. That includes thinking positively about yourself, your work and your abilities. If you need to, post inspirational and positive thoughts in easy to see places. This will help you refocus when thoughts do go astray.

**Avoid complacency.** Recognize areas you need to improve. Establish personal and professional goals and objectives for improvement. Tackle the most difficult areas first. Look for the positive during your personal growth and change processes. Maintain a high personal standards and anticipate that you will achieve your goals.

*Continued...*

**Resolve conflicts immediately.** When we delay the resolution of conflicts it allows more time for people to let the situation fester and create negative scenarios. Address a conflict when it arises and ill feelings will be doused before they have the opportunity to begin

**Listen to your speech.** Hear what you say to others. Listen to your tone of voice. Mentally observe your body language. Are your statements upbeat and positive, or negative and condescending? Is your message delivered with enthusiasm and a smile or laced with anger and frustration? People will mirror your message and your body language. If your

**Use positive language.** State what you can do, not what you can't. Rather than saying "no, we don't accept checks," indicate "we'll gladly accept your cash or credit card." Use positive terms. Instead of calling a situation a problem, name it a challenge. People tend to focus and remember the negative words more than the positive.

**Avoid negativity.** Avoid people who are negative in thought and action. Surround yourself with positive

people. Negativity breeds more negativity. When you are around others who have a positive attitude it will be easier for you to remain upbeat and focused.

**Be proactive.** Look for positive solutions to challenging situations. Don't wait to take action. Customers are anxious to resolve issues. When the resolution stage is delayed, it generates more frustration and anger. Your genuine concern and upbeat willingness to take immediate action will be remembered longer than the negative feelings.

## DISCUSSION STARTERS:

### Stay Positive Checkup Questions:

- How can one person increase the positive attitude in the workplace?
- What specific things can someone do to tap into the energy of others?
- How can you maintain a more energetic and positive attitude in the workplace?

## ***Encouraging Words***

**Enthusiasm ~ Expressing joy in each task as I give it my best effort**

**Determination ~ Purposing to accomplish right goals at the right time, regardless of the opposition.**



### **DISCUSSION STARTER:**

**These are words to live by. How do these affect our delivery of good customer service?**

1. Enthusiastic
2. Sincere
3. Consistent
4. Respond

## ***Did you Know?***

### **Positive Attitude and Thinking**

by Remez Sasson

Positive thinking is a mental attitude that sees the bright side of life.

Positive thinking is a mental attitude and state of mind, which focuses on the full half of the glass and not on the empty half.

It is a mental attitude that expects positive results.

People with a positive frame of mind think about possibilities, growth, expansion and success. They expect happiness, health, love and good relationships. They think in terms of 'I can', 'I am able' and 'I will succeed'.

Positive thinking people are not daunted by failures and obstacles. If things don't turn out well or as expected, they will try again.

True positive thinking is not just saying that everything will be okay, as a lip service, and at the same time think about failure. In order to bring beneficial changes and improvement into your life, positive thinking has to become your predominant mental attitude throughout the day. It has to turn into a way of life.

## ***Staff Recognition***

### ***Our service Principles at Work***

Bringing more energy to work can seem draining. But everyone who tries it finds that they get more energy in return.

**Be enthusiastic.** Enthusiasm is infectious. If you're going to spend eight hours a day at work, why not make it more than just tolerable. Make an effort to smile, laugh, and enjoy your job. If you work to create a more positive attitude in the workplace, others will follow.

**Practice random acts of kindness.** Each day try to do something kind and helpful. Offer to cover for a coworker so they can attend their kid's soccer game, bring a busy colleague a cup of coffee, or volunteer for a project. You don't have to create elaborate situations, just keep your eyes out for opportunities to do a good deed.

**Look for opportunities to have fun.** We all know someone who can make anything fun--and make time fly. Be that person. It's amazing how a joke here and a silly celebration there can breathe life into a stale office. Before you know it, other people will start coming to work with more bounce in their step.