

## Concepts of High-Quality Customer Service



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### Child Support Customers

- Who are your customers?  
– “A person with whom one has dealings.”



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### Child Support Enforcement – Product



- Child Support Enforcement agencies are **CUSTOMER SERVICE** agencies.



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### Effective Customer Service

- Demonstrate Courtesy and Respect
- Provide Prompt and Personal Attention
- Be Empathetic
- Go the Extra Mile
- Be Reliable/ Follow-up
- Be Knowledgeable
- Be Pro-active
- Take Pride
- Stay Focused



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## Communication Barriers



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### Communication Barriers

Language Attitude Confidence

Knowledge Jargon-Acronyms



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### Benefits of Effective Customer Service



- Effective, professional public contact is essential to the success of the entire Child Support Enforcement Program.



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### Communication Skills



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### Listening

*"Listening, whether done by individuals or by companies and government, is a signal of respect. When people don't feel listened to, they don't feel respected. And when they don't feel respected, they feel anger and resentment. This resentment is exacerbated if people think you're pretending to listen but aren't."*

*Hugo Powell*



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### Listening Tips

- Listen to understand, not to respond
- Be quiet
- Let them finish their thoughts
- Ask questions to ensure that you understand



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### Benefits of a Good Listener

- Listening improves communications
- Listening shows you care
- Listening shows respect for the customer



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### Types of Listening

- Inactive listening
- Selective listening
- Active listening
- Reflective listening



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### Listening Skills



- Listen with Intent
- Listen for Content
- Listen nonjudgmentally
- Listen for accuracy
- Listen as though you are hearing the information for the first time



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### Communication

- 10% = *WORDS*
- 55% = **Body Language**
- 35% = *Tone of Voice*
- **10% is Content; 90% is Intent**



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### Nonverbal Communication



- Facial Expressions
- Eye Contact
- Gestures
- Remove Barriers



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**Barriers to Effective Listening**

- Distractions
- Emotional Mindset
- Expectation of Shared Values



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**Telephone Techniques**



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**Basic Phone Skills**



- Telephone etiquette can make or break the caller's perception of your service.



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### Inflection

- Inflection: The rise or fall in the sound of a person's voice: a change in the pitch or tone of a person's voice.  
(Merriam-Webster)



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### Inflection



- 86% of the message is from your tone of voice
- 14% is grasped by the actual words



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### Tips to Improve Inflection

- Smile
- Stress Words
- Control breathing
- Exaggerate your tone



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Child Support Enforcement

If you're rude, so is the agency.

If you're noisy, so is the agency.

And if you are wonderful, so is the agency.



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## Difficult Situations and Difficult Customers



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### Limited English Speaking

- Be patient and concentrate
- Speak slowly and distinctly
- Be extra courteous



- Avoid using slang or industry jargon
- Speak in a normal tone of voice
- Reiterate what has been said



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### Angry Customer Situations

- Listen
- Empathize



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### Difficult Customer Situations



- Respond professionally
- Recognize underlying factors



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### Verbally Abusive Customer



- Remain calm
- Ask for assistance
- Let the customer know the consequences of continuing abusive behavior
- Discontinue Call
- Inform supervisor



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### Saying "No"

- Sometimes you have to say "no," but if you do it right, you can still get a "thank you" for your service.



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### Strategies for Saying "No"

- Explain why it can't be done
- Don't quote policy
- Don't be patronizing
- Offer alternatives when you can
- Avoid making excuses
- Eliminate negative phrases



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Child Support Enforcement

### The Agency is judged by your performance



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Child Support Enforcement

You are what people see when they arrive.

Yours are the eyes they look into when they're frightened and confused.

Yours are the voices people hear from the time they walk through the door or talk to you on the telephone.



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Child Support Enforcement

Yours are the comments people hear when you think they can't.

Yours is the intelligence and caring people hope they'll find here.



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Child Support Enforcement

**THANK YOU FOR ALL YOU ARE DOING**  
on behalf of Louisiana's children.



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Child Support Enforcement

**We are the care YOU give,  
The attention YOU pay,  
The courtesies YOU extend.**



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