

Get Curious, Not Furious - A Diverse Approach to Customer Service - Presented by Mary Miscisin



As an employee, so many more lives are touched by you than you might imagine. Whether you work independently or you constantly interface with others, you're sure to encounter challenging situations and people. How do you maintain your composure and professionalism even when others don't? If you are dealing with "annoying others" who seem to ruin your day—learn to ***get curious, instead of furious.***

There is no one-size-fits-all approach to customer service. What's considered helpful by some, may actually upset others. It's important to tune in to people where they are. Distinguish the motivations and preferences of yourself and others so you know how to interact in ways that leave everyone feeling better instead of worse. Understand the small actions that can make a big difference in making someone's day.

Outcomes

- ▶ Approach each new challenge as a personality-driven puzzle with a solution.
- ▶ Explore your go-to interaction style and how it might be coming across to others. Is it triggering or helping?
- ▶ Distinguish the values of each dominant personality style and learn to translate "unreasonable" reactive behaviors to identify the needs underneath.
- ▶ Recognize the intentions of upset customers and obtain the keys to unlock cooperation and accelerate problem solving.
- ▶ Increase your effectiveness by listening and responding in ways that leave them feeling better having interacted with you.

Program Level

- ▶ Intermediate to Advanced
- ▶ This session builds upon concepts learned in the Basic Training in Personality Lingo workshop
- ▶ If participants have not already had the Basic Training in Personality Lingo workshop, additional elements will be added to this training

Program Format

- ▶ This is designed to be a 3-hour presentation
- ▶ Other time formats are available, ranging from 90 minutes to a full day
- ▶ Large and small group discussions and activities are involved