

Northern Lakes Community Mental Health
Authority

Customer Service



The Customer Disconnect...



The goal is:

*Customer Congruency: When what we
promise and what the customer receives
are thought to be the same.*

Services provided by NLCMHA staff are PERSON CENTERED.

Respect:

"to show consideration
for the feelings, wishes,
rights, or traditions of
someone or something."

- This means we are here solely to provide services that assist people with living their ideal life.
- In return, people served want:
- To be acknowledged
- To be heard
- To be valued
- To be respected

Treat persons with respect and value

Michigan Mental Health Code

- The law requires all mental health service providers to assure that persons served are treated with dignity and respect.

Northern Lakes CMHA Policy

- Northern Lakes CMHA and its contracted providers shall treat recipients with dignity and respect.

Dignity is defined as the unconditional **VALUE** of an individual.

Respect is defined as a demonstrated attitude of polite consideration and communication that promotes an individual's dignity.

The Six Pillars of Customer Service

ATTITUDE

INTEREST

ACTION

VERBAL LANGUAGE

TONE OF VOICE

BODY LANGUAGE



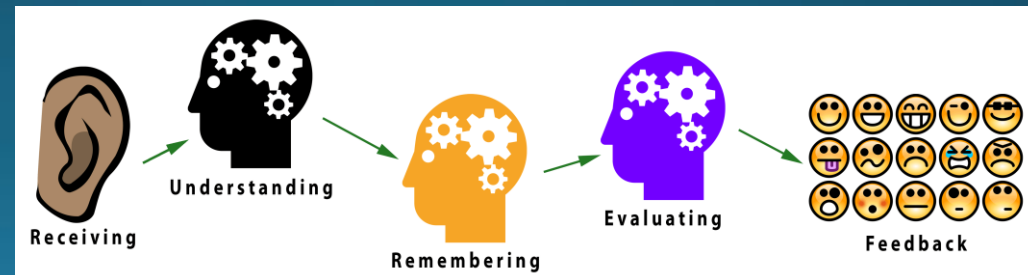
ATTITUDE

- Do:
 - Be polite
 - Smile
 - Remain Calm
 - Be positive
-
- Don't:
 - Sigh
 - Roll your eyes
 - Have an annoyed aura
 - Shoot darts from your eyes

INTEREST

(Active Listening)

- **Do:**
 - Be an active listener
 - Use reflective responses
 - Ask for clarification if you're unsure of what the person served is trying to convey
 - Ask the person served if they understand what you're trying to convey
 - Ask open ended questions
 - Stay focused on the person
 - Keep an open ear and an open dialogue
- **Don't:**
 - Work on other things
 - Avoid eye contact
 - Forget to ask questions
 - Have preconceived notions of the person served
 - Interrupt when the person served is speaking



ACTION

- Do:
 - Be proactive
 - Follow through with your commitments
 - Help and assist
 - Return phone calls in a timely manner
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- Don't:
 - Wait for the Recipient to make the first move
 - Push your commitments off to the side or ignore them
 - Ignore phone calls



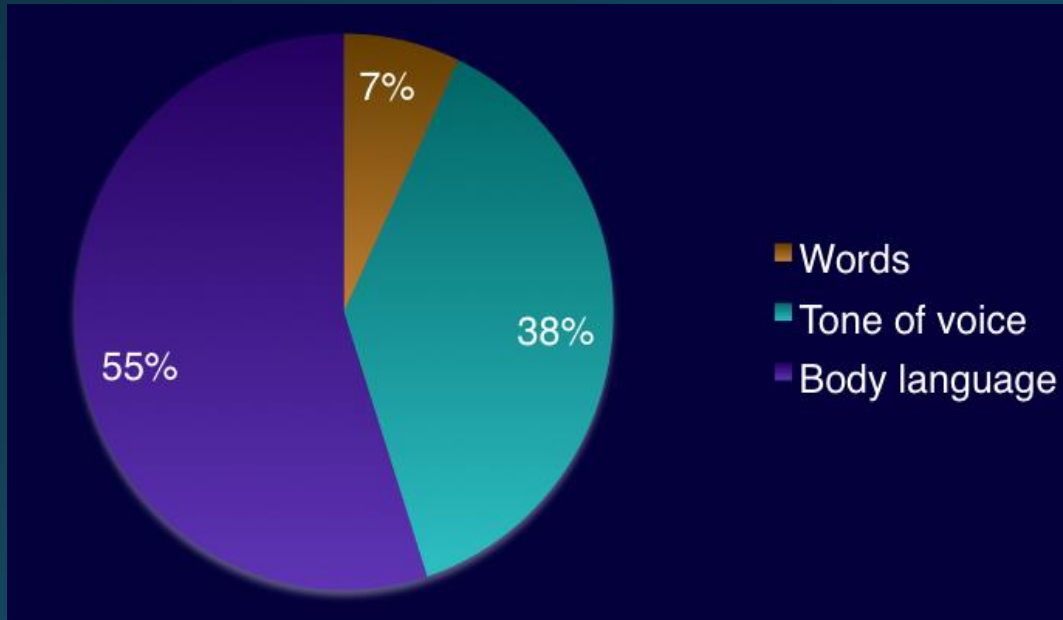
VERBAL COMMUNICATION

- Do:
- Communicate in a clear manner
- Speak confidently and positively
- Be an active listener

- Don't:
- Focus on other tasks
- Respond with dismissive words (Yup, yeah, ok, mmhmm)
- Fail to respond to questions or comments



TONE OF VOICE



- Do:
- Speak naturally
- Remain calm
- Don't:
- Be defensive
- Escalate your voice

BODY LANGUAGE



- Do:
 - Relax your body
 - Maintain eye contact
 - Face your body towards the Recipient
 - Nod your head if in agreeance
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- Don't:
 - Look annoyed/bored
 - Cross your arms or legs
 - Avoid eye contact/stare emotionless

IN A NUTSHELL

- Listen! Listen! Listen! When a person served is speaking to you, you should only be focused on them and nothing else. Reflective listening is very helpful, along with empathizing, “I understand how you feel.” “I hear you saying this is difficult for you. Let’s talk more about that.”
- Do:
- Make eye contact
- Be concerned and interested in what they’re saying
- Listen
- Don’t:
- Do other tasks while speaking with the person served
- Respond with dismissive words like, “yeah”, “ok”, “yup”.
- Act as though your time is more valuable than the person served



TIPS

- Sometimes, appointments go over or you're dealing with a crisis. Sometimes, you can't help but be late for an appointment. That's ok. What isn't ok, is not acknowledging the person who is waiting for you. Take the time to acknowledge the person, letting them know that you're running a bit behind, but you'll be with them as soon as possible. Also, take the time to update them intermittently if you're taking longer than expected.
- Remember that everyone is very busy. It is important to respect the time of the person you are providing services to.
- Address the person served by name, "I'm very sorry Susan, but I'm dealing with an urgent matter. I will be with you just as soon as I can." Addressing the person served by their name is a great way to acknowledge them. This exemplifies your care and concern.

**TREAT
OTHERS**
the way
you
want to be
TREATED.

What Does it all Mean?

- You may have noticed a lot of repeats within the six pillars of customer service. That is because those pillars are intertwined. When you lack one pillar the foundation crumbles.
- **REMEMBER THE GOLDEN RULE AND YOU WILL SUCCEED:
TREAT OTHERS THE WAY YOU WISH TO BE TREATED!**
- Take a step back and reflect on your customer service skills. Are you always treating the people served the way you like to be treated when you're provided a service? If not, it's easy to change! Just imagine the best customer service you've ever received and strive to provide that level of customer service.
- Also, remember we all have things going on in our lives. The key is to not let it affect our customer service. We're always short on time and overwhelmed, but so are the people we serve. Their time is equally as valuable as ours. Treat persons served with concern, care, attention, respect and consideration.