

# Resilience in Delivering Service Excellence



## Northeast Regional Tax Collectors & Treasurers Association



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## **Introduction**

- Why are we here?
- What are our roles in this process?
- Why “Resilience in Delivering Service Excellence?”
- What can we expect?

## **Who is your customer?**

- What are some common and uncommon examples of your current customer base?
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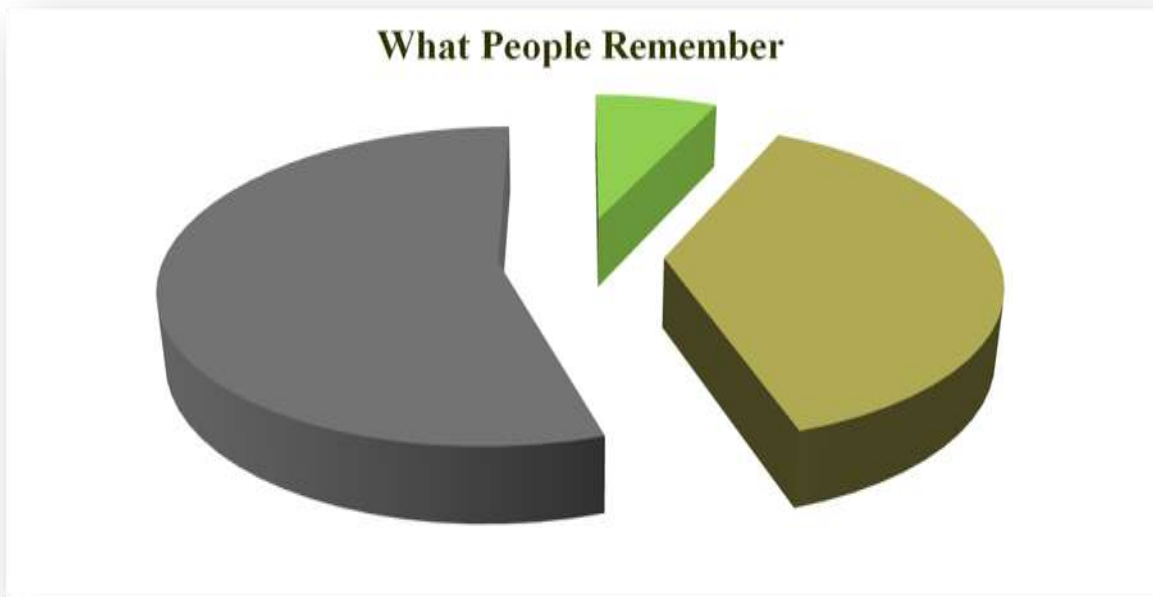
## **What is your best business relationship and why?**

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## First Impressions:

- **7-11 Rule**
- **First Impressions may include:**
  - Physical, Gestures, Body Language
  - Verbal, Words
  - Tone, Rate, Pitch

## What people remember?



## **The Relationship Building Model\***

- Build Trust
- Determine the client's Needs versus their Wants
- Develop Solution
- Deliver Solution
- Check Back
- Invest in the Relationship

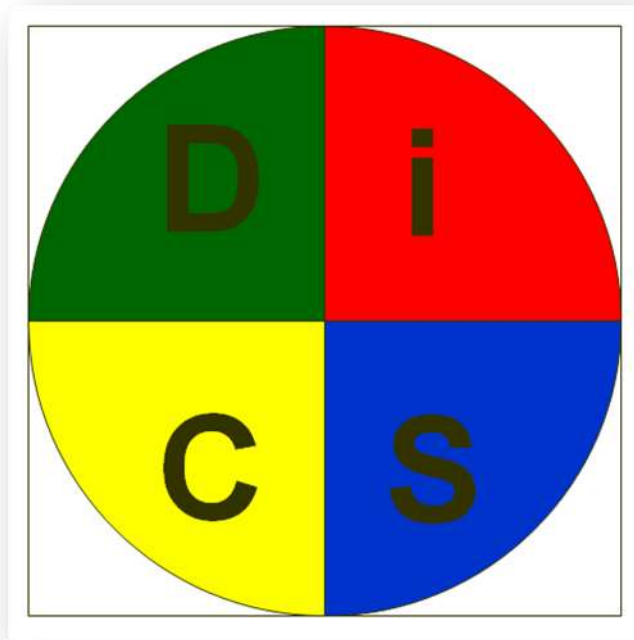
## **The Wow Factor\*:**

$$\begin{aligned} &\text{Experience} + \text{Intuition} + \text{Process} \\ &= \\ &\text{Wow!} \end{aligned}$$

\*(Source: Priority Management Associates of Philadelphia, 2008)

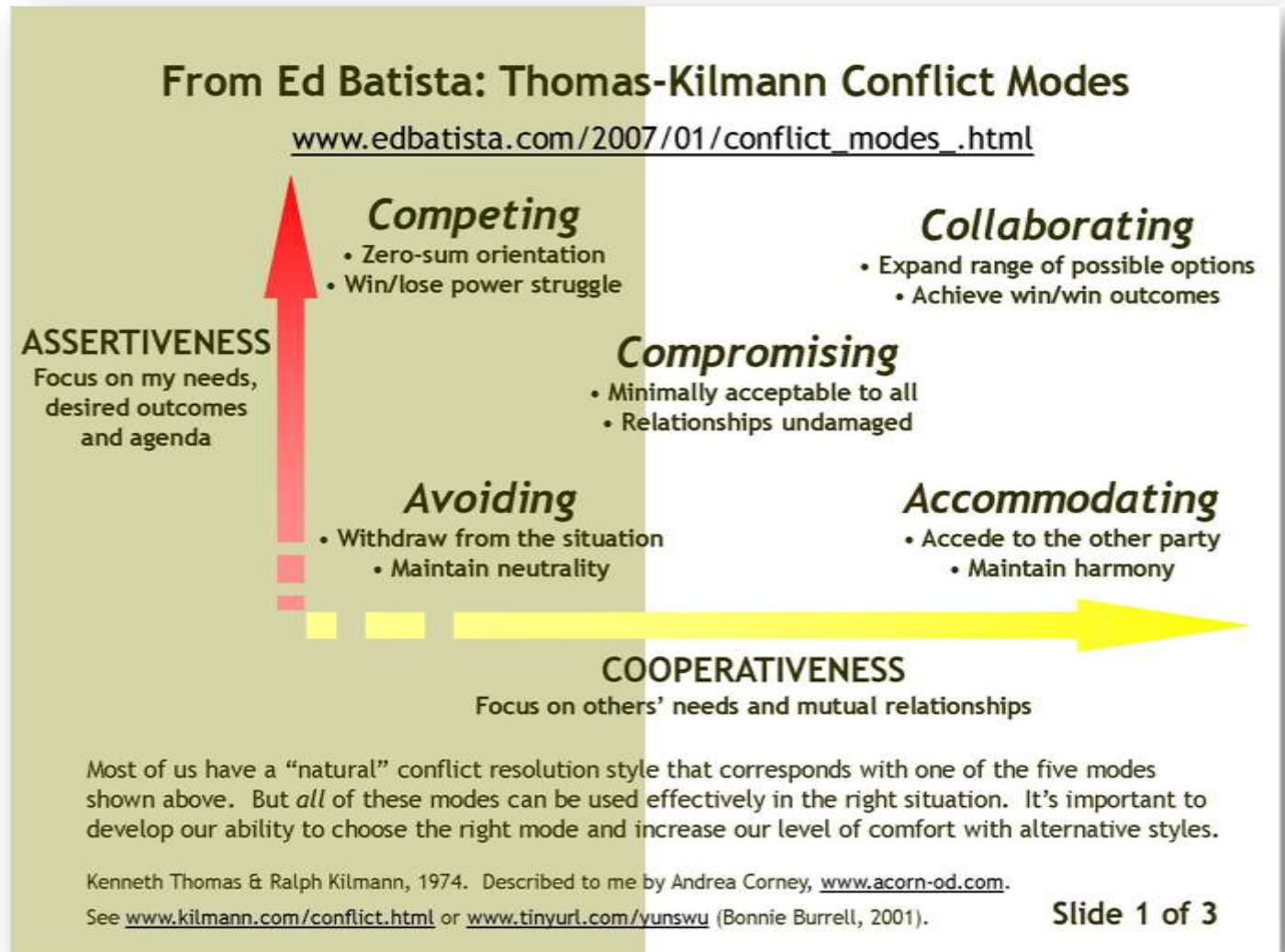


# DiSC Behavioral Personal Profile



- Dominant/Directive:
- Influencing:
- Steadiness/Support:
- Conscientiousness/Compliance:

# Mastering Conflict



# Overcoming the Difficult Customer

## *The 1<sup>ST</sup> A of Service Recovery*

- \_\_\_\_\_ the issue!

## *The 2<sup>nd</sup> A of Service Recovery*

- \_\_\_\_\_ Your Senses;

## *The 3<sup>rd</sup> A of Service Recovery*

- \_\_\_\_\_ future mistakes.



# Personal action plan:

How will you use today's session?

To achieve this, what decisions, actions, and behaviors will you **stop** doing?

What decisions, actions, and behaviors will you **modify**?

What decisions, actions, and behaviors will you **start** doing?

# Things to Remember!

- First, realize you can't control anyone else's behavior.
- You have control only over your own actions.
- Your actions can/may influence how customers respond to you.
- Some (or many) customers will be difficult no matter what.
- Don't take it personal - Helping customers is your job.
- Make sure your attitude is always "I'm here to help as best I can."

“There is no traffic jam on the “EXTRA” mile!”

(Roger Staubach)