



WISCONSIN NURSING HOME
 SOCIAL WORKERS ASSOCIATION, INC.
 www.wnhswa.org

SPRING WORKSHOP 2018

HOW TO WOW SERVICE EXCELLENCE

Who do we have the honor to serve? _____

Satisfied versus Loyal

Satisfied	Loyal
Know your Customers	Impress your Customers
Understand their needs	Anticipate their needs
Deliver what they want	Deliver more than they want
Use your head (science)	Use your heart (emotion)
Do it predictably	Do it with exciting spontaneity

Seeing Your Job through Your Customers' Eyes

	Your Response	Results of the Survey
1. Calling Customers by name		
2. Being pleasant and friendly		
3. Serving with a sense of urgency		
4. Keeping all areas clean		
5. Being accurate		
6. Listening to Customers		
7. Being knowledgeable about the services offered		
8. Responding appropriately to questions		
9. Offering help when Customers need assistance		
10. Handling complaints professionally		

Building Relationships

E_____ : The ability to share in another's emotions, thoughts or feelings in order to understand the person better.

B___ **L**_____ : The nonverbal messages we send to others every minute of our waking life.

a. ___ Raising an eyebrow b. ___ Smiling c. ___ Nodding your head d. ___ Remaining silent while someone is talking	e. ___ Keeping your back turned to the other person f. ___ Making eye contact g. ___ Looking at your watch h. ___ Facing the person to whom you're speaking
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L_____ : When we are doing this effectively, we do not attempt to evaluate the speaker, but rather suspend our own thoughts and feelings to give complete attention to the other person.

5 Levels
1. _____
2. _____
3. _____
4. _____
5. _____

The Power of Positive Words

Positive Words	Negative Words
Yes. Of Course. Let me tell you what I can do.	No. Maybe not. I don't know. It's against our POLICY.
Please. Thank you.	

CLEAR the Way to Great Service

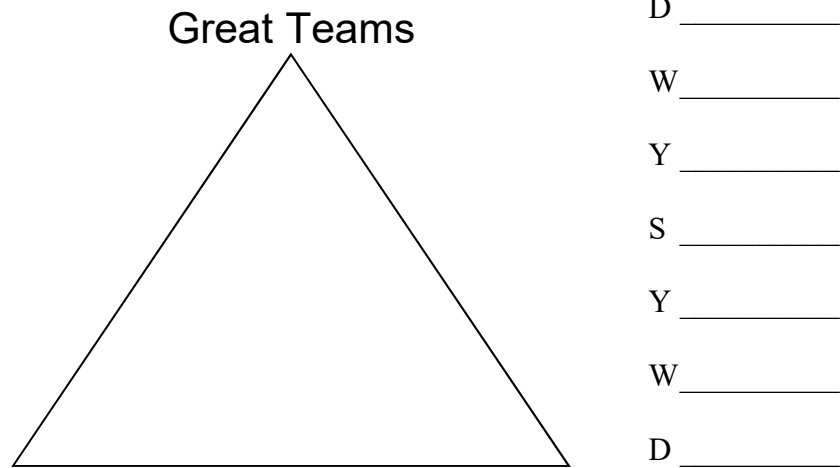
- C _____
- L _____
- E _____
- A _____
- R _____

Thank the person for bringing the situation to your attention.

TEAMWORK MAKES THE DREAM WORK

There are a lot of good places to work.
GREAT PLACES TO WORK HAPPEN ON PURPOSE

What makes your organization a GREAT PLACE TO WORK?



What are your Big WIGs (Wildly Important Goals)?

1. Meaningful
2. Understood by everyone
3. Differentiates Your Organization from the competition
4. Defines why Your Organization is a
GREAT PLACE TO WORK

3 Job Factors That Matter Most to Team Members

1. _____
2. _____
3. _____

Source: Foreman Facts, Labor Relations Institute of New York

Use the **SIP** Method to Catch
Each Other Doing Things Right

S _____

I _____

P _____

The Moment of Choice

E _____ + R _____ = O _____

Before you say anything, ask yourself two questions:

1. Will this improve the situation?
2. Is this how I want to be remembered?

The Emotional Bank Account

Deposits: _____

Withdrawals: _____

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Enjoy the Journey

Think freely
Smile often
Tell those you love that you do
Rediscover old friends
Make new ones
Hope
Grow
Give
Keep a promise
Laugh heartily
Reach out
Let someone in

Hug a kid
Slow down
See a sunrise
Listen to rain
Trust life
Have faith
Enjoy
Make some mistakes
Learn from them
Explore the unknown
Celebrate life
BE ALIVE!