

UNDERSTANDING POVERTY & PRACTICING COMPASSIONATE CUSTOMER SERVICE

“WHAT WOULD YOU DO?”

Key Principles

Empowerment:

- Create processes and an environment that encourage independence, self-direction, and confidence
- Set clear expectations and boundaries
- Always stay positive and communicate what you can do
- Use every opportunity to connect, engage, and encourage

Empathy:

- Acknowledge and validate a person's feelings
- Ask how you can be of assistance without assuming you know how to meet a person's needs
- Seek to understand- be patient, sensitive, and respectful and make the time to listen

Agility:

- Seek to understand a person's need and respond with an openness to solutions
- Remember to always remain calm and judgment free when meeting people where they are regardless of your perception
- Be flexible and willing to offer alternatives without breaking organizational boundaries



Scenario:

A patron angrily explodes at a volunteer because they were not able to take two desserts today due to limited supply.

Food for Thought:

Remain calm and judgment free. What may seem like an insignificant problem to you could be the tipping point for another person. Use this opportunity to connect and listen. Do they have a special event happening in their life and that is why they would like more? Can this patron come back for a second round after everyone has gone through? Can you offer them a larger dessert?

What would you do?

1. With empowerment in mind, how can you use this opportunity to connect, engage and encourage this patron?
2. How can you acknowledge and validate how this patron is feeling using empathy?
3. Using the agility key principle, can you be flexible in this moment?