

UNDERSTANDING POVERTY & PRACTICING COMPASSIONATE CUSTOMER SERVICE

“WHAT WOULD YOU DO?”

Key Principles

Empowerment:

- Create processes and an environment that encourages 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 enters the agency and appears to be grumpy. They complain loudly that there isn't enough variety of product and that the agency should offer more.

Food for Thought:

Remember to always greet everyone with a smile. Ask this patron what products/variety they would like to see. What do they like? Are there recipes you can share using the products you do carry that might be new or different to them? Take the time to listen and connect.

What would you do?

1. Using empowerment, in what way can you stay positive and communicate what you can do for this patron?
2. In this moment, can you use the key principle empathy to take the time to listen to this patron, be patient, sensitive and respectful?
3. How can you use agility to respond to this patron and meet them where they are at?