

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:

The same patron continually takes more or requests more than what is being offered.

Food for Thought:

Use acknowledgment, validation and reassurance to connect and empower this person. If there is a need that can be met without affecting your programs outcomes, try to be flexible. Know your program's limits and always communicate them with respect and positivity.

What would you do?

1. In what ways can you use empowerment to connect, engage and encourage this patron?
2. How can you empathize with this patron and seek to understand the why behind their behavior and validate their feelings?
3. Is there room for agility in this situation to be flexible?