

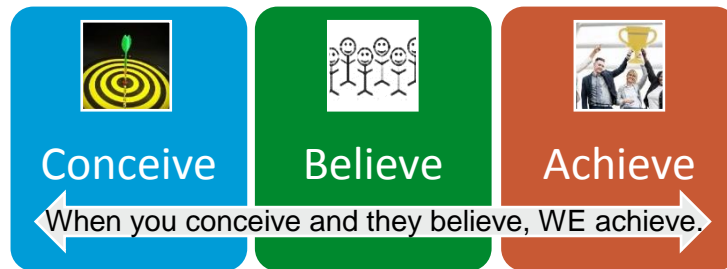
# Want to Deliver Excellent Customer Service? It's Simple – Become a Better Boss!

*"With great power comes great responsibility."*

Uncle Ben – Spiderman

In one sentence, describe the job of the boss.

## A SIMPLE FORMULA




**Conceive:** The boss must first define the vision, goals, expectations, and priorities for the team. In order to do great work, people need to understand what is expected of them! Do they know where customer service ranks on your list of priorities?

**Believe:** People want to do meaningful work. They need to understand how their work contributes to the big picture. Once they understand their role, they will be able to buy-in!

**Achieve:** For all businesses, achieving results is the ultimate goal. The boss must be willing to give and receive feedback, and keep momentum going. Celebration of great work is a vital part of achievement.

## STEPS TO TAKE – IDEAS TO CONSIDER

	<p><b>Steps to Get Started</b></p> <ol style="list-style-type: none"> <li>1. Decide on your “main thing.”</li> <li>2. Draft goals and expectations.</li> <li>3. Collaborate with staff.</li> <li>4. Make this information well known.</li> </ol>	<p><b>Ideas that will work for me:</b></p>
<p><b>My Idea for a Team Cheer:</b></p>	<p><b>How will these steps and ideas help you to deliver excellent customer service?</b></p>	



**Steps to Get Started**

1. Communicate clearly
2. Meet with everyone
3. Insist all give \_\_\_\_\_
4. Test consensus
5. Ask for \_\_\_\_\_
6. Follow up

**Ideas that will work for me:**

**How will these steps and ideas help you to deliver excellent customer service?**



**Steps to Get Started**

1. Use all input in writing an action plan.
2. Review your plan at regular intervals.
3. Establish and p\_\_\_\_\_ benchmarks.
4. Give feedback.
5. Follow through.
6. Celebrate.

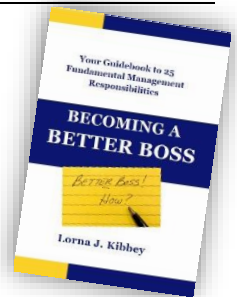
**Ideas that will work for me:**

**How will these steps and ideas help you to deliver excellent customer service?**

**Empowering Employees**

- Teach them to use structured communication.
- Make meetings feel safe.
- Provide training.
- Act on feedback.
- Teach them to be problem solvers.

For a deeper dive into how to implement all the ideas discussed today, check out *Becoming a Better Boss – Your Guidebook to 25 Fundamental Management Responsibilities*, by Lorna Kibbey, available on Amazon.com.



**THE ULTIMATE SECRET:**

**Your Personal Plan – What will you do to be a better boss?**