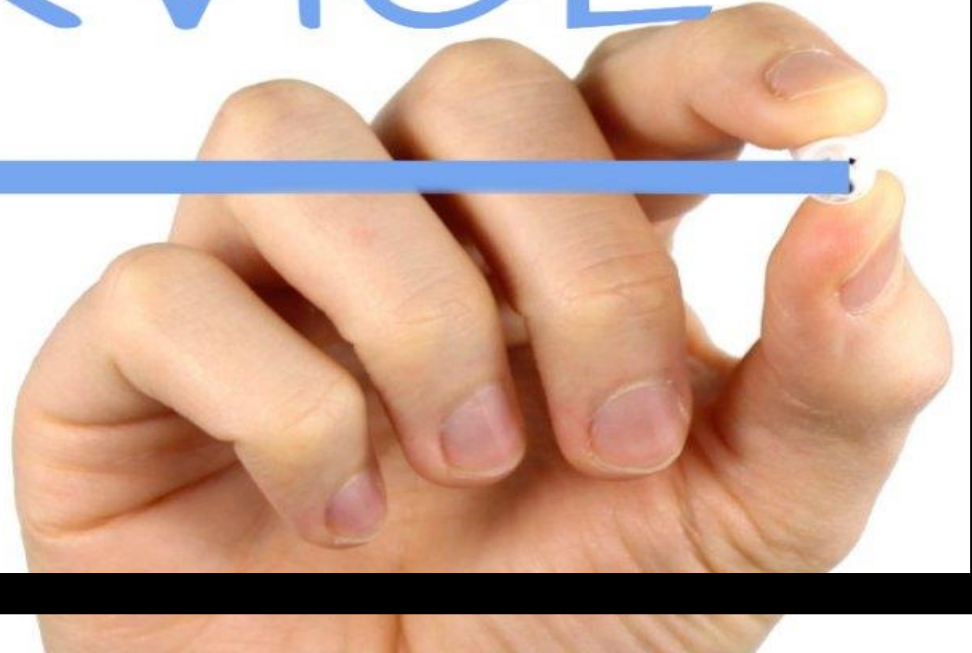


CUSTOMER SERVICE

TRAINING



Ocean View
School District





Ocean View
School District

PURPOSE

OVSD employees will possess the knowledge, information, and skills necessary to create a culture of district and community advocacy.



Ocean View
School District

CORE VALUES

Innovation

Integrity

Equity

BLUE PRINT TENETS

- **Positive and Respectful Interactions;**
- **Effective two-way communication;**
- **Expert and valued customer oriented staff.**



SET EXCELLENT
PERFORMANCE
AS YOUR
STANDARD AND
STRIVE TO
ACHIEVE IT EACH
DAY

BRIAN TRACY

Districtwide Training



Ocean View
School District

ADMINISTRATIVE SERVICES - 98 Staff Members

- Fiscal Services, IT, Purchasing, Reprographics, Food Services and Transportation

SCHOOL SITES - 53 Staff Members

- School Office Managers, School Office Clerks, Child Care

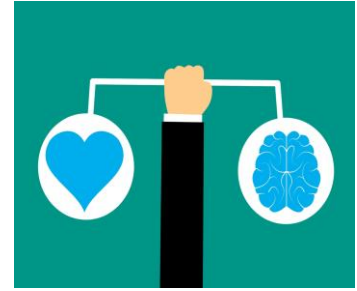
LEADERSHIP - 39 Staff Members

- Cabinet, Directors, Principals, Supervisors, Confidential

DISTRICT OFFICE- 25 Staff Members

- Human Resources, Personnel Commission, Teaching and Learning

HEART and Mind



- 1. GREETINGS & ACKNOWLEDGEMENTS**
- 2. RESPONSIVENESS**
- 3. PROBLEM SOLVING PROCESS**

GREETINGS

- Stop and acknowledge
- Smile
- Give Eye Contact
- Assist





WORDS

7%

VOICE

38%

BODY

LANGUAGE

55%

RESPONSIVENESS

- Phone Calls
- Written Correspondence
- In-Person





HEART

Get to the HEART of the matter. Our mission is to serve and solve.

#OVSDRELATIONSHIPSMATTER



HEAR

“HEAR”T

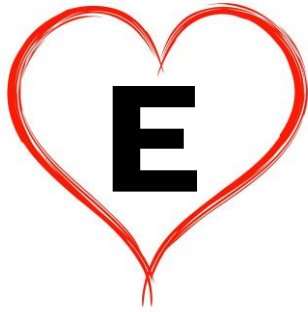
Listen to understand not
respond. True listening is
the most important skill.

We think we listen, but very rarely do we listen
with real understanding, true empathy.

Yet listening, of this very special kind, is one
of the most potent forces for change that I know.

— Carl Rogers —

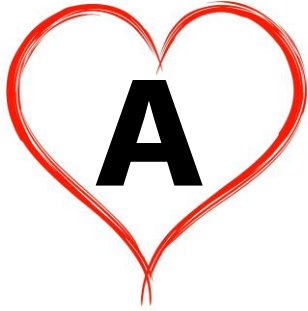
AZ QUOTES



EMPATHIZE

Empathy is feeling **WITH** people. It fuels connection, takes into account perspective, stays out of judgement and recognizes emotion and needs in others.





ACCCEPT

Own the situation. Accept that the customer felt the way they did. Show integrity.

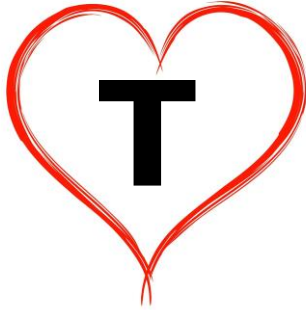
Please
take
RESPONSIBILITY
for the
energy
you bring into
this space.



RESOLVE

Come up with an agreed upon solution or provide a time frame to respond with a resolution.





THANKS

Do not forget the power of a thank you. Thank the customer for bringing the issue to your attention and allowing you the opportunity to make it right.



Customer Service Outcomes

Through great customer service, we can build and maintain customer relationships that support student learning and create lifelong ambassadors of OVSD.

Thank You

**Committee Members
and Participants**

