
Providing Supportive Internal Customer Service

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Providing Supportive Internal Customer Service

"In judging, the thing to do is to supply light and not heat."

Woodrow Wilson

Session Objectives

Participants will learn:

- How to approach internal customers to get the best results
- How to work with different departmental goals and individual agendas
- How to exert influence when you have no "power" to push for results
- How to work more effectively within the organizational system

Internal Customer Survey

NOTES

"Go often to the house of thy friend; for weeds soon choke up the unused path."

Scandinavian Proverb

What is your definition of internal customer service?

Why is internal customer service important?

What service do you provide for your internal customers?

Please list as many of your internal customers as you can.

How does your handling of internal customers impact outside customers?

What services do you require from coworkers at BDS? In other words, whose customer are you?

What are some challenges you face in trying to offer excellent internal customer service?

When you ask a coworker for help, do they view it an opportunity to serve customers?

- A. Never
- B. Rarely
- C. Sometimes
- D. Often
- E. Very Often

When asked for help by a coworker, I view it as an opportunity to serve our customers.

- A. Never
- B. Rarely
- C. Sometimes
- D. Often
- E. Very Often

NOTES

"There is a great difference between worry and concern. A worried person sees a problem and the concerned person solves a problem."

Harold Stephens

Your Critical Contact Points

Instructions: List the Critical Contact Points you have had with coworkers who provide customer service to you during the past two weeks. Then indicate whether the point was a success or needs improvement. Explain your reasoning in the space provided.

Contact Points	Success	Needs Improvement
1. Why?	<input type="checkbox"/>	<input type="checkbox"/>
2. Why?	<input type="checkbox"/>	<input type="checkbox"/>
3. Why?	<input type="checkbox"/>	<input type="checkbox"/>
4. Why?	<input type="checkbox"/>	<input type="checkbox"/>
5. Why?	<input type="checkbox"/>	<input type="checkbox"/>

NOTES

*"Do not remove a fly from
you friend's forehead with
a hatchet."*

Chinese Proverb

Critical Contact Points for Your Customers

Instructions: List the Critical Contact Points you have had with one of your top-priority internal customers during the past two weeks. Then indicate whether the point was a success or needs improvement. Explain your reasoning in the space provided.

Contact Points	Success	Needs Improvement
1. Why?	<input type="checkbox"/>	<input type="checkbox"/>
2. Why?	<input type="checkbox"/>	<input type="checkbox"/>
3. Why?	<input type="checkbox"/>	<input type="checkbox"/>
4. Why?	<input type="checkbox"/>	<input type="checkbox"/>
5. Why?	<input type="checkbox"/>	<input type="checkbox"/>

NOTES

*"I find it mind-boggling.
We do not shoot paper at
the enemy."*

*Admiral Joseph Metcalf
On the 20 tons of paper
and file cabinets aboard
the Navy's newest frigates*

Improving Your Service Worksheet

Instructions: On a scale of 1-10 (1 being low and 10 being high), rate the level of service you provide your most important internal customer.

In the near future, contact this customer and have him or her answer the questions below to help you target areas to improve. Once your customer has answered the questions, ask him or her to rate your overall internal customer service on the same scale as noted above.

Customer Name: _____

My Rating (on a scale of 1—10): _____

- What service or product do you need from me in order to do your job well?

- Why do you depend on me to provide this product or service?

- What do I need to do to improve customer service to you?

- How does this affect your ability to do your job?

- In your opinion, what areas in customer service should I concentrate on?

- Am I providing anything to you that you no longer need?

- Any additional comments?

Customer Rating (on a scale of 1– 10): _____

NOTES

- #1 PEOPLE.
- #2 Do It Now.
- #3 Do It Right The First Time.
- #4 Do It Within Budget.
- #5 Would You Like To Live There?

*Don Schaefer
Governor of Maryland
Handwritten note taped
to the wall of his office*

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- What do I need to do to improve customer service to you?
- How does this affect your ability to do your job?
- In your opinion, what areas in customer service should I concentrate on?
- Am I providing anything to you that you no longer need?
- Any additional comments?

Customer Rating (on a scale of 1– 10): _____

NOTES

*"Example is leadership."
Albert Schweitzer*

Guidelines for of Internal Customer Interviews

NOTES

"To be persuasive we must be believable; to be believable we must be credible; to be credible, we must be truthful."

Edward R. Murrow

1. Prepare for the Interview.

- Arrange a time that is convenient for both you and your internal customer.
- Insure that you will not be interrupted.
- Don't ambush your internal customer - let them know what to expect in advance.

2. When you meet with your customer, explain the meeting's purpose and time frame one more time.

3. You will receive the best information if you can make people feel "safe" about sharing what is on their mind.

- Don't act offended or hurt.
- Don't become angry.
- Don't become defensive and cut people off.
- Do listen well.
 - Listen for subtext — for what is below the surface.
 - Invite honest opinions.
 - Reflect, paraphrase and prime.

4. Move from conclusions to behaviors.

- Don't argue about or refute your internal customer's conclusions. Instead, ask them to identify specific behaviors that have led them to feel or think a certain way.

5. Jointly set standards for future performance and devise clearly stated measures for determining whether standards are being met.

6. Develop rules for "partnering" with your internal customers. Let them know what *they* can do to help you provide better service.

7. If appropriate, debrief your co-workers on the results of the customer interview.

- Don't get shot. If you simply dump out a list of issues, expect a negative reaction. Remember that you are in the tough position of passing on news—both good and bad. If you're not careful, even though you are only the messenger, you might get shot.
- Recap the interview:
 - Describe the interview including how you set it up, your opening question, and their initial reactions.
 - Allow your co-workers to react.
 - Explain what you learned by probing.
 - Don't rush.
 - Share specifics including: results, issues discussed, resolutions, as well as standards and measures for improvement.

Gaining Co-Operation Worksheet

Instructions: As a group, list all the general guidelines you can follow to ensure you achieve your objective, which is to get Carlos to agree to your suggested course of action.

It's a Friday afternoon. You have just returned from lunch. You listen to your voice mail and hear an angry sounding message from Carlos.

He has a problem that needs to be solved ASAP and requests that you call him immediately.

You don't know what the problem is, but you know Carlos has a reputation for being demanding, intimidating and quick to explode.

When responding to Carlos, your objective should be to help him develop a better understanding of the situation and get his agreement on a course of action.

NOTES

*"The greatest rewards
come only from the
greatest commitment."*

*Arlene Blum
Mountain Climber and Leader,
American Women's
Himalayan Expedition*

“Yes, I Can” Worksheet

Instructions: Read each statement and change it from an “I can’t” statement to an “I can” statement.

- I can’t get that until Thursday.
- I can’t give out that kind of information.
- I can’t help you. You’ll have to talk with the person in charge of that department.
- I can’t put your call through at this time.
- I can’t meet that deadline.
- I can’t make that change without approval.
- I can’t check on that — it’s after 5:00 PM.
- I can’t find the information on my computer.

NOTES

“Reputation is what folks think you are. Personality is what you seem to be. Character is what you really are..”

Anonymous

Action Plan

Instructions: Write a brief response to the following statements. These responses will form the basis for creating an action plan to work more effectively with your internal customers.

- With the session *Providing Supportive Internal Customer Service* in mind, think about how you currently deal with internal customers. List your strengths.
- Think about what you dislike about your ability to handle internal customers. Based on this session and the discussion, list areas that you feel need improvement.
- List the steps you will take to improve your internal customer service skills.
- How will you know when you have improved?

NOTES

"Men are anxious to improve their circumstances, but are unwilling to improve themselves; they therefore remain bound."

James Allen