

This monthly newsletter is intended to provide down-to-earth ideas and techniques you can put into action to improve communication, enhance performance, motivate staff, and influence peers. Your suggestions and ideas are encouraged. E-mail your **HR Quick Tips** newsletter submissions by **Friday, August 31, 2007** to **Michael Horne** at **hrtraining@cwu.edu**.

If you lead through fear you will have little to respect; but if you lead through respect you will have little to fear.

- Anonymous



You Have to Set Standards to Motivate Great Customer Service

Your mission: Top-notch customer service. Your strategy: Greet everyone with a hearty hello and a smile. *That's it?* Friend, your strategy needs some work. Stop being fuzzy and give your staff specific rules for how to behave with customers. Be sure to include:

Friendliness. Don't simply tell workers to smile and say hello. Instruct them to engage customers as they come into the department. If they know a customer's name, they should use it. They should always acknowledge a customer's presence even when they're assisting someone else.

Service. Your motto: Make sure everyone is promptly served. Okay—so define



Great customer service stems from your management style

“promptly.” Again, set specific rules, such as “Each customer must be served within five minutes.”

Conduct. Don't assume employees instinctively know how to behave around customers. Carefully instruct workers to avoid cursing, gossiping, and discussing their personal lives with those

they've been hired to serve in the workplace, nothing goes without saying—and sometimes that's the problem.

—Adapted from *Customer Service: The Key to Your Competitive Edge*, by Peggy Morrow (Advantage Plus)

Help Workers Understand Their Purpose

If you haven't thought about position descriptions since your last new hire, your employees probably haven't given them much thought either.

Meet individually with workers to discuss their responsibilities and the tasks they do each day. Then craft an appropriate position description for each position.

Give each employee a copy of his or her description and keep copies in your files so you can refer to them as needed. Update the descriptions at least once a year and invite workers to suggest changes as their duties evolve.

—Adapted from “*Happy Employees Bring Big Profits*,” by Harvey Goldglantz in *Pest Control*





Congratulations to all of our e-Learners. Since May 1, CWU e-learners have enrolled in over **85** courses through the **E-Learning Network**. Training certificates were provided to everyone completing the courses.

Remember—there are over **2,700** courses available for a one-time annual enrollment fee of **\$135.00**.

Rebecca Gubser (Provost Office) began her e-learning journey as the first to enroll, first to complete a class, and completing the most classes (six). **Congratulations!**

Congratulations

- Carla Burrill – Faculty Affairs (2 classes)
- Jason Burroughs – Military Sciences
- Traci Klein – Human Resources
- Jacinto Rodriguez – Financial Aid (2 classes)
- Jennifer Scanlon – Provost Office (2 classes)
- Deborah Schriber-Barkley – Faculty Affairs (2 classes)

If you are looking to continually enhance your overall effectiveness within your department, then it is time to consider e-learning through CWU's **E-Learning Network**.

Whether you need to improve your customer services skills, participate in management and supervisor development, or receive training on the latest technology information, the answer is as close as your computer. For more information, go to

<http://www.cwu.edu/~training/>

Sign Up Today



August HR Mailbag

Each month HR Quick Tips will feature a question for you to ponder and answer. The appropriate answer will be published in the following issue.

QUESTION: What are the advantages of cross-training people in other jobs?

July HR Mailbag

QUESTION: It's pretty unnerving to think about taking disciplinary action. Frankly, I'm not the type of person who handles angry confrontations very well. What can I do to more effectively handle these events without being a nervous wreck?

ANSWER: It's easy to work yourself into an emotional turmoil when you're considering disciplinary action. After all, a disciplinary action is a serious matter. However, you can dwell on it only for so long before recognizing that disciplinary action is both proper and necessary. Usually, supervisors mull over these decisions a lot longer than is justified. Furthermore, there can be other consequences when a decision is postponed for too long. Therefore, if you decide that you must take disciplinary action, keep the following ideas in mind:



1. **Follow the rules** - Coordinate with your manager and call Human Resources before you move ahead.
2. **Follow a predetermined game plan** – Decide beforehand what action is appropriate. Then, tell the employee why you're taking the action, what it means, its impact, and what the employee has to do to improve.
3. **Be decisive** - Do your decision making before you initiate disciplinary measures. It's very important not to waffle in your discussions with the employee, and thereby change your mind about taking the action.
4. **Remain calm** – Maintain your composure even if an employee reacts angrily. Losing your temper lessens your ability to think clearly. One way to keep calm is to take your time in responding to anything the employee says.
5. **Hold the course** – Don't let the worker switch a disciplinary discussion to some other topic, or ramble on about meaningless justifications for the work violation.

You can receive additional information or training through the **E-Learning Network** or in the **Providing Effective Corrective Feedback** workshop offered by the Human Resources Department. Please call (509) 963-1202 for more information or refer to <http://www.cwu.edu/~training/>.