

Participant Centered Services



Engaged Staff

Agenda

1. Engaged Staff
2. Customer Service
3. Action Plan

Customer Service



“Customer service is not a department...it’s an attitude.”

Customer service “is giving more than the customer expects...consistently.”

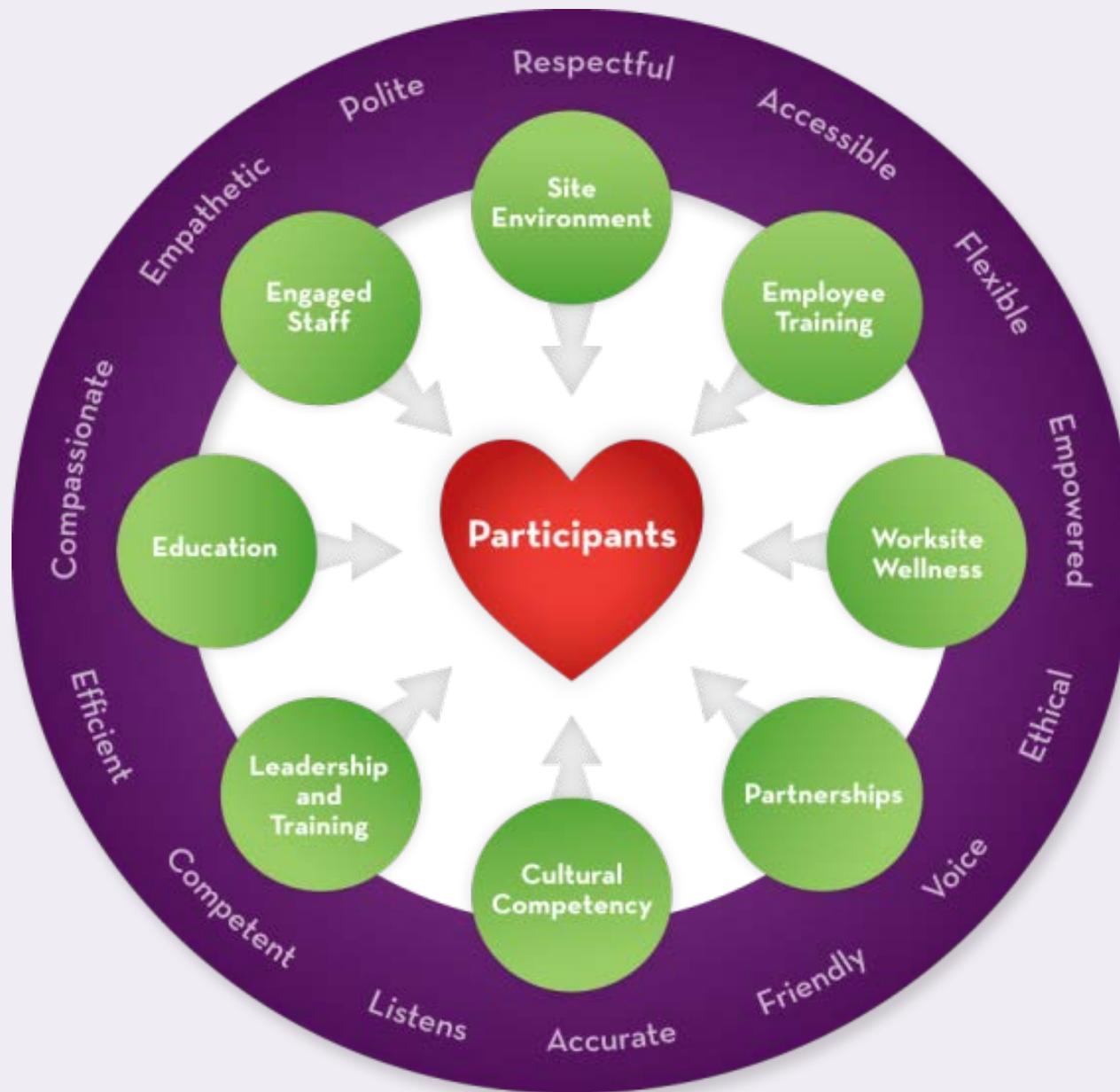
Mac Anderson, *Customer Love*

Platinum WIC

Participant Centered Services



The California WIC Participant Centered Services Approach puts the WIC family at the center of everything we do and focuses on the strengths of participants, employees and community.





Essential Components

**Establishing exceptional
customer service**

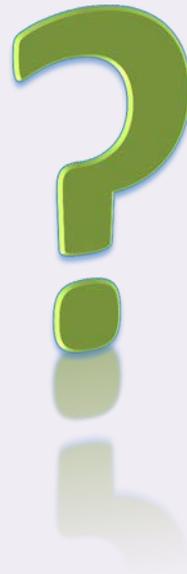


Orange County's Vision Statement

**Working Together
for a Healthier
Tomorrow**



Your Agency's Vision Statement



Team Vision

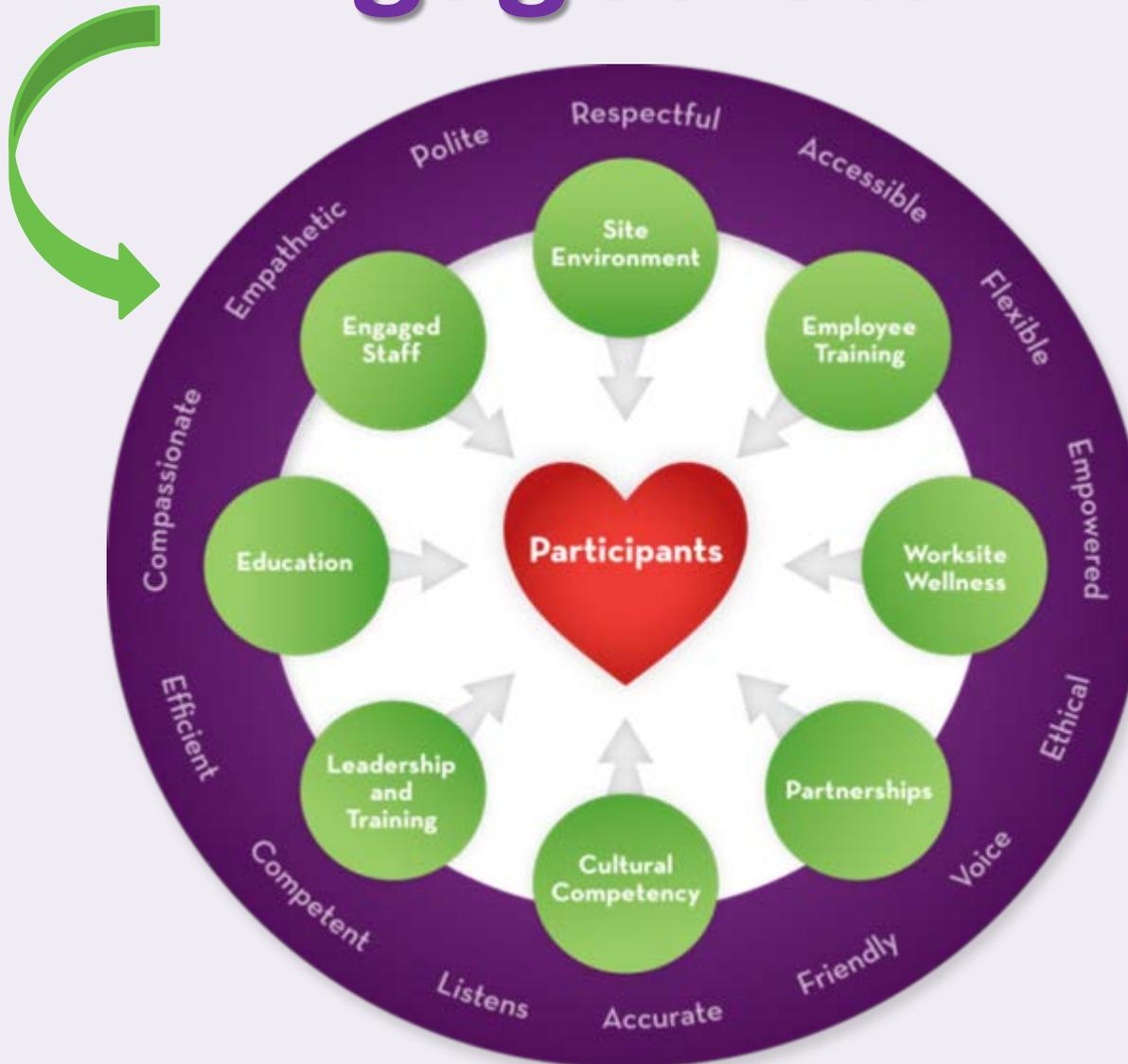


Team Vision Statement

Write a complete sentence.

Use all of the words selected by
your team members.

Engaged Staff



Fully Engaged Employees

- Consistently strive to help others
- Do their very best
- Come to work energized
- Love their Job!



OUR CUSTOMERS

INTERNAL



EXTERNAL



It Takes
Team Work
To
Make the
Dream Work

Looking at Strengths



Looking at Strengths

Name	Strengths	Contributions
Rita	Humor	Keeps the morale up

My Strengths	My Contributions

Putting Strengths to Work



What did you learn from this activity?

Attitudes are contagious. Is yours worth catching?



Creating Value Through Words



Challenging Situations



Employee Engagement Drivers

What gets you off and running....



Drivers of Employee Engagement

1. Open Communication

2. Supportive Co-workers

3. Rewards and Recognition

4. A Culture of Teamwork

Alternative Language

Trigger Words

No

That's our policy

They

You're wrong

You should

Platinum Words





APL Project

Academy for Participant-Centered Leadership

Staff Appreciation Campaign



Kudos Bags



Team Building

HELLO

my name is

R — Religious

I — Intelligent

T — Tooth Fairy

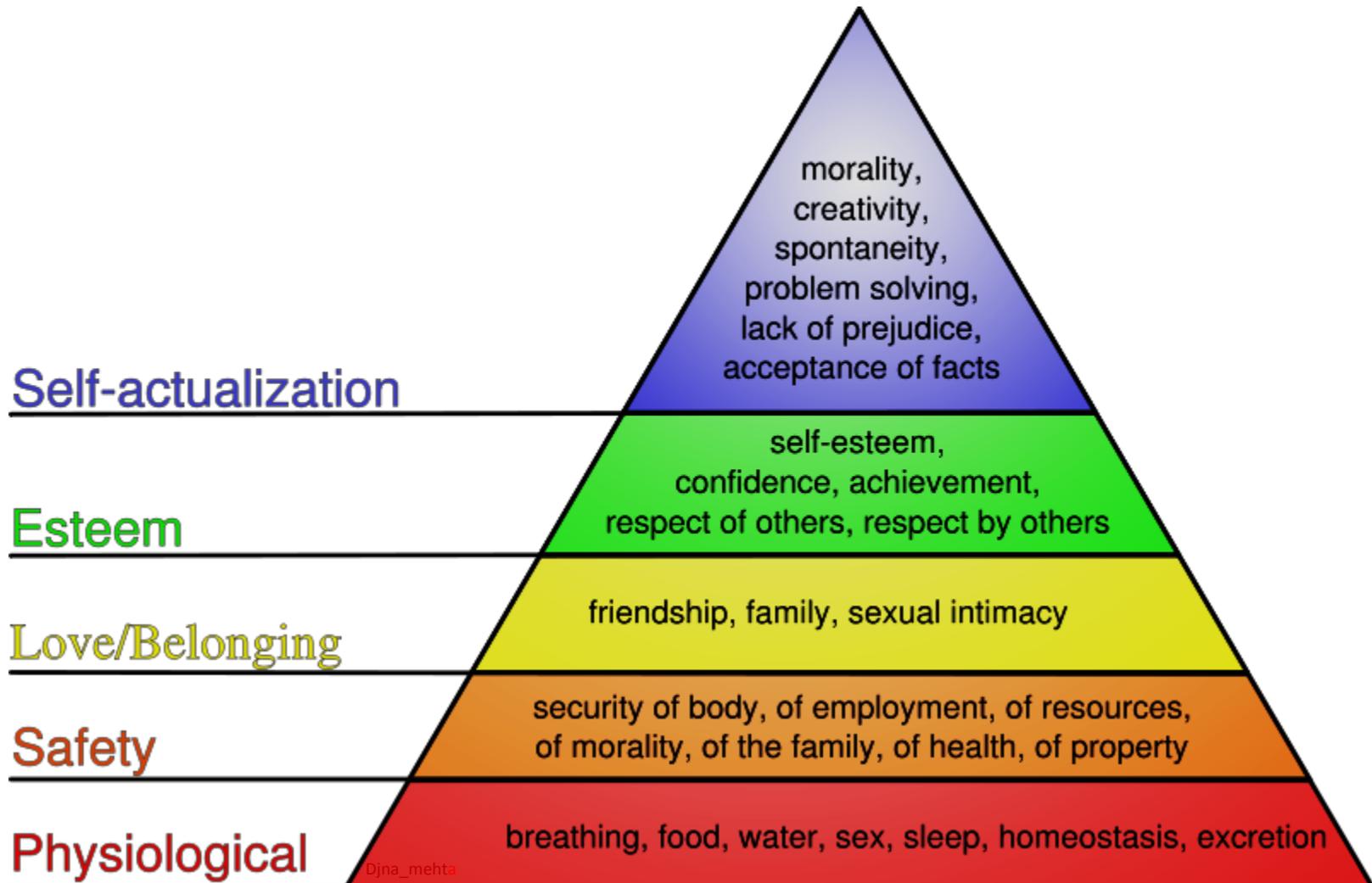
A — Awesome

Disengaged = **ZOMBIE Employees**

Quiet Please...
... Zombie at Work



Maslow's Hierarchy



Are Nice Participants Ruining Your Caseload?



Empathy



**You never know when one kind act,
or one word of encouragement,
can change a life forever.**

Zig Ziglar

Build a Service Culture



Employee Golden Rule

**Treat employees
the way you want
the customer treated**

**You aren't in the coffee
business serving people,
you're in the people
business
serving coffee.**

Howard Schultz of *Starbucks*



Little Pack Goes to Camp



We are here to help everyone to achieve their goals. We just try to create an atmosphere **where people feel valued, trusted, and respected**....The magic happens when all these things come together.

Nordstrom management team

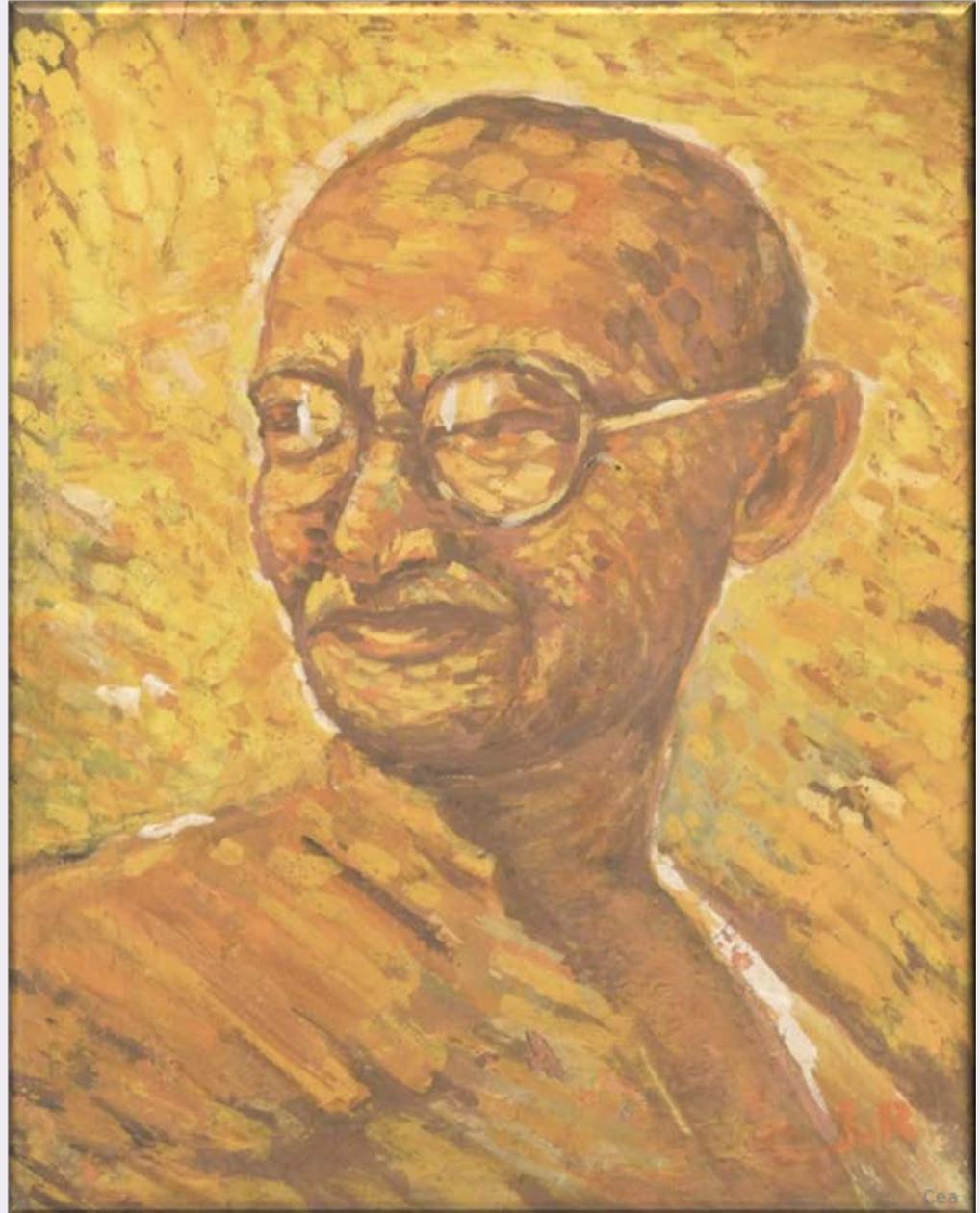


The World's Largest Online Retailer

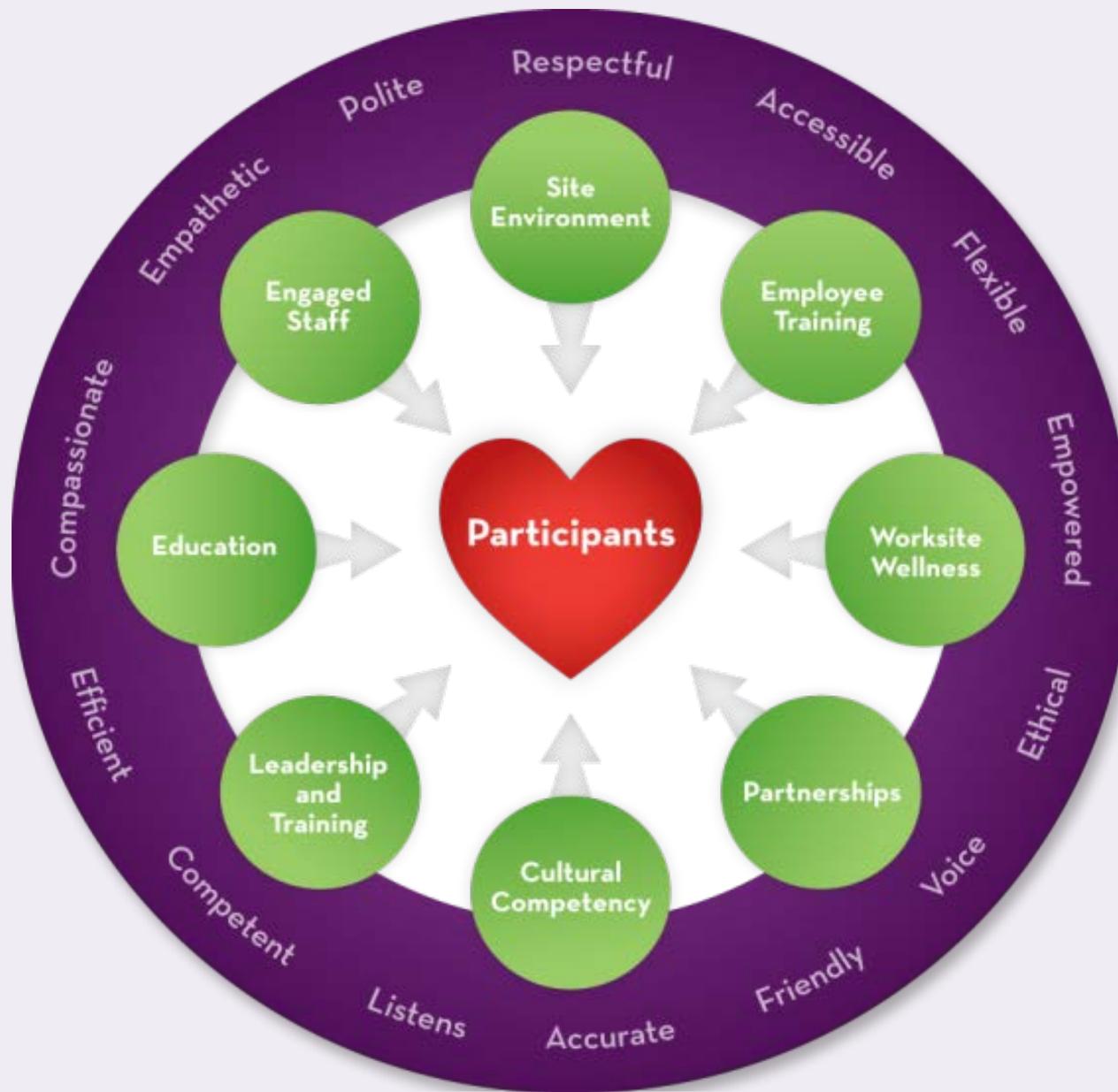
**People will forget what you say,
but they will never forget
how you make them feel.**

The best way
to find
yourself
is to lose
yourself
in the service
of others.

Mahatma Gandhi







Take Action!

Plan a
Platinum Service Culture
for your agency

Beginning...Tomorrow!

Please Complete Your
Evaluations

