

The RightStaff Review

The right choice for your staffing needs



Communicating Criticism

Many managers are eager to compliment but often neglect to criticize. It is so hard to tell another grown-up when he or she has done something incorrectly. However, managers are responsible for helping others grow and need to help mentor their employees.

Here are a few guidelines to follow to help employees gain new skills:

1. Specify the behavior and criticize the behavior - never the individual.
2. Be specific in your criticism - don't generalize.
3. Say something positive about the person.
4. Show how you can work on the problem behavior as a team.
5. Understand how the employee feels and show your empathy.
6. Show your confidence in the employee.



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Customer Service is Everybody's Job

By Patricia Fripp

Everyone in your organization must know how vitally important customer service is in your business. Good customer service starts with good training of your employees. Here are a few suggestions to help your organization keep your customers beaming and eager to come back for more.

1. Sell your company to your employees.

If you have brochures explaining your products or services, make sure everybody in your organization reads them. Print them in as many languages as necessary to ensure that everyone gets the message.

If you have a mission statement or company philosophy, post it everywhere. Be creative in communicating what's expected. Consider audio or video tapes depicting your mission or cartoon strips or photo series illustrating how employees share in achieving the company's mission. Then be sure that you really live your mission statement. Lip service only will produce cynical and hostile employees.

2. Recognize effort.

Regularly salute employees who have gone the extra mile in serving your customers. Write up the incident for your company newsletter. If you have no newsletter, post the report in a special place of honor along with a photo of the employee.

3. Trade places.

Why not give your executive and administrative staff an opportunity for hands-on experience with customer service?

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ONE MINUTE IDEAS

Writer's Block?

Can't get going on a memo or other piece of writing? Write random ideas on the topic. When you're done, go back and restructure your thoughts.

Silence

Mentally count how many times you remain silent in your next conversation with an employee or co-worker. If you note only a few, you may need to give others more chances to offer their ideas, to ask questions, and to show they understand what you've said.

Web Safety Tips –

Did you know that you need updated antivirus protection and a firewall to stay safe while surfing the internet? Ever heard of spyware, which tracks every move you make on the computer? No? Then you may need Online Security & Safety Tips.

For a free copy, visit: www.pueblo.gsa.gov or call 1-888-878-3256; ask for Dept 80.

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Every few weeks have each of them spend a day working on the front lines serving your customers.

4. Talk to the front-line troops.

Hold regular meetings for employees who have the most contact with your customers and ask them, "What questions do our customers ask most often about our product or service?" "What complaint do you hear most often?" "What do customers find most beneficial about our product or service?"

Source permission by: PFripp@Fripp.com, 1-800 634 3035, <http://www.fripp.com>

It's All About Attitude!

The longer I live, the more I realize the impact of **ATTITUDE** on life.

ATTITUDE, to me, is more important than education, than money, than circumstance, than failures, than success, than what other people think, say, or do. It is more important than appearance, giftedness, or skill. It will make or break a company... a church... a home.

The remarkable thing is we have a choice everyday regarding the **ATTITUDE** we embrace for that day.

We cannot change our past...we cannot change the fact that people act in a certain way. We cannot change the inevitable.



The only thing we can do is play the one string we have, and that is our **ATTITUDE**...I am convinced that life is 10% what happens to me and 90% how I react to it. And so it is with you...we are in charge of our **ATTITUDE**.

Source: Chuck Swindoll, author, *Attitude*. Visit us on the web at: www.ladge.com

"Everyone wants to live on top of the mountain, but all the happiness and growth occurs from climbing it."

— Author Unknown

RightStaff is a full-service employment and recruiting firm specializing in professional and non-professional, contract to hire and direct hire replacement. Our networking contacts and expertise has helped to make RightStaff one of the leading professional employment and staffing firms in the Nation.

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