

"The Culture of Internal Customer Service,"

DEVELOPING AGENCY COLLABORATION FOR GREATER OUTCOMES

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Objectives



- ▶ Improve service within your organization, increase productivity, and as a result, offer your customers better service
- ▶ Create interdepartmental service strategies that help, rather than hinder, work flow in your organization
- ▶ Eliminate “turf wars” among departments

Key Topics:

- ▶ Identifying internal suppliers and customers and analyzing service “touch points”
- ▶ Understanding service perceptions and the importance of managing them
- ▶ Determining each employee’s needs as a customer
- ▶ Measuring internal service
- ▶ Building a positive attitude for internal service
- ▶ Eliminating blame and “That’s not my job” attitudes
- ▶ Dealing with difficult or challenging internal customers
- ▶ Taking action to build teamwork across department/division lines

Improving Internal Customer Service

Most employees understand the importance of providing great external customer service, however, few understand the necessity for providing quality internal customer service. Without each employee treating others within the organization with the same care and respect as they would show a customer, it is impossible to maintain a high level of external service. In order to achieve levels of service that create loyalty among customers, a high level of service and support must exist inside the organization. This program focuses on building the necessary skills to provide extraordinary internal customer service.



**Identifying internal suppliers and
customers and analyzing service
“touch points**



Understanding service perceptions and the importance of managing them

Different customers may perceive one and
the same product or **service** in different ways

Determining each employee's needs as a customer

- ▶ What
- ▶ Why
- ▶ How
- ▶ When
- ▶ Where



Measuring internal service

How do we know we are effective?

Building a positive attitude for internal service

- ▶ Look for the positive
- ▶ Make a habit of doing it
- ▶ Find gratitude in your situation (Work, and Purpose)
- ▶ Look for ways to grow (education, skills)
- ▶ Build a Positive Self-Esteem (Self-Care)
- ▶ Stay away from Negative Influences



Eliminating blame and “That’s not my job” attitudes

If it’s about the outcomes that align with agency’s goals then it is your job to see that it gets done.

Dealing with difficult or challenging internal customers

- ▶ Supervision (PMP)
- ▶ Conflict Resolution Techniques
- ▶ Avoidance only makes matters worse

Taking action to build teamwork across department/division lines





Taking action to build teamwork across department/division lines

- ▶ Team Meetings
- ▶ Group WRAPs
- ▶ Team Supervisions (PMP)