

ANALYZING CUSTOMER SERVICE OUTCOMES

Consider improving client care by breaking the process into manageable steps. The following drill should be used with people and teams that work directly with clients so they can analyze and determine new methods to improve outcomes.

Write down a situation you had with a client or customer (remember this is anyone you touch) that did not have the outcome you desired. Think about whether you reacted or responded.

What were the implications for you and how can you change it for next time?

What were the implications for the customer and what can you do now, or what could you have done to create a better outcome?

