

Setting Yourself Up for Success

Job Aid

Look Sharp

First impressions happens in the first 30 seconds. What is your lasting impression? How are you presenting yourself?

- Successful people tend to avoid looking sloppy or unkempt. They avoid slumping, frowning, smirking, or looking bored or tired.
- What does your appearance say about you? Does your demeanor suggest that you are excited to be serving others?

Be Attentive

Paying attention to your customer is the most important action you can take.

- Stop whatever you are doing when a customer calls or comes in
- Focus entirely on the customer you are helping
- Tune in your customer and tune out distractions
- Listen actively and without interrupting
- Listen for what isn't being said

Have a Positive Attitude

Attitudes rub off and are contagious. Negative attitudes drag others down, positive attitudes ("can-do attitudes") move things forward. Some things you can do are:

- Smile
- Appreciate the good in yourself
- Appreciate the good in others
- Believe you can make a difference
- Take the high road
- Keep an open-mind
- Learn to laugh at yourself

Manage your Tone of Voice and Body Language

Tone and body language communicate (85%) more than your words (15%). To present positive tone and body language:

- Keep friendly facial expressions
- Make eye contact
- Relax shoulders
- Act confidently
- Speak in a professional tone of voice that sounds helpful and non-threatening
- Nod to show you are listening

Exercise Ethical Behavior

You build trust by behaving ethically, which includes treating others equitably. Always...

- Act with integrity
- Do the right thing
- Tell the truth
- Be dependable and reliable
- Follow through on your commitments
- If you are not sure, ask for help

Manage Your Energy Level

Think of your body as a valuable machine to be maintained at peak performance. To avoid seesawing between natural highs and lows in your day:

- Know your body's daily rhythm
- Eat a healthy breakfast
- Refuel with healthy/nutritious choices
- Control your intake of fat and sugar
- Stand up, stretch and move around for 5 minutes every hour

Be Knowledgeable of Calming Techniques

You work with the public, so there is a potential for adversarial moments. When you stay calm, you are able to focus on the situation. The following will help you in those high pressure moments:

- Breathe slowly and deeply many times
- Count to ten (but don't hold your breath while doing this)
- Think about something that makes you happy
- Think before you speak or act
- Politely excuse yourself to regain control

Know Your Business

Build credibility with others by knowing your business. Show you know Extension by:

- Understanding the demographics/stats about your area
- Know your competition (counties, industry, online, etc.)
- What is your 60-second pitch about what you do?
- What is an example of the work you do?

Exceptional Customer Service Equation

Service Mindset, Powerful Phrases, plus Actions!

