

JULY - Job Satisfaction

The second half of the year is a great time to review how staff manage what is often considered the tough stuff of customer service – difficult customers.

Difficult interactions can quickly diminish employee job satisfaction and team positivity. All staff need the skills and the support to turn a negative customer interaction into positive outcomes, but they also benefit from clear steps to help them address the “after shock” that can arise post difficult interactions.

July is the time to check up on the *Job Satisfaction* of the team.

Practical Activity

Mid-Year Booster

Ask staff individually or as a group, to share what they do (or would do) after difficult customer interactions to help them quickly return to a positive state of mind.

You may like to share your own story of a difficult interaction/s and what you have done to recover.

The aim of the activity is to create a workplace that acknowledges that difficult customer interactions can occur and how sharing experiences and working together is great for skill development and a powerful way to move forward.

This activity helps to develop Emotional Intelligence (EQ). A team with high EQ is a team that is purposeful and positive; they spend time supporting each other and seeking solutions.

