

Looking After You

Aim of the Video

Interacting with customers can be a positive and enjoyable experience but, not all customers will be a delight to interact with. It takes focus and energy to juggle the completion of workplace tasks and the interruptions and demands of both internal and external customers. All this juggling can leave employees stressed and fatigued. This video encourages attendees to work together to help each other not only survive but thrive in a people centred role.

Play the video up to the Pause

The Activity

Confirm there are no bad, wrong or silly ideas when considering ways to de-stress or recharge at work.

- Encourage staff to share individual ideas that help them remain positive or how they recharge their customer service batteries.
- Allow staff to include things on the list that may not be possible ie: 10 weeks' annual leave, days with no customer interactions, more staff to work in peak periods, 4-hour lunches.
- Allowing staff to share their "wildest dreams" creates an atmosphere of fun and you never know, someone might hit on something that's possible.
- You may like staff to write their ideas on a "Post it Note" and put them in a hat/bucket. That way the ideas are anonymous, which allows the more reserved staff to join in without standing out or feeling judged.

Before returning to the video

Review the list of ideas and ask this question; **"How will our customers benefit from us addressing our individual and team stress?"**

Press PLAY

Post Video ACTION

- Share the ideas across the year ie: via email, text message, Intranet or in team meetings. It can be easy to forget how to de-stress when you are stressed.
- Consider the "wildest dreams" to see if there is a consistent theme or underlying need that can be addressed.
- Encourage staff to seek support if they experience ongoing stress or fatigue related to either their work or private life.

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HANDOUT

Consider what you can do at work, to help you destress.
