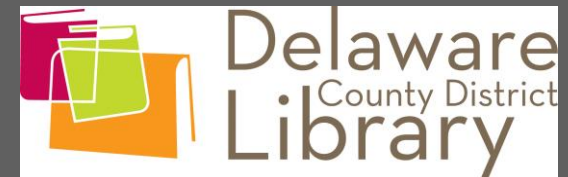


AN EMPATHETIC APPROACH TO CUSTOMER SERVICE

Molly Meyers LaBadie, Deputy Director



Welcome



Starbucks Story



How do we feel about our Patrons?



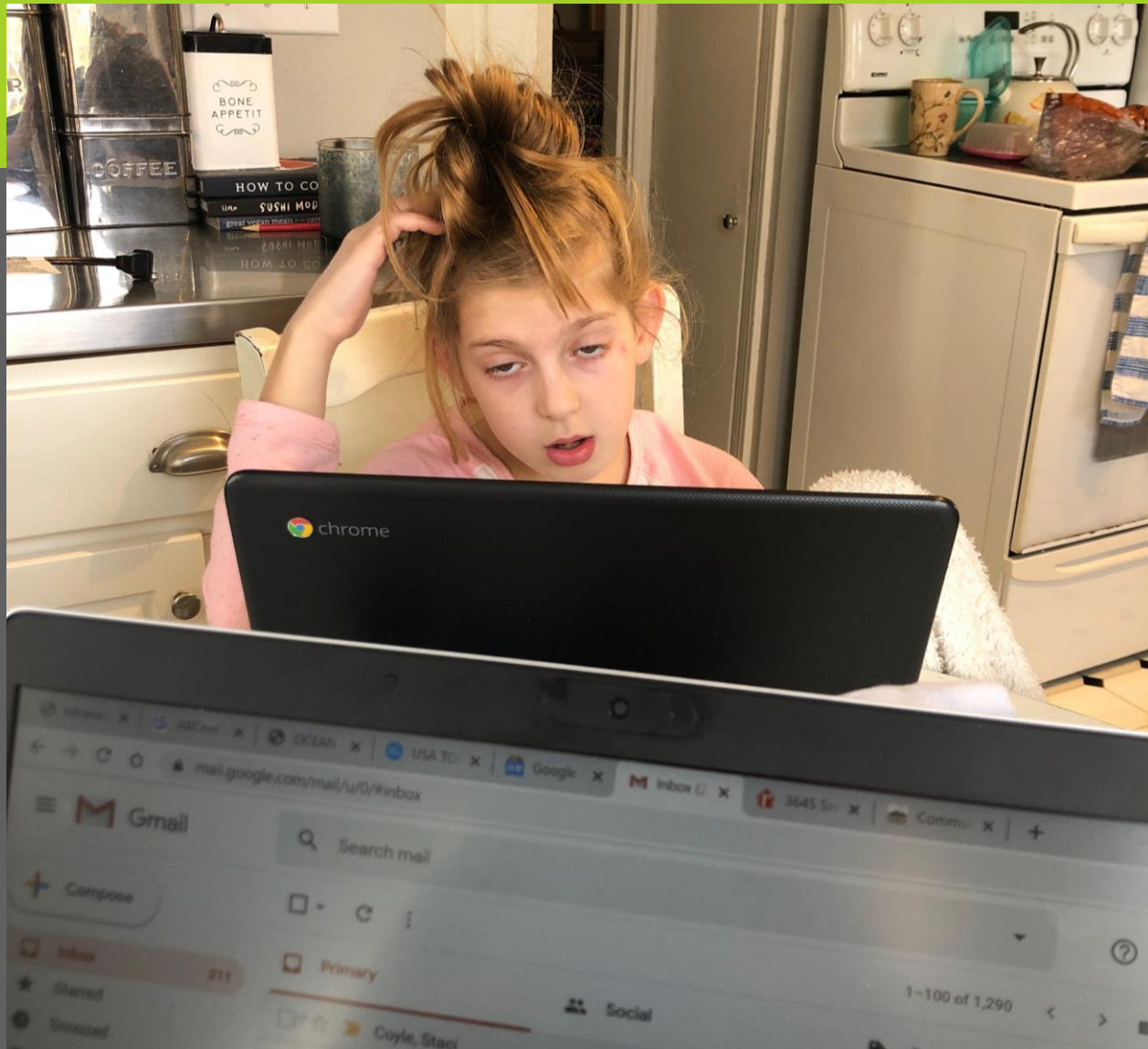
Customer Service Basics



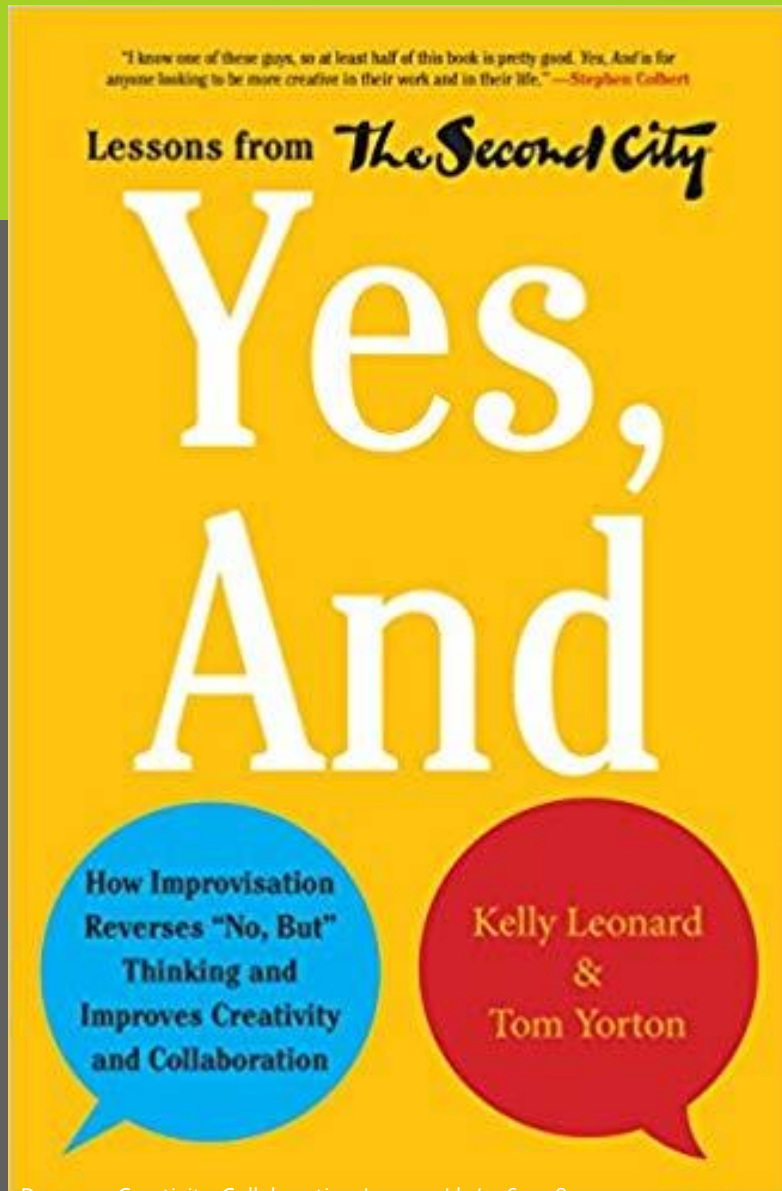
Be Proactive!



<https://www.windhampros.com/proactive-customer-service-pillars/>



Yes... And!



<https://www.amazon.com/Yes-Improvisation-Reverses-Creativity-Collaboration-Lessons/dp/0062248545>

Special Circumstances



Empathy Skills

To be able to know when to give a little more, we need to cultivate our Empathy skills:

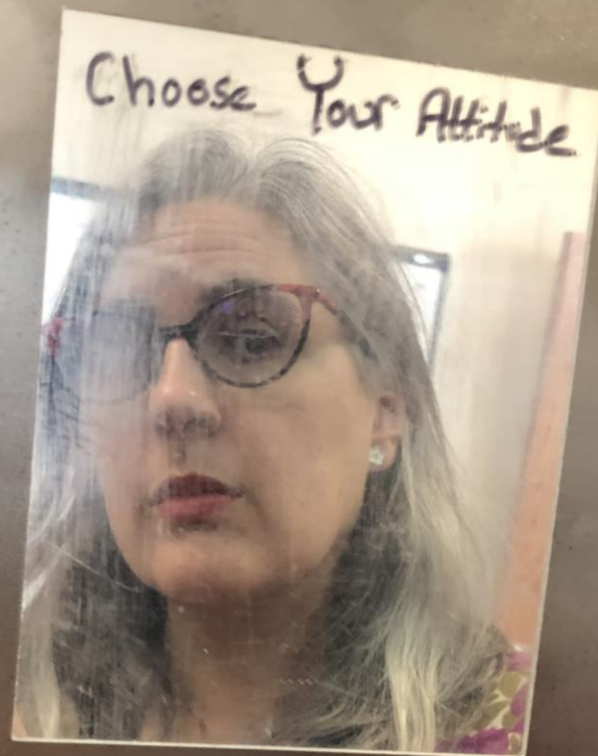


MICROAGGRESSION

"the peppering of small, offhand comments that, without malicious intent, prompt uncomfortable feelings of racism and discrimination."

<http://www.sandyspadaro.com/2016/01/micro-aggression-a-new-breed-of-bully/>





Children



Teens



English Language Learners



Special Needs



<http://blog.logomyway.com/wp-content/uploads/2017/01/handicaplogo.jpg>

My Story



Questions



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Thank You!