

AYSC News

At Your Service Consulting Newsletter



LOVING YOUR TEAM

Love your customers. Love yourself. What about your team? Do you love on your team quarterly, monthly, or more often? Do you wait until Administrative Assistant's Day to gift your office staff donuts and coffee or do you acknowledge your team regularly?

It is a good idea to have a personal touch option for those you employ. That could be anything from a phone call to a personalized postcard on their birthdays to springing for lunch. The overall culture and dynamics of your group will determine what is most appropriate. Making a point to engage directly with individuals demonstrates a value for and appreciation of their relationship with you.

Become interested in what team members are interested in. Listen to their stories, find out about their lives outside of the office. If they're having something special coming up remember to ask them about it when you see them again. If their grandkids are interested in a sport or hobby, consider taking time to find out about local venues or upcoming events. Sharing this information will show that you are invested in them and not just what they bring to the group.

Please and thank you seem to have gone away with the introduction of emojis and texting. But common courtesy and good manners will go a long way in the journey to show love to your team. A simple greeting of Hello or Good Morning and making eye contact will demonstrate the respect they are due as representatives of the organization. Even when making a request or issuing a new task, include please and say thank you. At the end of the day, offer a sincere thank you to your team for the effort they put forth and wish them a good day.

People perform better for leaders they enjoy working for and with. Communicating gratitude for the work your team does improves organizational satisfaction and increases effectiveness down through the customer service experience.

Newsletter Highlights

Word from the President

Loving Your Team

Internal & External Communications

The Exponential Growth of an Enduring and Effective Leader



AT YOUR SERVICE CONSULTING L.L.C.
Doorways Opening to Optimal Relationships



INTERNAL & EXTERNAL COMMUNICATIONS

Excellent communication begins internally and expands externally. Successful organizations have mastered the balance between internal and external communications needs. It begins by defining the communities that belong to each segment. Who are the internal stakeholders in your organization? Board of Directors? Regional Directors, Managers and Team members? What about the external stakeholders? Your customer base? Residents hired to work within retail stores? Each of these stakeholders has a different level of communication required. Consistent, clear communication internally translates into clear communication with customers and potential clients.

Parents teach their children, "it's not what you say, but how you say it." Organizational leaders can add to that, "and the method by which you communicate it." Consider the ramifications of delivering a termination notice via text message. Or the implications of sending a less-than professional email containing an overload of emojis. The vehicle through which we communicate

THE EXPONENTIAL GROWTH OF AN ENDURING AND EFFECTIVE LEADER

Enduring and effective leadership emerges from a variety of characteristics and skills, but one trait is universal across leaders in all industries: self-awareness. Successful leaders embrace the moments of quiet, self-reflection that increase their emotional intelligence. They actively seek opportunities to engage with themselves to determine what they are bringing to those they lead.

plays a part in the overall success of endeavors. Awareness of the preferred communication style of your recipient will help establish what is acceptable under the communication strategy for your organization. The larger the organization the more important it becomes to have these seemingly mundane items outlined in a corporate policy. What words are used to convey our message? What method is used to deliver that message? What are the organization's thresholds for a timely response; internally versus externally?

Access to a communication strategy increases employee effectiveness by reducing conflicts between teams and increasing productivity. As your organization grows and teams are added it becomes important to establish the standards for communication. This can be accomplished by adding or updating existing communication tools such as Intranet, newsletters, or recurring trainings. It can also include adding access to an internal instant message system or updating technologies to support the growth in staff.

One benefit of a communication strategy that cannot be overlooked is consistency. Creating consistent, clear guideline for your team leaders reduces stress and employee churn. The level of transparency offered to team leads empowers them to offer the same support and trust to their team. When front-line teams understand the "why" behind a policy or request, what parts are available for public communication, which parts are in-house only, etc. they are confident when communicating with customers.

Awareness of leadership and communication styles produce a top-down leadership that invites a 360-degree feedback loop. In essence, if your team knows you look at yourself first rather than casting blame, openly admit areas where you're still growing, and demonstrate appreciation for their acts of integrity; they are more willing to share obstacles and offer solutions to challenges.

It takes effort to get there but enduring leaders are willing to develop and practice the humility required to improve themselves and, by extension, their teams. The ROI of these emotionally focused learning opportunities is exponential! Why? Because the common denominator of every room you walk into is you. To become productively self-aware is to super charge yourself and your ability to lead well.

Effective leaders acknowledge the importance of cultivating these soft skills through online assessments, team generated feedback, leadership training, and group or one-on-one coaching. These tools are beneficial for new and seasoned leaders who understand the value of continued growth and improvement. Invest in yourself, your personal growth, and the benefit of the team you lead.

Workshops offer tools to help identify ways to grow your team in areas of communication and leadership. Become a leader of leaders.

To learn more about becoming an Enduring and Effective Leader, follow us on LinkedIn.

Schedule your Leadership Consultation to learn how At Your Service Consulting can empower you and your leadership team.

Questions to Consider:

- Where are you in your leadership journey?
- Were you called up by a former manager or leader and now you're not sure how to lead the group you're assigned to?
- Are you an organizational leader finding yourself passed up for opportunities to lead projects or acquire customers?
- Finding yourself in the same role with the same pay and same number of resources for x-number of years.
- For more leadership training resources, visit us online.



Word From Our President



It's been a while since we've communicated with you through our newsletter and we are excited to be back with you! We will come to you quarterly with updates on what we are doing as we strive to serve you better, trending topics that interest you and your organizations and

sharing hidden treasures from the world of customer service, communication and leadership development. This quarter's newsletter is focused on communication.

We have, and continue to see, many impacts of the pandemic over the past two years. One of the key areas that has been impacted is how we communicate with others, particularly in our marketplace organizations and in our ministerial teams. Effective communication is a key factor in the success of an organization.

According to CallRail.com, "the majority of communication between customers and small businesses now takes place digitally: 60% of customer interactions took place online last year, up from 42% in 2019. And while COVID-19 was certainly a factor, the

trend is expected to continue well beyond the pandemic." In the area of communication in ministry, it is important to stay relevant and engaging. According to Ekklesia 360, 52% of a church's Sunday morning website viewers are first-time visitors to the site. If they like what they see on the first visit they are more likely to return.

"Words are singularly the most powerful force available to humanity. We can choose to use this force constructively with words of encouragement, or destructively using words of despair. Words have energy and power with the ability to help, to heal, to hinder, to hurt, to harm, to humiliate and to humble."

Yehuda Berg

Communicating to connect is a skill that can be taught and learned. We look forward to working with your organization towards improvement in this area.

Keep Growing,
Claudette