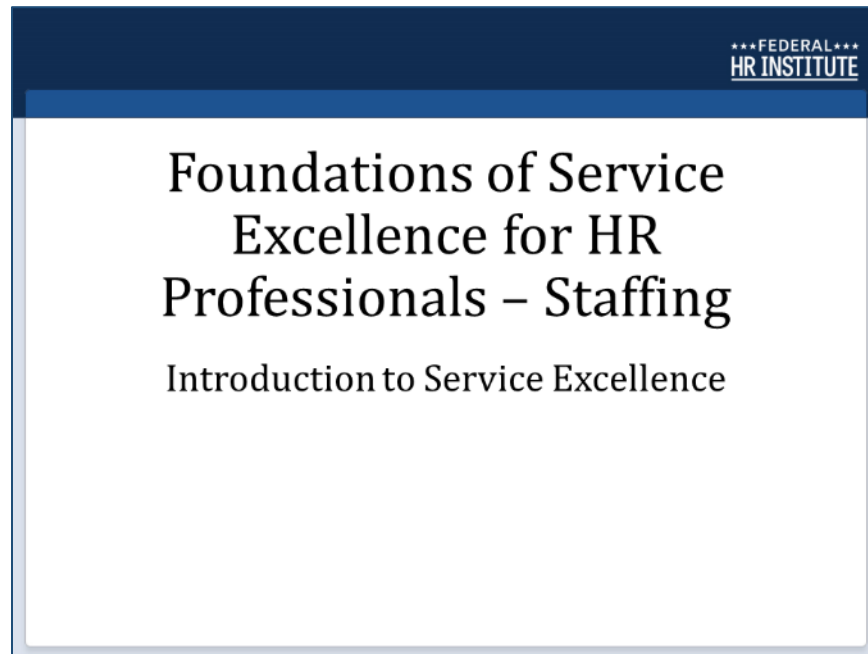


Lesson 1: Introduction to Service Excellence

Participant Guide

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Lesson Introduction



Slide 1

Welcome to the *Foundations of Service Excellence for HR Professionals – Staffing* course. This first lesson, *Introduction to Service Excellence*, will introduce you to the course and the concept of service excellence. To start, we'll explore why service excellence is important for HR professionals. Then we'll review the goal, objectives, and overall agenda for the course. We'll consider what service excellence looks like in the federal hiring process. And based on that definition, you'll assess your current effectiveness in providing service excellence.

Introductions

Introductions

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Slide 2

Share

- Name
- Title/job description
- One word describing the experience when you were hired for your current position



Slide 2

Let's take a few minutes to get to know each other. As directed by your instructor, please share your name, title/job description, and one word describing your experience when you were hired for your current position.

Pre-reading

Pre-work ***FEDERAL***
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Slide 3

Pre-reading:

- <https://www.washingtonpost.com/news/powerpost/wp/2016/05/04/why-is-it-so-hard-to-get-a-federal-job-heres-one-reason/>

The Washington Post May 4, 2016

Why is it so hard to
get a Federal job?
Here's one reason.

Slide 3

To prepare for this class, you should have read the Washington Post article, *Why is it so hard to get a federal job? Here's one reason.*, from May of 2016. The article is found at:

<https://www.washingtonpost.com/news/powerpost/wp/2016/05/04/why-is-it-so-hard-to-get-a-federal-job-heres-one-reason/>

Course Goal

Course Goal

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Slide 4

Teach
fundamental
customer service
and consulting
skills/techniques
that HR professionals need
to apply when performing
their job duties

Slide 4

The overarching goal for this course is to teach fundamental customer service and consulting skills/techniques that HR professionals need to apply when performing their job duties. As you've seen, service excellence is not a nice-to-have; it's an important part of our jobs. In fact, Service is one of OPM's core values, and our Strategic Plan emphasizes the importance of providing accurate, responsive, and timely customer service in our everyday work. Service excellence is also an important part of hiring reform.

Course Learning Objectives

What You'll Learn

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Slide 5

- How can I adopt a service excellence mindset?
- Who are my customers and what are their unique needs?
- How can I apply trust-building behaviors to achieve service excellence?
- How can I apply communication skills to achieve service excellence?




Slide 5

What You'll Learn (continued)

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Slide 6

- How do I apply problem-solving skills to provide excellent service?
- How do I integrate trust-building behaviors, communication skills, and problem-solving into excellent service?



Slide 6

This course will answer the questions shown on the slides and in doing so will fulfill the following learning objectives:

- Adopt a service excellence mindset.
- Determine the unique needs of various customers through the hiring process.
- Apply trust-building behaviors to achieve service excellence.
- Apply communication skills to achieve service excellence.
- Apply problem-solving skills to achieve service excellence.
- Integrate trust-building behaviors, communications skills, and problem-solving to achieve service excellence.

Course Overview

Course Overview		***FEDERAL*** HR INSTITUTE
		Slide 7
(Day One) Time	Lesson	
8:00 – 9:40	1. Introduction to Service Excellence	
9:40 – 9:55	Break	
9:55 – 11:25	2. Who Are My Customers?	
11:25 – 11:55	3. Building Trust for Service Excellence	
11:55 – 12:55	Lunch	
12:55 – 1:35	3. Building Trust for Service Excellence (continued)	
1:35 – 2:55	4. Communication Skills for Service Excellence	
2:55 – 3:10	Break	
3:10 – 4:55	5. Problem-Solving for Service Excellence	
(Day Two) Time	Lesson	
8:00 – 9:55	6. Course Summary	
9:55 – 10:10	Break	
10:10 – 11:10	7. Capstone Activity	

Slide 7

Here is an overview of the whole course:

- You will complete activities to define what service excellence looks like and to assess your current level of service excellence. You will set goals for how you can improve your service excellence.
- Next, you will complete a stakeholder mapping activity to identify your customers and their needs.
- For the rest of the day, you will work on specific skills to build trust, communicate effectively, and solve problems.
- You will role-play a typical hiring scenario and use a checklist to provide feedback to others.
- You will plan how you can continue to improve your service excellence.
- As a Capstone activity, you will work individually to identify how you would apply service excellence behaviors and foundational skills in a typical hiring scenario. This work will be graded.

Getting Credit for the Course

Getting Credit for this Course

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Slide 8



Capstone Activity

Post-Test

80%
Average

Slide 8

To demonstrate achievement of the learning objectives, you will achieve an average score of 80% or better on your combined score for the Capstone Activity and Post-Test.

What is Service Excellence?

The slide is titled "What is Service Excellence?" and features the logo for "FEDERAL HR INSTITUTE" in the top right corner. It is labeled "Slide 9" in the bottom right corner. The content is organized into two columns:

Customer Service	Service Excellence
<ul style="list-style-type: none">• Meeting customer's needs.• Meeting customer's expectations.• Solving the customer's immediate problem.	<ul style="list-style-type: none">• Exceeding customer's needs.• Exceeding customer's expectations.• Digging down to find the root cause of the customer's problem and addressing it.

Slide 9

What do we mean when we say “service excellence?” Perhaps the best way to describe it is to compare it to customer service. Where customer service is meeting your customer’s needs and expectations, service excellence is exceeding those needs and expectations. Where customer service is solving your customer’s immediate problem, service excellence is digging down to find the root of the customer’s problem and addressing that problem.

Activity 1-1: What Does Service Excellence Look Like?


Activity 1-1

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Slide 10

What Does Service Excellence Look Like?

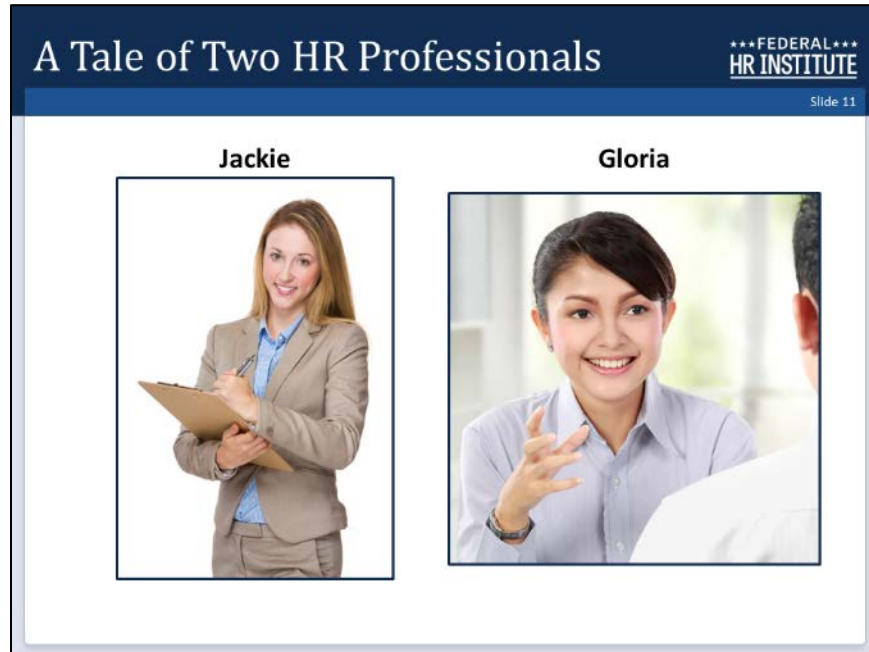
1. Think of a time when you received great customer service.
2. Consider these questions:
 - What did the person do?
 - What do you think the person was thinking?
 - How did that make you feel?



Slide 10

To start, let's think about our own experiences with service excellence.

A Tale of Two HR Professionals



Slide 11

How you work with others makes all the difference. By partnering with hiring managers and other customers, you become more than just an order taker. You become a trusted advisor.

Activity 1-2: Service Excellence Self-Assessment


Activity 1-2

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Slide 12

Service Excellence Self-Assessment

1. Think about the last time you worked with a hiring manager, applicant, or other colleague.
2. Complete the self-assessment worksheet.



Slide 12

Now that we have defined what service excellence is, let's assess our current capabilities when it comes to service excellence. Which of these service excellence behaviors do you routinely demonstrate? What do you need to work on?

Activity 1-2: Service Excellence Self-Assessment

Instructions

In the worksheet below, put a checkmark in the column that reflects the frequency at which you exhibit each service excellence behavior. In the Learning Goals section, identify specific actions you'll take to improve service excellence during this course.

Knowledge and Credibility

Action	Never	Rarely	Frequently	Always
Provide current and factual information				
Do your own research to make sure the direction you're getting is accurate; don't assume anything				
Educate yourself on the position for which you're hiring, so you understand the language				
Be knowledgeable about your agency's hiring policies, hiring regulations, and the hiring process				

Trusted Advisor

Mindset	Never	Rarely	Frequently	Always
Recognize and respond to customer's needs				
Anticipate customer questions and proactively provide information				
Differentiate between what the person is asking for and what he/she really needs				
Proactively explain the process and roles and responsibilities				
Guide others to avoid problems				
Solve problems				

Mindset	Never	Rarely	Frequently	Always
Point to relevant resources				

Interpersonal Skills

Mindset	Never	Rarely	Frequently	Always
Listen to understand (active listening)				
Ask probing questions to understand				
Emotional Intelligence: Demonstrate concern and empathy for the other person				
Communicate effectively				
Demonstrate respect for others				

Professionalism

Mindset	Never	Rarely	Frequently	Always
Respond to requests in a timely manner				
Proactively provide status updates				
Use clear language, without acronyms, slang, or jargon				
Provide continuity in the process, assuring smooth handoffs with others in the process				
Set clear expectations and live up to them				
Be proactive				
Take ownership – even if it's not officially your responsibility				

My Learning Goals

I will take the following steps to improve my service excellence:

Lesson Summary

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Slide 13

- In this lesson, you learned:
 - The importance of service excellence for HR professionals
 - About this course
 - Service excellence behaviors
 - Trusted advisor

Knowledge and Credibility

Trusted Advisor

Interpersonal Skills

Professionalism

Slide 13

In this lesson, you learned why service excellence is important for HR professionals. You identified the behaviors that lead to service excellence. You assessed your service against those behaviors and began to consider how you can become a trusted advisor.

In the next lesson, you'll learn more about your customers – specifically, who they are, and what their needs are.