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Please stand by for realtime captions.

We are ready to go. We'll go ahead and get that recording scar did -- started. I will do one last audio

check. If you can hear me, please put your status to "agree." If you cannot hear me, such a status to

disagree. It looks like everybody is good. I will pass it over to Kevin for introductions.

Hi, this is Victoria. Good afternoon everyone and happy Friday Eve. My name is Victoria Evans. And I,

along with Kevin Green, or the training for Nieders for these community of practice sessions. We will

focus on customer service. It is those skills and traits you need to provide excellent customer service.

With that, I will pass it on to our facilitator for this month, community of practice session, Mr. John

Abrams. Whenever you are ready, go ahead.

Thank you, Victoria. Welcome everybody. Let's get the checkmarks cleared for the participants list right

now. I'm curious as to how many of you have heard me present on customer service before. If you have,

put a green checkmark up there. We have a few out there who have heard me on this. Conversely, folks,

although the conversation regularly changes, depending on participation, there is not a lot of knew

information in this. It is just abbreviated version. Thank you for showing up to listen to me again. If you

do get it off last time, here we go again.

My name is John Abrams. I consider myself to be the bald guy with the bowtie. We get back to a point

where we are in the office, those of you in D.C., if you see me without a bow tie on, there's something

very, very wrong. Without any further ado, will start diving in. Right now, what I would like you to do,

and the poll that pops up here, name a company or organization where you consistently great customer

service? Just type something in and we'll see what pops up there. Disney, Chick-fil-A, I'm guessing CSA is

Chick-fil-A? We may need some information on the Embassy suites. The Navy Federal. All right, we have

quite a lot of them popping up there. It doesn't look like anything unexpected really showing up in that.

We almost always get Amazon, Disney, Chick-fil-A, icy Starbucks and target on here. And, at least two

different banks and insurance companies. This is all fantastic news. Steffanie, thank you for the poll. In

the chat, does anybody disagree with any of those? If you do, you surely can use the chat. Probably not.

Those really excel when it comes to customer service. All of that is because they do a lot of the same

things. We'll get into what some of those are later on in this presentation. Because you are, you are the

HR community of practice calls. I will go out on a limb and assume you're either a HR Specialist, HR

assistance, HR liaison or someone who is interested in learning more about HR. Is there anyone with a

different career field the one of those listed? I want to make sure I know who my audience is. I don't see

anybody typing anything. We will assume I covered it. Thank goodness. If there are aspects that might

help you in your career, we will delve into those as well. Since most of us seem to be in something to do

with the HR field, a few years ago, some very intelligent people created the HR journey maps to what

the employer journey through HR will be typically like. It starts on the left side of your screen where you

become aware and interested about federal employment. You decide I'm going to apply for a job. You

go onto U.S. jobs and fill out the application. You put the paperwork together. Then, it goes into this

deep, dark black hole where you never hear anything again. Something I always ask in these, all of you

are obviously federal employees. In the chat, if you would put how many applications you submitted

before you got your first federal job, if you know the number? If not, just give me a ballpark. How many

times you applied is 25, 100, two, five. Wow. This is incredible. I want to know what your secrets are. My

personal number was 94, before I got my first federal job. Of those 94, I would be willing to bet that I

heard back from less than five of those. I got one or two interviews. But, that was about it. Everything

went into this black hole where we never heard anything. Customer service lesson one, when it is

possible, and I realized all of you probably have seen hundreds of applications when you posted an

advertisement. It is like you are able to reach out to everyone about anything. But when you can, when

someone has a specific question, if it is at all possible to respond, make the effort to. It will go so far in

improving the overall experience that people have when working with BBA, HR and the office of talent

management. Once that application process is gone through and you get your first federal offer and you

accept the position, whether you applied once or, like some of our people, over 100 times in here, you

get deposition so you on board and orient around and learn about the role. You settle in a little bit. You

learn how to get things done. You build a community network. You come around and get training. You

get recognize and maybe you want to seek another promotion. You go around the circle again. Well, you

may go around the circle once. You make around the circle five to 12 times. But eventually, you'll exit

the federal government either on your terms, or not on your terms. We'll go into that. You will still

hopefully keep in touch with your network and try to grow what you have built over your career. Now,

that's the journey of a typical employee through HR. Who, on here, who has not had my class can tell

me, where Customer Service resides within this journey? And just put something in the chat box as to

which block, or blocks, you think it may fall into?

Fantastic Kimberly, you nailed it. At each step, from beginning to end. Everywhere. You are all correct.

Customer Service resides in each one of these. In every one of these, you really have to be -- had the

opportunity to show good customer service to people. Let's just admit it and callout the elephant in the

room. We all work directly, or indirectly, in government human resources. When you first tell baby what

it is you do, how many of them grown? Or even giggle a little bit because we may not have the best

reputation of being quick, efficient, honest, accessible, any of that. Is anyone willing to admit it? I've had

several people, when I say I work in federal HR, say I'm sorry. Like, I should be ashamed of what I'm

doing. I take great pride in that. Because, I know that I'm not, I note that the DBA HR professionals I

have dealt with are not like that either. Maybe with an exception or two somewhere. There are always

exceptions. The bulk of interactions I've had with federal HR, particularly at VBA has been a positive

experience. But yes, you're absolutely right. Customer Service resides in all of these. Now, moving from

there, what is customer service, in your opinion? We do have a couple of people typing. So, that's great.

While you're typing, I'm pretty sure you'll be very accurate on this. But, our standard definition is that

Customer Service is a assistance, or personal interaction, the customer has from an organization when

receiving a product or service. It is that singular human touch point for the customer throughout their

journey with an organization. I see we have being available and willing to assist clients and customers to

resolve issues. Going above and beyond. Active listening. Warm turnovers or handovers. And interacting

with your customers at all levels. You're absolutely right. Customer Service is every one of those. And

you have heard me talk a little bit today about our next topic. Or next question. This is customer

experience. Who can tell me about what customer experience might be? How it differs from customer

service if it does. Most people would assume, and in some ways, assume correctly that customer

experience is just another way of saying Customer Service. It is actually a little different. It is looked at a

little different. Customer experience is more looking at the sum total of the customer's journey with an

organization. It is not just one interaction people have had. It is a measurement about all the

interactions that they will have. It will include things like sympathy and friendliness and what that

relationship has been like throughout their interactions with the customer, company, business or even

the person. That is some the key differences between customer service and customer experience.

Customer Service will be that that one time when yet great service at a restaurant or a great retail

worker as you check out, when I ask you, did you find everything you need it today? You really feel as

though they meant it when they asked that. A lot of you talked about Chick-fil-A having an amazing

customer service relationships? What do you always here at Chick-fil-A when you go through the drive

through or even go inside? What are some of the things you might hear? We got "my pleasure.". My

pleasure, absolutely.

Whether you are in Louisville, Atlanta or Milwaukee, you will hear someone say, "my pleasure"

whenever you say something to them. This crosses geographical lines because there are a lot of

differences in Atlanta and Milwaukee. One has which is I can't imagine. One has summers that most

people dread. This Customer Service with Chick-fil-A crosses those boundaries. It is truly an international

experience.

These are some of the current leaders in customer experiences. Or, following that entire path or

relationship that someone has with an organization. We have Chick-fil-A that was one that was

mentioned earlier. Amazon was mentioned. This really generates an amazing customer experience

whether -- Norstrom is another one. I'll be honest, I'm a federal employee. If I'm going to shop at

Nordstrom, chances are it will be Nordstrom rack, my GS level is not that high that can shop at

Nordstrom on the event that gone in there, I've experienced that Customer Service and the customer

experience that they provide. I felt like I was a guest in their store been taken well care of.

Others that I have left off this list. Does anyone have one that's really stood out to them in the past?

All right, again, we'll go to Amazon. To me, this is always been a really important discussion to have

because of the viewpoint that Jeff Bezos has. Sorry, I see Linda mentioning Maria and having excellent

customer service. Yes, will talk about something like that a little later in the presentation. Sit tight. A

story is coming. Going back to Jeff Bezos and Amazon's approach. They see their customers as those

invited guest to a party where Amazon is a host. They want to make every aspect of the customer

experience just a little bit better. An interesting thing about Jeff Bezos is he didn't really create a new-

product to sell. That is where he made his billions. What he did was he found a new-wave to sell

products to people the customer service is absolutely amazing. I know there are people who are not

huge fans of them. I've talked to them in the past and we simply agree to disagree. I've a quick story I

will tell about my customer service and customer experience with Amazon when something could have

gone horribly wrong. It was about 2 years ago. I had ordered a set of air pots for myself as a happy

birthday gift to me. Ordered them and two days later, I get an email that my air pods was delivered to

the front is that my condominium. I go to the elevator and go to the front desk. They looked at me as

though as I had two heads. No, Mr. Abrams, we don't have any packages for you. I think, okay, here we

go. This will be a nightmare. Initially, it was. Because initially, I was trying to work with the shipping

company that told me that everything was delivered. I sent emails. Got responses that it would be

handled within 24 hours. I got those same emails for 96 hours in a row. Each time with a different

person saying it would be handled within 24 hours. So, after about five days, I said enough of this. I will

not deal with the shipping company anymore. I logged onto the Amazon site. I looked up there

Customer Service and of course, with almost any website that you go to, the first person, and I using air

quotes. The first person I spoke with was a bot. I thought okay, how is this artificial intelligence program

going to solve my problem for me? I tell you, I was incredibly surprised at how much thought, and

consideration, they had put into this intelligence product they built. Because, that bot, without me ever

speaking to a human being funded exactly what I ordered, I looked it up and confirm that the shipping

company said it was delivered. But, I was saying it hadn't been. Suffice it to say, the bot handed the

order to Amazon, got everything shipped an expedited. The next day, I had a pair of air pods waiting for

me at the front desk and there is no additional charge to my credit card. To me, the fact that Amazon

will put that much energy, and effort, into creating an electronic wall or artificial intelligence, speaks

flames to me about what they are willing to do. Excuse me. To improve their overall customer service

and customer experience.

Does anybody have anything they would like to add to that? I know I'm asking you to type a lot and a lot

of you trying to wolf down some lunch while this is going on. I will bear with you on that.

Not seeing anything pop up there. So, I will ask here. How can you, and your office, take that Amazon

approach to customer service? What is it that you could possibly do, to make sure your office is always

getting that five-star review? Is there something you already do to ensure that? Is there something you

would like to add, to which your office does? I see people typing. I certainly appreciate that. I see being

responsive and communication, absolutely. Responsiveness and communication are both going to be

just absolute keys to reaching where you, your supervisor, and let submitted it, our ultimate customers,

the veterans, wants us to be. No one wants VBA to fail. No one wants us to get poor scores on anything.

They want us to achieve success in customer service and customer experience. I personally talked about

follow-ups to resolution. Absolutely. If there is an issue, you follow up with it. I am originally from

Alabama, occasionally I will use some colloquialisms to say you have to bird-dog that. If you have never

seen a dog tracking a bird, but it is absolutely resolute. It will get to where it needs to go and it will not

stop until it has reached the end, whether that is something flying way or another outcome. Lisa, I see

no bots in the local HR but we can follow the request until it is resolved, and keep them informed. That

goes back to the communication aspect. Absolutely. It sees little things like that. Like over

communicating and make sure you follow up and keeping people informed. That is really the crux of it. I

think, between them, Andy, Ursula and Lisa could probably teach this class as well as I do. Because, they

absolutely nailed what some of the keys to good customer service really are.

Now, we have a quote here by one of my favorite people on the planet. This my Angelo I know all of you

can read. I don't normally read from slides. But I like to read this one. That is "I've learned that people

will forget what you said, people will forget what you did, but people will never forget how you made

them feel" that is absolutely the truth. What I'm curious about is how do we make our customers feel?

You don't have to answer that one in the chat. Hopefully, you realize that you make them feel good. If

you don't know how you make them feel, maybe you should give that some thought as you go through

your day today.

What was it like getting your job? Was it awesome? Was it incredible? Not so great? If it was awesome,

why was it awesome? If it is horrible, why was it horrible? Think about that too. That is what you want

to avoid. While people are typing up what their experience was like and getting this job, I will tell a quick

story that I have. You will find I have a lot of stories I like to tell. Some of you may know a Melissa Smith.

Chances are, you don't know the Melissa Smith that I know. But, I will never forget her name. That is

because Melissa Smith was the HR Specialist that first reach out to me to say, "Mr. Abrams, I'm calling

from the Birmingham VA. I would like to make you an offer of employment from your application you

posted." Melissa went so far out of her way to make sure I was informed, that I had all the information

that I needed. That I knew what questions I might want to ask. She may be feel that she cares. Haven't

talked to Melissa in gosh, probably 10 years. But, I will never forget who she was because of how she

made me feel. She made me feel valued. She made me feel heard. She did not make me feel I was just

another number or just another transaction or just another cog in the feel I was going to move forward.

As you go forth and go back to work today, you get back into the mundane, day-to-day comp activities, I

want you to really think, are you someone else's Melissa Smith? It doesn't matter if you are a liaison, an

assistant or a specialist, you have the possibility, or the ability to be someone else's Melissa Smith. I

would urge you, as you go back to think about how you can do that for people. That is my story on

Melissa. I will tell her she has been featured in I don't know how many presentations on customer

service, that maybe Michael for the week. It is to reach out to her and let her know about that.

Here are a few tips on how you can create that leading customer experience for your customers. He

thought you're going to learn about customer service in this. I'm taking this a step deeper and going

mainly on customer experience. One of the first ones, is to as much as you can, personalize the

experience. Although, each person, that we bring into the government and transferring one job to the

next, is an SF-50. There is a person behind that SF-50. That person has feelings and thoughts and

emotions. Just like you do. I don't think any of us are actual machines. There are some of you who can

churn through so much that you utterly amazed me but none of us are machines. Another thing, that a

lot of our top HR staff probably already do, and I'm relatively sure all of our liaisons have to do, is to be

proactive in creating these conversations with their customers. Find out what it is that they may need

before they have to ask you for it. The only way to do that is have the conversation, of how can I best

support you in doing your job or filling this position? Or, making this trance for arranging these benefits?

Whatever it is you do for VBA, and HR. Be proactive about it. Someone earlier said be responsive, reduce

the customer response time. This comes a lot from our former undersecretary for benefits. That is to

serve our customers in a way they want to be served. Not just in the way that is most convenient for the

organization. So, it is a golden rule of treating others like you wish to be treated. This is serving them in

the way they want to be served. And of course, as always, a positive employee experience leads to a

positive customer experience.

Make sure everyone is still awake and paying attention, put a green checkmark or agree if you have ever

worked with someone who is just, who just sucks the energy and joy out of the room. Do not name

them in the chat. I repeat, do not name them in the chat. But, put a green check up or raise your hand.

Let me know if you work someone who sucks the fun out of the job every day. It looks like we have quite

a few. Everybody knows that person or has seen that person. Here is your unneeded, but it has to be

said step as well. Don't be that person. Not everyone can bring joy into a room when they work in every

time or two -- do your best to be positive more than negative. It sounds simple. It sounds fun Dane but it

makes a difference. If you before you start speaking, at a meeting, or anything like that, you put a smile

on it sounds cliché, but is absolutely true. You can hear someone smiling when they are on the phone

with you or talking in a meeting with you. So, those are five quick things that you can do to really

improve your overall customer experience within the office.

So, here I will ask you. How would you rate yourself on providing excellent customer service and

customer experience? This is anonymous. No one will see who put what we'll find out if there is a

person that sucks the joy out of the room. It looks like we have mostly, we have all fours and fives. More

fours and fives. If that's back I will give everybody another 10 seconds respond with where they feel

they are.

Okay. Thank you, Steffanie. It looks like , we have about 63% that feel they are at four stars and 37%

that are at five stars. So, no three, node 2, and know one. No one is average or below. I can't tell you

how that makes me feel. Here is my challenge on that. For the 22 of you who said you are four stars,

when it comes to customer service and customer experience, what steps do you need to take, or what

steps can you take to get to that five-star rating? That is really what everyone on Amazon is looking for.

What is a five star rating? What do I have to do to get that rating? Another thing I would like all of you to

think about is what you can do to get to that five-star rating? Steffanie, thank you. We can close this out.

If you have a question, just posted in the chat. I don't see anybody typing we'll assume there are no

questions. There will be an opportunity for questions at the end, if you have them. I'm not going over

anything groundbreaking. I'm serving more as a reminder. We shouldn't ever forget how important it is

to be nice.

I apologize for this. It is a little outdated. I started doing this in early 2020. But, one of the reasons we

are keen on customer experience is that there's a top customer experience intelligence firm that

predicted that by 2020, customer experience would overtake price and product as the key differentiator

in the retail marketplace. Not to say that in English, it means that, as of last year, people will start to

clear that you care about how they are treated by an organization, how that organization social

footprint might look and how they are made to feel when shopping there than price. There will always

be those, myself included, who will go to Dollar tree. I will not get the greatest customer service at

Dollar tree, but I get a couple of things that I need to achieve. I'm willing to pay a little bit more in some

cases, for an amazing customer experience by going to Trader Joe's. Then, if I went to Walmart or Aldi or

any of the other good places to shop, that don't necessarily have the greatest customer service. With

the checkmark, how many of you are willing to pay a little more to be made to feel little bit better?

When you shop, plan a trip or anything like that? It looks like we have a quite a few who are willing to

pay a little more. I may not be willing to pay Nordstrom rates for that experience. I probably would if I

could afford it. I can't, so I don't. It really amazes me, if you think back to a few years ago we were in the

mist of, you don't have to go that far back when you think about what happened recently with COVID.

There were a lot of people worried about how they were going to put food on the table with the be able

to, what were they going to do? Price was really, really important. You didn't see just the lowest and

providers doing well. You really saw everyone, even those who are willing to step up and do deliveries,

have certainly proven that people will pay a little more to get good service. It is always important for us

to realize that these customer perceptions are really fragile. It only takes that one really bad experience

to really trash businesses or an organization's reputation. A good way to put that , really is to think

about a time when you had a really bad meal at a restaurant. Service was bad. The food wasn't all that

great. You might have had some safety or cleanliness concerns. That one interaction, I bet everyone of

you remembers where your worst meal ever was. If you want to put that in the chat, you are welcome

to. We are not advertising or beholden to anyone. If you are willing to tell me where your worst meal

experience ever was, you're welcome to what I would like you to put if you do that, is did you ever go

back there? After that horrible experience, did you ever go back? I see going back to McDonald's. Guilty

as charged. I walked out of a dental appointment because of terrible customer service. Wow. Just a little

louder for those in the back. We are of a similar mind when it comes to TGIF.

In thinking about this, what I really want you to think about is the fact that each, simple interaction you

have with people, whether they are officials or people applying for jobs or current employees with

questions about benefits, each interaction will either contribute to or detract from how ODM and VBA is

viewed. So, just take a few seconds of extra time to make sure each element is up positive experience.

You want them to have that Amazon or Staples perception. When you ,, you are able to give them

answers that they need and go from there. So, thank you for participating in that. I really appreciate it.

One reminder that I give myself. This is one of those practical, or even tactical tips, I use. Is that, when I

have an office to go to, I have a few, little things on there, that people will ask me about. One of them is

a domino. Just a single domino sitting prominently on my desk. And what it is therefore, is to really

remind me. As children, or adults, we set up dominoes to knock them down and see them if we can

make him fall into patterns or we try to see how high we can stack them up and building. Maybe that

was just me. But hopefully, a lot of you had just as good of a childhood, as well. With dominoes, when

you're trying to knock them down or build them up, is if one of those dominoes is out of place or in the

wrong spot, or point of the wrong direction, if just one of those is out of place, either the whole thing

won't fall as you wanted it to, or it will fall when you don't want it to. When we are back in the office,

and things have gotten back to whatever our -- I will call it a New Normal, I will call it a next normal.

When we get back to our next normal, consider putting the Domino on your desk to remind you it only

takes one, one interaction, one phone call, one email, even one look at someone, to damage, or

improve the customer experience. But that Domino on your desk and use it as a reminder. There were a

few skills that we have, that we generally talked about that can help provide excellent customer service.

And, we will run through these individually. They start out with a great attitude, being caring, and

anticipating, politeness, professionalism, and we have consistency, agility, and responsiveness which

combined, they create a model that a former executive I work for, Dr. Karen Leigh, or an executive I

formally refer, created called the car model. Will get into that deeper in a few slides. It starts with a

great attitude. That is what it is all about whether it is my pleasure at the Chick-fil-A or a thank you at

Trader Joe's. It all starts with a great attitude. That great attitude starts with you. You need to know you

cannot win an argument with a customer for you can be right, and you can be cracked. If you have made

them feel like less, you are not winning that argument. Again, a customer is not always right. In HR,

many times got there going to be incorrect just because they don't know the laws, rules and regulations

like you, someone who has worked in it for months or years. They are going to know. What we have to

do, is to make sure that you remain that Melissa Smith for them. And, make them feel as though they

were heard, understood and well served. It is starting with you and it is starting with the right attitudes.

You need to be caring. Again, this is going into a lot of common sense stuff but, I found, in my travels,

trials and tribulations, common sense isn't always that common anymore. There are times when we

have to remember to be caring. We are all going through something. We don't know what that other

person is going through. What I would encourage you to do is to practice being present. And, I don't

have the half day I would need to go into what being present is all about and how to actually accomplish

that in a work environment. But, whether it is your work environment, your family, your friends, or

another setting, take the time to be present in that moment. You have to be respectful and respective of

the situations, time and issues in that. But, it is certainly something that you can do. And above all else,

you have to be positive. Again, it is a domino effect where it only takes one, if you are the negative

Nelly, if you are the person that most of us said that we have worked with, who sucks the joy out of the

room, don't be that person anymore. Choose to be positive. Positivity and negativity are both choices

that we make every day when we get up. There may be outside influences to that. But, those just

influence but they don't make the choice for us. Only we can choose to make that choice to be positive

or be negative. It goes back to the old get busy living or get busy dying. It's your choice every day. So, be

positive. Anticipation is one that was mentioned earlier in the chat. This is something that really boats

well on customer service. Anticipate what your customers were going to need. If you know you have a

particular hiring manager who may be, let's just say challenging, when it comes to their demands, try to

anticipate what those needs are and have what you know they are going to ask for before they can ask

for. It can't always be done. When you're able to do it, it makes a huge difference. Someone earlier

mentioned Marriott. My favorite is Hilton. I made tell myself a little bit here, but that's okay. I will not

hold it. At one point, back when we could travel, I was traveling a lot to give this presentation at

different HR sees and regional offices. And, more often than not, the rooms will be booked at the Hilton.

It was a great government rate. Well, I am what people might consider a pillow snob. I happen to like

memory foam pillows. That is really all I like to sleep on. When I go to check into the Sultan, this one was

in Des Moines, I would request memory foam pillows for the room. Of course, Mr. Abrams, Wilson those

up shortly. We will have the pillows there. When I checked in the third time, the last time I was given the

training in Des Moines, when I walked up to the front office, I told him who I was. The young man at the

check in desk said, yes sir, welcome back Mr. Abrams. By the way, we have arty put the memory foam

pillows in your room. That and take much. All the tech was in saying that I seriously requested that and

anticipating what is going to need. But, since that happened, whatever it has been possible, whether it is

for professional or personal travel, if I have the opportunity to stay at a Hilton resort, I usually do.

Because, that's going above and beyond. That is anticipating what it is I need and taking one more thing

off the burden of soft that I have to get done before the day is over. So, there were 1 million different

ways you can incorporate that into your day to day activities. Working in HR. That is just one story to

give you an idea of what that might look like. Politeness. I can't stress this enough. It is a habit. You have

to listen to people and be polite. Most important, it costs nothing to be nice. It is not that you have any

other expenses. It is just that choice. I can choose to be nice to do something extra. Or, at least to

everything that they expect. But, that is being polite. And that is being nice. Professionalism goes

without saying. It provides good customer service, one has to be professional. They have to be

promotional in everything they do. Professionalism doesn't have to mean stodgy. Professionalism is

speaking clearly and getting your point across quickly. It is having a pleasant attitude, maybe even

having fun with what you're doing. There are those that say, if you enjoy what you're doing, you will

work -- never work a day in your life. As difficult that may be some days, when you have 700

applications to get through, and the hiring manager needs -- in three days, that is never going to be fun.

Let's face it and call it what it is. Aspects of our jobs will never be fun. Find what is fun, and find ways to

do that often. Professionalism has another side of the coin. And honestly, I'm a little worried about what

may happen when we do all come back to the office. It is about so much more than just your actions. So,

again, I will ask you in the thing, to give me a green checkmark if you have worked with this guy? Or, a

guy or girl, like him? With this one, here the 5:00 PM shadow, you have the unkempt hair, the tie is not

quite right. Does anyone notice the people standing behind him? It looks like we have a couple of people

who have worked with this. They've been very fortunate that not more of you have worked with this

guy. It not only about taking care of yourself, putting on deodorant when needed, were your clothes

properly. Do whatever it is that you -- that makes you comfortable with your hair that is professionally

acceptable. Professional images not for more than that. It can be almost anything. A former office I

worked in, not VA or VBA, but another agency, there was an individual in that office, who every Friday,

would microwave fish. I don't know if you've ever been subjected to what microwaved fish smells like in

an office environment, let me tell you, it is not necessarily the most pleasant of experiences. Conversely,

I had another coworker who wore what, let's just say is an excessive amount of smell good stuff. I'm

sure, at certain levels, it did smell wonderful. But, at the level this person applied it, it went, it became

too much of a good thing. I'm sure a lot of us have worked with those. If you haven't worked with them,

chances are we have written the metro with them or a bus or just run into them at a restaurant. So,

professionalism is not just about your overall appearance. It is also about just what you do with it inside

the office.

And, this is a reminder for everyone. In the rush to respond quickly, we often forget this somewhat

golden rule. The every director I mentioned earlier, Dr. Aaron Leedy, has this in his office. It is reminder

to all of us, that our mouth typically operates much faster than our brain does. As we're going through

our day, regardless of the stressors we may encounter, or how much we've got on our plates to get

done, before we can actually get back to doing something we enjoy. Before you respond to someone,

before you click send on that email, remember that your mouth is operating far faster than your brain

can and can't try to frame everything you're doing in a customer service standpoint or a customer

experience viewpoint. Without final, little nugget of information about your mouth operating faster

than your brain, we will open it up to any questions you may have. Does anyone have any scenarios, or

situations, where they don't know what to do? Or, don't know what they should do to be professional? I

will try to answer them here or I could respond by email later. If you have a question, just posted in

here. No one will see who asked what.

If you don't want to use the Q&A pot, you're welcome to post something up in the chat as well, if you

just have a comment. I will take silence as being golden. That means no one has any questions right

now. Thank you so much. I will turn things back over to Ms. Evans. We'll go from there. Thank you so

much. This has been a pleasure.

Thank you, John. I really appreciate you sharing that information with us. I will pause here. I see some

people are typing. It was an excellent presentation. I don't see any questions. I would like to thank the

participants, and John, for your participation today. I would like to thank the Course Advocates for your

support in techno issues that may have risen. I hope everyone has a great day. And a great rest of your

week. Thank you all for your participation. Course credit will be given. If you did take it today, that will

be reflected.

Do I get that as well, Victoria?

Is that what you would like, John? I think you deserve it.

No. I think I'm okay but thank you.

All right, everyone. Thank you, again. I hope everyone has a great day.

Thank you. Thank you all for participating. [Event Concluded] This message is intended only for the use

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