



# The Customer Communicator Web Extra



## How can I stay positive and motivated?

Working in customer service can become stressful and de-motivating over time. Here are some things you can do to stay positive and productive from reps Melissa Jefferson of DeneX Dental and Laura Lee of Ingersoll.

- **Make time for yourself.** Don't take work issues with you when you are on breaks or when you go home. Use your breaks as an opportunity to center yourself and relax.
- **Handle one situation at a time.** Sometimes escalated customer service issues can bog you down. Just try to deal with one situation at a time to the best of your ability.
- **Be innovative in how you deal with your job.** Try new ways to deal with your most common issues. Ask to be trained on new products so that your skills continue to grow.
- **Personalize your workspace.** Plants, pictures of loved ones, and motivating quotes are great things to keep around you at work. They can bring you good memories and help you to remove yourself from stress. They can also remind you why your job is important to you.
- **Don't take it personally.** When customers are angry or upset, it's hard to stay positive. But remember, the customer is upset with a product or a service, not with you! You are the first point of contact when someone comes into the building or calls on the phone, and this means that if a customer is upset they are going to take it out on you.
- **Make a list of customer concerns.** If you see a concern once or twice over a year it is likely something that will work itself out. However, if the same concern shows up over and over again then something needs to be done. Try to come up with suggestions for fixing the problem.
- **Keep a book of "funny customers."** Note the things customers have said that really made you laugh. Whenever you are having a down day just pull out the book and read one of the funny stories.

