

12/14/2010

"You can't listen with your mouth open. Your associates, your employees, your suppliers, your customers all have something of value to say. Listen to the people around you. You will never learn what it is if you drown them out by talking all the time. Remember, the only thing that can come out of your mouth is something you already know." ~ Unknown

Interesting isn't it? It seems to make perfect sense that listening to our customers, both internal and external will only make this great organization a more efficient one, right? So, why don't we do it? Remember, that in order for us to LISTEN, we have to be SILENT. It is truly amazing how so many of our great ideas, thoughts, best practices, events and suggestions come from those around us. It only takes a few moments to stand back and listen to the person that we are talking to.

When listening to our fellow team members and customers, use the 5 steps for Effective Listening below to help:

5 Steps for Effective Listening

- 1) Be Ready to Listen = total focus on customer,
- 2) Ask the Right Questions = more info or clarification, close-ended vs. open-ended
- 3) Take Notes = Pay attention to verbal and non verbal cues
- 4) Show you are Listening = Body language
- 5) Restate = check understanding & determine actual need

Listening to our customers and fellow team members sets you up for success in delivering service excellence and it sets Family and MWR up for success in making us their FIRST CHOICE!

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