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The customer service tip of the week deals with internal customer service and focuses on managers:

"Coaching deals with the "how": How you can move on from where you are and make change. It's action-oriented, and concerned with the present and future, not the past." - Shape Magazine

Who has heard the new buzz word travelling like wildfire through IMCOM? You know the one I'm talking about: "Fundamentally new fiscal reality". As a DoD government agency, we are under tremendous pressure to become more effective amidst budget cuts and the changing shape of our organization while still providing high quality products and services to our Soldiers and Family Members. The key to success for us lies not only in our employees, but in our managers! One way the IMCOM Academy is supporting the development of managers is through our new "Sustaining the Employee Covenant" workshop that will be rolling out to all garrisons within the next six months. Until that rolls around though, our managers should continue to focus on coaching our team members and empowering them to be successful in their roles.

In order to successfully coach a team, managers will need to continue to transform into leaders and coaches instead of merely directive authority figures. Coaching and engaging employees in their professional development is the key to influencing, motivating and recognizing those who will contribute and cooperate with their leaders to benefit the entire organization. Some steps you can take as a manager and leader to ensure your employees are empowered and feel a part of the team are:

1. Make sure employees know what's going on - have weekly staff "huddles" at a minimum to reduce uncertainty and share info
2. Give your employees a voice - let them know you value their input and Opinions.
3. Let employees help run the programs and services - your employees have great skills, use them!
4. Get employees involved in solving problems - they have great ideas and are on the front lines every day with invaluable experience.

These are adapted from the Ritz-Carlton Model of Empowerment that you will learn more about during the manager's workshop. In the interim, try to incorporate some of these ideas into the coaching of your staff. By focusing on coaching your staff and mentoring them, they will provide better service to our Family and MWR Soldiers and Family Members.

Please share this with all of your managers and leads, and as always thank you for Choosing Excellence in serving our Family and MWR customers, both Internal and External!

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