Put a Couch in Your Office

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IT Team Leader, HSC OIT
Technology and People

• Technology is what we do, customers are why we are here
• Know the person and their needs
• Good relations benefit everyone
How to Build Positive Customer Relations

• Communicate Effectively
• Interact with Honor
• Build Trust
Communicate Effectively

- Speak naturally without excessive jargon
- Be transparent
- Set realistic expectations
Interact with Honor

• Fulfil commitments
• Respect each person
• Sympathize with the plight
Build Trust

• Find the answer
• Educate when appropriate
• Own your mistakes and make reparations
Complaints to Compliments

• Perception is reality
• Treat every complaint as an opportunity
• A happy customer can be your biggest asset
Why a Couch?