



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

- **Conflict Resolution—**
Brings people together who have been separated by their differences.
- **Adaptability—**
Open-minded.
Demonstrates flexibility when faced with changes at work.

RELATED COMPETENCY CATEGORIES:

- **Attitude—**
Maintains a friendly, positive, and enthusiastic outlook.
- **Professionalism—**
Projects an image of maturity and integrity that creates credibility.
- **Stress Management—**
Differentiates between positive and negative stress. Maintains a balanced attitude.
- **Interpersonal Skills—**
Displays a consistent ability to build solid relationships inside and outside the organization.
- **Change Management—**
Seeks opportunities to redirect self, others, and the organization to achieve results.
- **Customer Experience—**
Leverages positive experiences to create customer loyalty and long-term relationships.

Internal Customer Service

SUMMARY

Building cooperation between departments reduces stress and adds value. Elements include identifying upstream and downstream internal customers, analyzing their wants and needs, and creating open communication to identify and act on specific process improvement opportunities.

CONTEXT

There is no way to become a customer-focused organization without being people-oriented. There are people throughout your organizations who all need help to get their jobs done in order to make the final paying customers happy.

In this module, you will work on ways to better service your internal customers. You will begin with yourself and your attitude. You will discover ways to keep the lines of communication open and manage expectations. When you work together in your organization to meet the needs of your internal customers, your external customers will reap the benefits of a cohesive and motivated team that focuses on helping them to achieve their objectives.

At the completion of this module, participants will be able to:

- Provide better service to their internal customers to impact their external customers
- Analyze the expectations of their internal customers
- Gain a clear picture of the internal service relationships in their position
- Apply elements of superior internal customer service

"If you are not serving the customer, your job is to serve somebody who is."
—Karl Albrecht