

Spirit of PCS Self-Assessment

Instructions: Below is a list of customer service behaviors that embrace the spirit of participant centered encounters. Reflect on the behaviors below and consider what things are you already doing well and one thing you would like to work on. Later, you will have the opportunity to share your observations with your Training Supervisor.

1. I paraphrase what I hear from participants to be sure I understand what they need.
2. I use eye contact with participants.
3. I am aware of my body language when I have an angry or upset client.
4. I apologize to participants when I make a mistake.
5. I am patient and am willing to take extra time with families who speak a language other than English.
6. I make participants feel welcome.
7. I don't take it personally when a participant challenges me.
8. I accept individuals and families as the ultimate decision makers for services, even if I have a different opinion.*
9. I give participants information in the language they prefer.
10. I speak clearly and not too fast when I am talking to participants on the phone.
11. I respond to participants in a way that makes them feel valued.

Sources: Customer Service Notes for National Customer Service Week, Volume 10, Issue 5, October 2013
www.learningdynamics.com

*Tawara D. Goode. National Center for Cultural Competence. Georgetown University Center for Child & Human Development. University Center for Excellence in Developmental Disabilities, Education, Research & Service. Adapted Promoting Cultural Competence and Cultural Diversity for Personnel Providing Services and Supports to Children with Special Health Care Needs and their Families. June 1989 (Revised 2009).
<http://nccc.georgetown.edu/documents/Checklist%20PHC.pdf>