



Thank you for joining us for our easy-to-read newsletter. We hope this newsletter will be a valuable tool to assist you in your HR management and to increase your customer service quality.

SOME TIPS FOR HIRING

Keep your employees happy: If your employees are happy working for your company, they will spread the news around. People around them will also aim to be part of your team.

Behaviour interview: ask for specific examples on the candidates' reaction to specific situations in past jobs and evaluate their emotional response. Based on the candidates' past behaviour, you will be able to predict their future behaviour facing similar situations in your organization. By asking your candidates what they have learned about a situation, you may evaluate not only if they have taken a wrong decision in the past, but also if they are able to accept responsibility to avoid repeating the same mistakes or if they blame others for it.

SOME TIPS TO KEEP YOUR EMPLOYEES

Be flexible with your employees' needs. Be attentive and put yourself in your employees' shoes. For example, their needs in regard to their family, personal activities or school. There is a difference between abusive or unproductive employees and the good employees that need listening and understanding. Good employees are usually the majority. They will be grateful for your flexibility and willing to make the extra effort. You will reduce turnover and the related costs.

Organize recreational activities: sport or other activities (basketball, hockey, soccer, choir...) outside work schedule, in which employees could participate without restrictions or the pressure of performance expectations. Your employees will reinforce ties with their colleagues and see their true personality. The more they feel part of your company, the less they will think about leaving. They will appreciate the positive aspects rather than the negative's ones.

CUSTOMER SERVICE TIPS

Know where to find the information. Whether you have been with the company for 5 years or 5 months, not knowing everything is normal. But you have to know where to find the information. Never give the customer incorrect or incomplete information. If you do not know the answer to a question or if you have a doubt, put the customer on hold and verify in your knowledge database, or go to the source in order to give them the answer quickly. If your company does not have a knowledge database, you may start your own in Excel or Word and classify the information by category, according to the most often asked questions.

Apologize. Put yourself in the shoes of the customer and show empathy. We too often relate apology with the acceptance of guilt. To apologize is to take responsibility to move forward. By telling the customer we are sorry, we put him or her on our side. It is hard to be mad at someone that apologizes. The next step is to reassure the client and find a solution. Without the assurance of being able to help, the apology is not as powerful.

TIPS FOR EMPLOYEE'S PERFORMANCE ADMINISTRATION

Let your employees' auto evaluate their performance. We are often our toughest critic.

Measure the performance of your employees every 3 months. You should not wait a whole year to tell your employees that their performance meets (or not) your expectations. But unfortunately, we are often too busy to do so. In order to keep it simple, keep a log of your employee's performance, their positive or negative impacts, considering their personal and company's goals. Every 3 months, you will be able to give feedback based on your observations. Then, at every meeting with your employee, you will base your evaluation on facts, and consequently it will be more objective.

TIPS FOR TRAINING

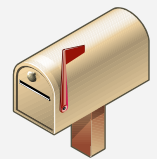
Give your employees the role of trainers. This will help improve your employees' knowledge, their self confidence, and it will challenge them with something new that is out of their daily routine. Chances are that you may find your next trainer in your own team. They know the material very well and they could use their own experiences as examples.

Cross- Training. Train your employees on different department's tasks. This will help them understand the company's structure and other employee's job. Also, this will help reduce prejudice towards other departments. Meanwhile, you will create a pool of backup resources inside the company.



QUOTE OF THE DAY

The biggest celebration is to get through difficult times and to see all that we have learned.



IMPRESS PLUS NEWS

Come check out our new website now online!

LET US EVALUATE THE QUALITY OF THE CUSTOMER SERVICE provided by your team on the phone, and get detailed reports to review and coach your employees. **Contact us or click here** for more information.

IMPRESSIVE CUSTOMER SERVICE TRAINING

Register now to take advantage of our Pre-Christmas discounts for our group or individual training on **"Impressive customer service"** given in your offices. [\(follow this link\).](#)

COMING SOON:
The launch for our Impressive Companies directory on our new website! Only

TIPS FOR THE OPERATIONAL ACTIVITIES

Make a contest to find ways to reduce the operational costs: If your employees initiate and participate in the solutions, they will be much more willing to implement them.

Avoid human mistakes. Program your database to execute different automated tasks. And do not hesitate to use Outlook to assure a good follow-up of your “to-dos” with reminders. In addition, use your Website to make your different forms filled online instead of using old-fashioned and less reliable fax.

companies with an impressive customer service will be listed. **Contact us** to make a request to include your company! You will get a very positive visibility on the net!

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