Professional Development Team Minutes
04.05.2023

Meeting Facilitator: Dr. Taylor, Shawnee Community College President

Roll Call:

P	Lydia Dover	P	Evelyn Davis
P	Timothy Cornwell	P	Beth Crowe
P	Amy Sheffer	A	Tony Gerard
P	Felicia Rouse	P	Rob Lucas
P	Dan Kineman	P	April Teske

The meeting was called to order at 1:05 p.m.

4/5/2023

Approve Minutes- 1st- Tim; 2nd- Dan

Customer Service Development-

- Sherry for a part II for fall Convocation-
    - We could ask her to do an extension of what she did at the spring convocation or to expand on one or two things she covered.
    - Beth will ask Sherry for her PPT. It may help us refine our own definition.
    - Discussed ways to communicate PD to HR so this can be logged in personnel files. She can begin reporting the # hours, # employees, and the topics covered in the HR quarterly report. Felicia will work with IT on a web form that employees can use to submit PD to her. May want to begin this in June or July.
    - Discussed need to define customer service. Is this definition just for our team to help keep us focused? Is it something we are proposing for adoption to the College? We think we need some clarification.
        - We worked through an impromptu exercise to come up with our own common definition-
          1. Each person took 3 minutes in silence to write down their own definition, words, phrases of customer service.
          2. Worked in pairs to discuss what was alike and came up with one unduplicated version.
          3. Each pair shared their commonalities and individuals had the opportunity to say any outliers that didn't make it but that they were passionate about.
            - Group 1- CS is a set of qualities: friendly attitude, adaptability, patience, empathy, positive language, clear communication skills,

PS, reliability. We use these to address the requirements of a people and community

- Group 2- Be professional and courteous while ensuring the needs and concerns of the individual are addressed to the best of our abilities.
- Group 3- Consistently providing quality service while meeting unique needs.
- Group 4- Treating others the way we want to be treated.
- Outliers- Respectful, good listener, top priority, Available, convenience, leaving both sides satisfied at the end of the exchange- There was a discussion about this and what it does/does not mean, Being an honest broker

Discussed need to ensure our policies/procedures are aligned with good customer service. We may need to have a Strategic Plan strategy that says we need to assess our policies and procedures through the lens of our customer service definition.

4. Looked at our group commonalities and our outliers and came up with the following:

Customer Service is a process that is focused on the needs of the customer. We know we are serving our customers when we are: considering the customer our top priority, listening to understand and not to respond, available, honest, courteous, friendly, empathetic, reliable (do what we say we will do when we said we would do it), positive, using "we" language (not "YOU need to"…), patient, adaptable, communicating clearly (providing something in a different way if the person is struggling to understand), personalizing our actions and words for the situation

Adjournment: 1st-Felicia 2nd-Evelyn 2:00p.m.