



Advancing the Well-Being of Our Clients

Customer Service Workshop Module Two:
Creating a Safe & Welcoming Space for All

Workshop Modules 1- 4

Module 1: Self-Care for Client Care

Module 2: Creating a Safe and Welcoming Space for All

Module 3: Managing Challenging Situations

Module 4: Becoming a Trauma-Sensitive Organization

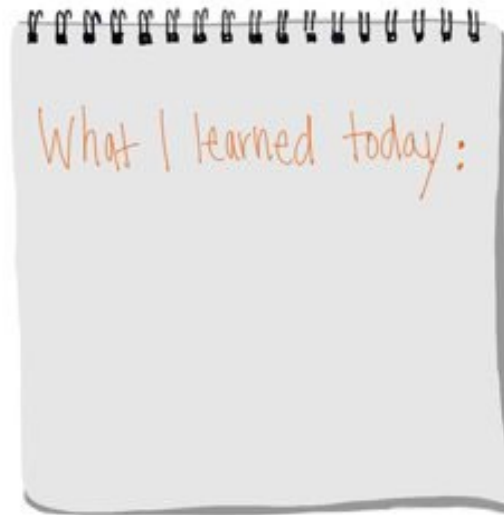


Centering exercise



Learning Objectives

- Recognizing our biases in our interactions
- Gaining strategies for compassionate communication
- Using our interactions to promote connection and healing
- Employing self-compassion



Symbols



Feel it!

Empathizing with how our clients will feel



Know it!

Understanding best practices



Live it!

Behaving and communicating with kindness



Remember it!

Utilizing insight



Ice-breaker exercise

Share a food related memory from your childhood



Defining Customer Service

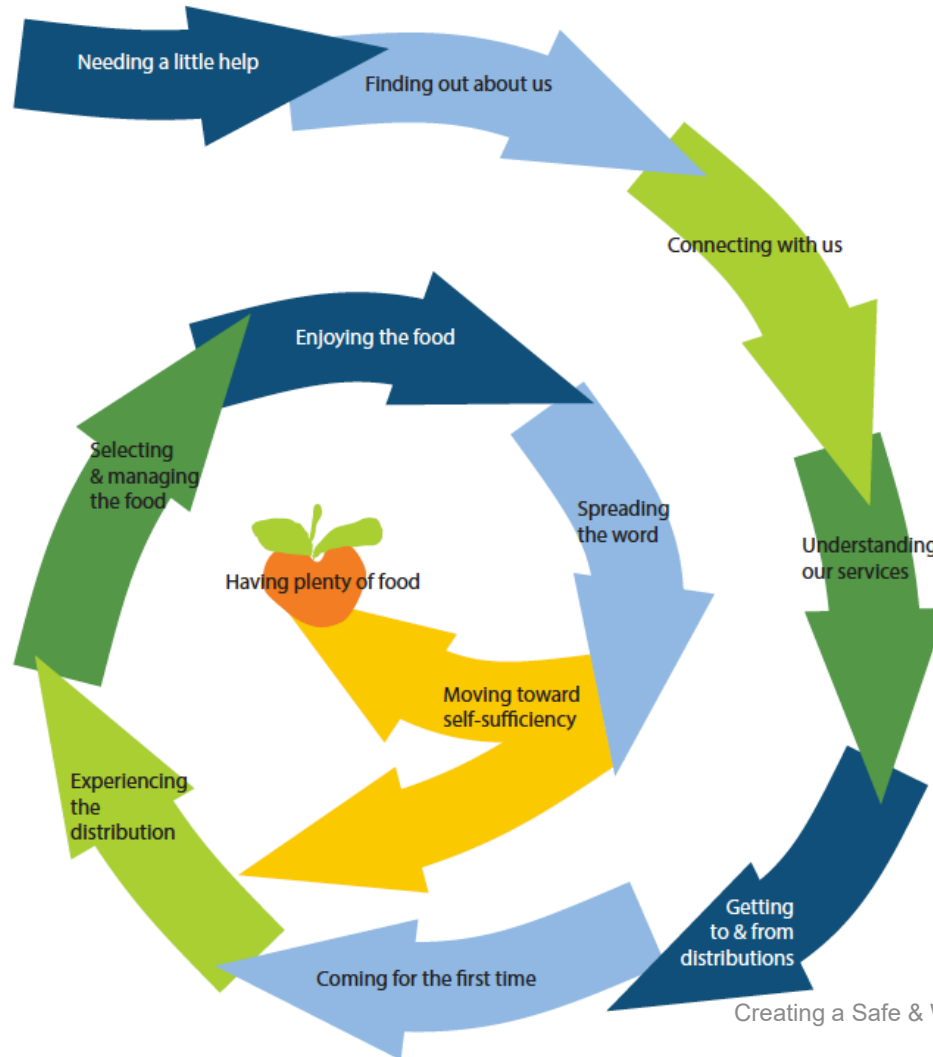
*Customer service is about having clients feel **supported, understood and valued** in every interaction with Second Harvest staff and all our representatives.*

*Good customer service creates a **relationship of trust and loyalty** beyond the immediate interaction, meeting the client where they are in the moment, responding to their needs with kindness and acceptance, and connecting them to the food and services they want.*

*Customer service goes beyond finding solutions for clients to access food by seeking to **improve the well-being and resilience** of our clients in every interaction.*



Client Journey Map





Helping people feel safe

Be aware of your assumptions, be humble and curious

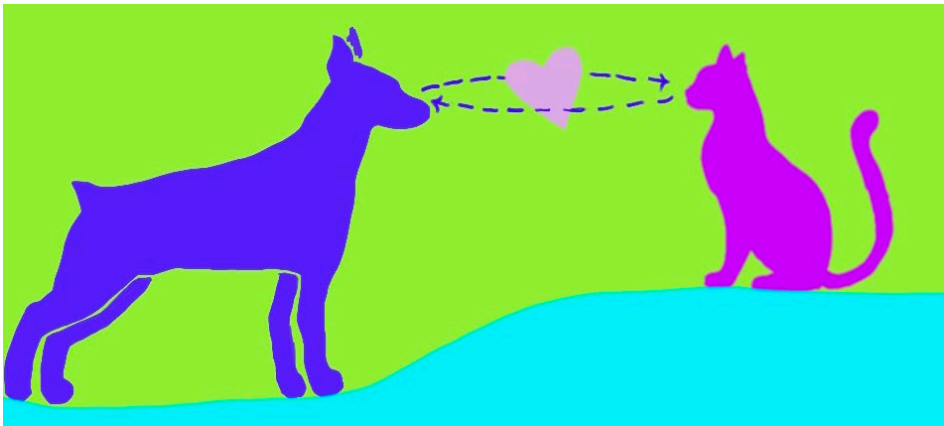
- Recognize the inherent value of every single person
 - LGBTQA+, age, race, heritage, religion, gender
 - Be attentive to people with differing abilities
 - Notice assumptions about wealth and weight
- Be careful to protect client information



Inclusion and belonging

Two questions that we can ask to awaken our inner-Inclusionist are:

- Who are we missing?
- What barriers to belonging do you experience?





Supported, understood & valued

Every interaction is an opportunity for connection & healing. Take the time to:

- Really see people, accept them, express appreciation
- Communicate with kindness & respect
- Set expectations
- Default to "yes", provide solutions
- Resist re-traumatizing, never shame



*If you're too busy to be kind,
you're too busy.*



Creating a relationship of trust and loyalty

Communicating with empathy:



Creating a relationship of trust and loyalty

What behaviors build trust in our relationships with clients, volunteers, partners and each other?



"Change happens at the speed of trust"
Stephen Covey





Promoting well-being

- Listening deeply & being responsive
- Offering resources other than food
- Promoting nutrition education & resources
- Fostering connection through food
- Connecting them to other community organizations



♥ Emotion quilt exercise



♥ Self-Compassion

Self-compassion entails being warm and understanding toward ourselves when we suffer, fail, or feel inadequate, rather than ignoring our pain or flagellating ourselves with self-criticism.



♥ Self-Care

What does self-care look like to you?

Just one thing each day, same or different

- Drink more water
- Meditate
- Take breaks/walk during lunch
- Observe nature



“Mindfulness means paying attention to what’s happening in the present moment in the mind, body, and external environment, with an attitude of curiosity and kindness.”



Takeaways

Strategies for:

1. Challenging our own biases
2. Communicating compassionately
3. Using our interactions to promote healing
4. Employing self-compassion



Thank you!

“Did I offer peace today? Did I bring a smile to someone's face? Did I say words of healing? Did I let go of my anger and resentment? Did I forgive? Did I love? These are the real questions. I must trust that the little bit of love that I sow now will bear many fruits, here in this world and the life to come.”

- Henri Nouwen

