



## **Customer Service Skills for Culturally Diverse Communities**

*Workshop Agenda*

*Spring-Fall 2007*

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Instructor

An Infopeople Workshop

### **Awareness and Attitude**

- ◆ Helping All Customers Feel Welcome, Respected, and Well-served
- ◆ Relating Cultural Norms and Values to Excellent Customer Service
- ◆ Needs of Library Customers from Other Cultures
  - Exercise #1 Exploring My Own Expectations As a Customer*
  - Exercise #2 Plan for Providing Excellent Customer Service to Diverse Communities*
  - Exercise #3 My Own Communication Style and Values*

### **Mindfulness and Role-taking**

- ◆ Communication Competencies for Librarians
- ◆ Multicultural Communication and Interaction Patterns
- ◆ Sensitivity and Adaptability to Customers' Interactional Norms
  - Exercise #4 Simulation: Greeting, Inquiry, Service*
  - Exercise #5 Idioms That Could Confuse*

### **Thinking on Your Feet**

- ◆ Difficult Situations and Interactions with Multicultural Customers
- ◆ Meeting Unusual Interactions with Patience, Tact, Skills, and Resources
- ◆ Action-oriented Problem-solving: Difficult Customer Situations

### **Translation and Translators**

- ◆ Translation Tools and Other Resources
- ◆ How to Find – and Use – Good Translators
  - Exercise #6 Identifying What Needs to Be Translated*

### **Putting It All Together**

- ◆ Using Effective Communication Skills for Serving Multicultural Library Customers

### **Summary and Evaluation**