

# Everyday Excellence

## I am service driven

Creating a "Yes" Mindset

May 2016



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Each customer and situation is unique. I act with urgency and am empowered to do the right thing. By holding myself accountable and keeping my commitments, I contribute to a superior customer experience.



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## I am service driven

### Creating a "Yes" Mindset

**Commercial Sales Example** (employee demonstrates a "no" mindset to an external client)

**Anders:** Good morning. This is Anders.

**Dr. Johnson:** Hi, Anders. This is Dr. Johnson calling from Talbot Internal Medicine. I ordered a test on a patient yesterday, and my nurse just told me she received a message from your lab that the test couldn't be performed. I followed your procedure, so I don't understand why I'm not getting the result. Now I have to contact the patient and have her come back to have another sample collected. This is ridiculous.

**Anders:** Sorry. We've recently picked up a very large new client and so we added a lot of new people in the lab. I've had this same complaint come in from other customers. Did your nurse call our Customer Services number?

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### Creating a "Yes" Mindset

**Customer Services and Microbiology Example** (employee demonstrates a "no" mindset to an internal client)

**John:** Microbiology, John speaking.

**Marlie:** Hey, John. This is Marlie calling from Client Services. I have a doctor on the line who's looking for urine culture results on his patient. They're still showing as pending in the system, but it's been over twenty-four hours. Can you help me?

**John:** Sorry. We're really busy down here. Nobody released anything over the weekend. Just tell 'em it'll be out sometime tomorrow.

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### Creating a "Yes" Mindset

**Commercial Sales Example** (employee demonstrates a "yes" mindset by offering to investigate and committing to call the external client with next steps)

**Anders:** Good morning. This is Anders.

**Dr. Johnson:** Hi, Anders. This is Dr. Johnson calling from Talbot Internal Medicine. I ordered a test on a patient yesterday, and my nurse just told me she received a message from your lab that the test couldn't be performed. I followed your procedure, so I don't understand why I'm not getting the result. Now I have to contact the patient and have her come back to have another sample collected. This is ridiculous.

**Anders:** Dr. Johnson, I understand your frustration and I WILL help you with this. There are many variables that might cause a test to not be performed. Do you have the patient's information? I will call the lab and investigate the issue. I will then call you back and tell you what happened. We can also discuss at that time the next steps for getting the testing completed for your patient. Will that work?

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### Creating a "Yes" Mindset

**Customer Services and Microbiology Example** (employee demonstrates a "yes" mindset by offering a solution to the internal client)

**John:** Microbiology, John speaking.

**Marlie:** Hey, John. This is Marlie calling from Client Services. I have a doctor on the line who's looking for urine culture results on his patient. They're still showing as pending in the system, but it's been over twenty-four hours. Can you help me?

**John:** Sure, Marlie. Urine cultures normally show growth between eighteen and twenty-four hours. Do you have the patient's information? I can pull up the specimen and have a tech take a look for you.

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## Creating a “Yes” Mindset

As you listen to each audio clip, write down the words and phrases you hear our coworker use that communicate a “no” mindset and those that create a “yes” mindset.

### Commercial Sales Example (talking to an external client)

NO	YES

### Customer Services and Microbiology Example (talking to an internal client on behalf of an external client)

NO	YES