

Everyday Excellence

I am customer focused

People Or Processes
I Serve Internal Customers

April 2016



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Our customers are behind every decision I make.
I connect with my customer to create a positive
experience by listening and asking questions to
anticipate and identify needs. I collaborate to
solutions that add value.



2 • CONFIDENTIAL – For internal circulation only

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Process Mindset


- Procedures and checklists
- What the customer needs to do

Checklist

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People Mindset

- The customer's experience
- What I can do for the customer



How can I help?

We can make that happen

Solution provided

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People Or Processes – I Serve Internal Customers

Which mindset do I tend to focus on: the people mindset, or the process mindset? _____

Take a few moments to reflect on the questions below and capture your thoughts in the space provided.

If I balanced the people and process mindsets most effectively, what would I do differently when interacting with my coworkers who are my internal customers?

How easy will it be for me to balance these two mindsets in the way I approach my work and interact with my co-workers who are my internal customers?

How will I collaborate with my internal customers in a way that best balances the needs of people with the requirements of process?
