



# Central State Community Services Annual Corporate Compliance Training

**Public Relations, Customer Service, and Anti-Stigma**

# Training Agenda

1. Welcoming Training
2. Customer Service Training
3. Anti-Stigma

# Five things to know..

- Attitude in Action- Be genuine, be yourself, be positive
- The Environment Around Us- The building might be old, but it can be clean, bright, and open.
- Your words set your tone- Acknowledge everyone who comes into your area.
- Our Customers are people just like you- How easy or hard is it to seek us out or be turned away.

# Communications Etiquette

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## **When answering the phone at a home-**

State the name of the home and your first name in a clear voice

Defer to a Supervisor if necessary

Double-check the person's name and telephone number and a good time to return the call



## **Emailing-**

When creating an email use a greeting and a salutation.

Say "Thank -you"

Refrain from using all caps.

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## Anti-Stigma

Stigma is not just about our words or actions

Stigma is a barrier built on disrespect

Fear of stigma and discrimination discourages individuals and their families from getting the help they need.



# Residents Have Neighbors Too!

- Being observant as a staff in the neighborhood where our residents reside is the first step in developing healthy relationship with the neighbors.
  - How do the other neighbors interact with one another?
  - How do they respond to friendly gestures like smiling and waving?
  - When there is an event in the neighborhood do you give the residents assistance in attending if they want to?

**Supervisors are expected through modeling to encourage individual participation in appropriate interaction between residents and their neighbors whenever an opportunity presents itself.**





# Be a “Bridge” in the Community

- When going out into the community with residents there are many opportunities for showing the people in the community how to interact with people who have different abilities. Encouraging the people we support to wave and possibly introduce themselves to people will provide a bridge between our residents and their community.



# Test

