IHR Service Commitments

How can I help?

Team Credo: Relationships matter to us. We treat others with dignity and respect. Service, Consultation and Partnerships are core goals when providing service in Illinois Human Resources.

Attitude is Everything

- We start our conversations with ‘*How can I help you?’*
  - The first few seconds of conversation with a customer are of the utmost importance in which direction the conversation will go, so make it count!
- We smile when answering the phone
- We believe in positivity, it always wins
  - We remain positive, as a positive mindset brings positive things
- We take a personal interest in everyone.
  - Start an email with ‘Good morning, Michelle,’ Make it personal by using a name!
- We believe the customer’s success is our success

Accountability Offers Ownership

- We acknowledge our mistakes
- We do not place blame
- We offer solutions: ‘I’m sorry that happened, let’s see how we can get this fixed’
- We ask ‘*How can I help make this right?’*

Explanations Offer Clarity

- We share information to build collective knowledge
- We seek input from customers
- We know superb customer service is hands on
  - A phone call may be warranted instead of an email when the answer is complex and not straightforward
- We ask ourselves ‘*How can I help explain this, so the customer understands my reasoning?’* or *How can I understand more fully the customer’s desires to achieve a better solution?*

Patience is Powerful

- We accept what we can and cannot control
- We view situations from the customers perspective
- We ask ourselves ‘*How can I help put the customer at ease?’*
- We remain calm in our verbal and written communications

Commitment is Key

- We work to find creative solutions or co-create solutions to help our customers
- We own the customer’s request by staying involved until the appropriate individual is reached
- We offer opportunities for follow-ups
- We ask ‘*How can I help get this resolved?’*