



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 in Illinois Human Resources.

Attitude is Everything

- Start conversations with ‘*How can I help you?*’
- Positivity always wins.
- The customer’s success is our success.

Accountability Offers Ownership

- Acknowledge mistakes and do not place blame.
- Offer solutions: ‘*I’m sorry that happened. Let’s see how we can fix this.*’

Explanations Offer Clarity

- Share information to build collective knowledge.
- ‘*How can I explain this, so the customer understands my reasoning?*’

Patience is Powerful

- We remain calm in our verbal and written communications.
- ‘*How can I put the customer at ease?*’

Commitment is Key

- Own the customer’s request. We ask, *How can I get this resolved?*
- Stay involved until the customer’s request is addressed.