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.

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