

CyberBreak

May 12, 2006

Coming up next week:

Friday, May 19, 2006

Last day of exams for Traditional Program

Sunday, May 21, 2006

Commencement 2006 at the Shrine Auditorium!

If you are working Commencement, you will be receiving your assignment and parking pass, Wednesday, May 17th. Please be sure to review the materials and contact Administrative Services at ext. 6800 if you have any questions.



Staff may park their vehicles in the parking structure beginning on Monday, May 22nd thru Friday, August 11th.



LEAP into handling complaints!!

LISTEN

Focus on understanding complaints. Remember that "YOU" doesn't really mean *you*.

EMPATHIZE

Imagine yourself in the person's shoes. Even though you may have heard the same request or complaint before, to this particular person, the issue is important.

ACKNOWLEDGE

Tell them that you understand. As soon as you sense that a person has a problem or complaint, start taking notes. Don't make someone retell their problem, taking notes assures the person you have all the information you need to assist them. If you are unable to assist, you at least have the tools to relay the information to someone who can assist.



PAMPER

Go the extra mile to make it right. Never end an encounter with "no" or "we can't." Always recommend a solution or a compromise is adequate. Sometimes just giving someone your undivided attention and listening to their problem is enough!

Don't Forget:



If you need your workstation assessed for ergonomic reasons, contact Johanna Gan in Administrative Services at ext. 6800. She will ensure your workstation is adequate and you are working comfortably!

"Keys to success... Research your idea, Plan for success, Expect success, & just plain do it! It amazes me how many people skip the last step! Practice being a "doer" and success will follow you every step of the way!"

-- Josh S. Hinds

Feedback:

Have ideas, suggestions, comments or contributions for future editions of CyberBreak? Please email them to mcanal@swlaw.edu.

