

"So Help Me" training videos [instructions]

Student employees

Employee Edition (16 minutes)

Description: "Using real life scenarios (5 of them), this program demonstrates how frontline employees can provide quality customer service."

1. Preface the video by warning that it's cheesy, but teaches good principles about customer service.
2. Before you begin, ask them to look for reasons why the bad scenarios are "bad".
3. Pause the video after each "bad" scenario, and ask the student employees to write down what they noticed.
4. At the end of the video, discuss what they noticed throughout, and write them on the whiteboard (if available).
5. Once you've discussed the scenarios in the video, liken it to their department. Ask about problems they have encountered in their jobs, and facilitate discussion on which areas they can improve upon.

Student employee supervisors

Supervisor Edition (18 minutes)

Description: "Using real life scenarios (5 of them), this program shows supervisors how their management style can enhance or detract from the quality of customer service provided by frontline employees. It also explains how supervisors can better support and empower staff."

Overview:

- Tell what they're doing right, not what they're doing wrong Help employees find solutions
 - Focus on people, not numbers
 - Empower people to do their job
 - Turn mistakes into opportunities for growth
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1. Preface the video by warning that it's cheesy, but teaches good principles about how to better supervise and interact with student employees.
 2. Before pressing play, ask them to look for the mistakes in the bad scenarios, and how the supervisor turned it around in the good scenarios.
 3. Don't worry about pausing in between-let them watch the whole video, and at the end, discuss the question: "What makes for a good supervisor?"