



*Customer Service Notes for **wic***

Traits of Team Players

As busy as WIC offices are, teamwork can help the staff get more done and improve the customer service provided to participants. Below are four traits of team players, using the word “team.”

Trustworthy

WIC staff who are trustworthy can be relied upon and keep their word. Suppose that you are having car trouble and will be running late to get to your job at the WIC office. You know that Mrs. Wiggins is expecting to meet with you, and you won't make it on time. If you let your colleague, Keisha, know about this and she offers to get Mrs. Wiggins started on the paperwork that needs to be completed, Keisha is demonstrating teamwork and you can rely on her for help. Remember to reciprocate in instances where Keisha may need assistance.

Empathetic

Your participant, Vicky, is stressed. She shares that the company where her husband works may be having layoffs. As a WIC employee, you can demonstrate empathy by telling her that you understand how she feels and how stressful this may be. While you are not a staffing firm, you could let her know you'll keep him in mind if you hear of any job openings.

Adaptable

If there is one constant in any organization, it is change. WIC employees who are flexible and can adapt to change are exhibiting qualities of “true” team players. Compare that to an employee who constantly complains about changes.

Motivated

WIC staff who are team players strive to provide excellent service to both participants and co-workers. They have the desire and willingness to assist at all times. They understand that actions speak louder than words.

Those WIC employees with the above traits will foster an attitude of teamwork within your office.

Question for Reflection

1. Do you generally exhibit the above traits, or are there some you can work on?

