



The Customer Communicator Web Extra



Set goals for yourself

By setting clearly defined goals, you can measure and take pride in the achievement of those goals, and you'll see forward progress in your career.

Four customer service reps share their strategies and goals below:

Set goals based on performance reviews

Do you look forward to your performance review or dread it? Much of this depends on the goals that you set up and have worked on since your last review. To set meaningful and attainable goals it is beneficial to focus on strengths and weaknesses during your meetings with supervisors. Some typical goals include: being more productive, making more efficient use of your time, and establishing better relationships with peers and supervisors.

No one likes to be stuck in a rut. Goal-setting is a good way to refresh ourselves and make positive changes — keeping our daily routines fresh, exciting, and breaking the monotony.

Cindy Quick, Princess House

Start with the basics

Keep goals simple and easy to follow. For example:

- Bring your positive attitude to work. Smile when you talk on the phone, be friendly to coworkers, show your willingness to learn and be a part of the team.
- Complete your work. Do your own work, and once mastered, offer to assist your coworkers.
- Expect the best. In everything you do and everyone you service.

Donna Harrison, Pepsico Foodservice

Keep goals attainable

The first thing to remember when setting a goal is to be sure that it is something attainable, yet challenging. Reflecting on your job duties as a whole and defining certain areas you'd like to improve is a great first step.

If you can look back at the end of the year and check off all of the things you have accomplished, it gives you so much more motivation for the year ahead.

Jessica Perry, Peoples State Bank

Focus on important skills

Goals should help you improve skills you feel are important. A good place to start is with time management and organizational skills. These skills can help reps reach management goals and carry over to their personal lives. To set specific goals, ask yourself:

- What is my career path?
- What skills do I want to learn or enhance?
- What do I want to master in order to feel a sense of fulfillment, satisfaction, and achievement?

Then compile your answers and use them to determine what additional goals you want to set for yourself.

Amy Fisher, Transamerica Retirement Services

