

## What Staff Say

We asked a whole bunch of front line staff working in the Linker Network to tell us how they would induct or coach a new employee on how to give a great 'always welcome' greeting.

This is what they said (feel free to share it with your staff):

- Welcome and introduce yourself to the client
- Smile, introduce yourself, be non-judgmental, be open.  
Non verbal cues when face to face are a good way to help facilitate building trust
- Always have someone suitable at the front desk
- When the phone rings, pause and mentally prepare, don't be thinking about rushing back to what you were doing before it rang
- When on the phone, be clear about what you'll be doing for the client and give them a realistic time frame for a call back (e.g. by explaining to them what the process is to give them an idea of why it will take that amount of time)
- Make sure you actually call the client back
- Provide your details so they can follow up again if they need to
- Attend training in effective communication
- Don't assume anything about the clients or make judgements
- Be attentive and tolerant about what they're telling you, be the support they need you to be
- Know what other services are/who does what in your organisation

*Being listened to, valued, not being discounted by paper work and forms and processes. People just want someone to actually listen to them.*

