



Technician Meeting November 16, 2016

Just a Few Highlights

- Installation and Upgrade of Security Cameras
Postma, Willbern, Copeland, Holbrook Emmott
Kahla, Hopper, Aragon, Anthony, Campbell, CyRanch
- Coordination with Instructional Technology
- Telephone Upgrade with AT&T Voice Over IP
- Team for Transformation – Assessing Organization Structures
- Assessing Campus Concerns
- Closing Thoughts About Service



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The “Sounds” of Service:

The 10 important sounds: *I apologize for the mistake. Let me make it right.*

The 9 important sounds: *How can I make this job easier for you?*

The 8 important sounds: *I’m not sure, but I will find out.*

The 7 important sounds: *How can we do better next time?*

The 6 important sounds: *What can I do to help?*

The 5 important sounds: *Tell me what you need.*

The 4 important sounds: *I’m here for you.*

The 3 important sounds: *I’ll handle that.*

The 2 important sounds: *Thank you.*

The 1 important sound: *Yes.*



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Do I Serve Others?

Seize opportunities to help others be more successful?

Enrich the experiences, careers, and lives of those with whom I interact?

Resist the temptation to think and act in 'me first' ways?

Volunteer my time and efforts for the betterment of others?

Extend a 'helping hand' to those in need?