

CUSTOMER FOCUS

SEPTEMBER 2017

★
Leadership Challenge

OhioDAS
SERVICE · SUPPORT · SOLUTIONS
DEPARTMENT OF ADMINISTRATIVE SERVICES

[Tying Role Clarity to Internal Customer Service](#)

By: Doug Brown Video: 5 Minutes

Employees actually have customer relationships with each other, inside of their own agencies or even departments.

[Are You Listening to Your Customers?](#)

Business Impact: 6 Minutes

Are You Listening to your Customers? Discusses formal and informal techniques that help you to capture customer requirements.

[Customer Focus: Define Who They Are](#)

By: John Hope Byant Video: 3 Minutes

Your first customer is you. If you're not passionate about what you're doing you will fail. Your second customer is your employees. They are the bridge between you and the end user.

[Pay Attention to Your Customer](#)

By: John Foster Video: 6 Minutes

Customer satisfaction goes beyond just meeting the customers' needs. To be truly successful, you want to surprise and delight your customers, deliver not just what they need, but what they want, or what they hadn't even thought of.

[Developing Your Customer Focus](#)

Challenge Exercise: 15 Minutes

Customers have the power – the power of choice. This Challenge exercise explores how to know, meet, and anticipate what your customers are looking for.