

Resilience for Customer Facing Front-liners



A personal play-book

What excellent customer support looks and feels like from a front liner viewpoint

Discuss Customer support and the effects it can have on those who provide it.

Resilience – Recognise your current resilience level personally, and as a wider customer facing team

The elements of a resilience plan

Your support network – who what when why how

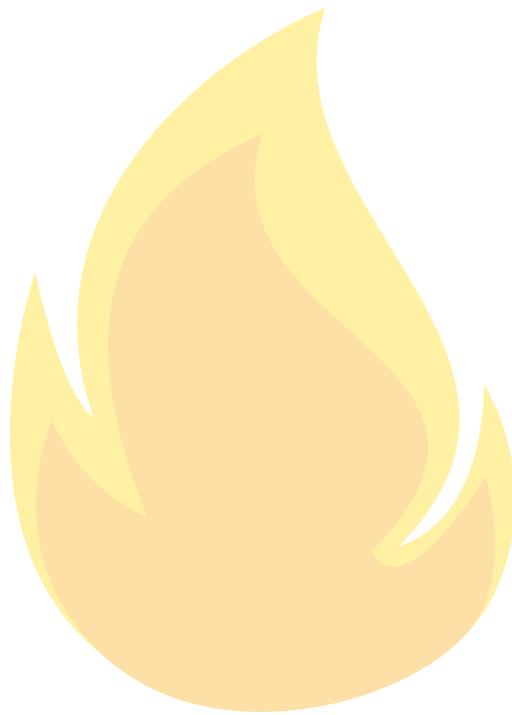
Building a resilience plan – live

Using your plan and growing your resilience to ensure the best possible version of yourself for your customers (you, and family and friends!)

YOU'RE ON FIRE!!

CUSTOMER SUPPORT

Here, note down what amazing customer service looks like to a customer in your role.
How about if the whole team was functioning on all cylinders?!



SWITCHING SHOES

CUSTOMER SUPPORT

What effects can this complete awesomeness have on an individual and team?



"How can I help?"

What would it look like if someone asked you that question straight back?



CUSTOMER SUPPORT

Score yourself - no one else needs to see this.

Think about the last month and the below scenarios - related to your role.

Have you:

Felt overwhelmed

Lost your rag with a customer/colleague

Hung up on a customer because it became too much

Become tearful (or close to)

Had a panic attack/anxiety

Something else?

Write notes/bullets below about a particular scenario. What was the key cause and how did you react?

Score your current resilience level based on the above - out of 10. 10 being the most resilient you could possibly be in your customer facing role.

How long did it take for you to bounce back and what did you do to help yourself bounce back? What is your bounce-back score out of 10?

Now think about your wider team. How are you doing as a team?

Biggest Achievements So Far

Remembering when we overcame our biggest challenges can remind us how bad-ass we actually are.

1	ACHIEVEMENT

4	ACHIEVEMENT

2	ACHIEVEMENT

5	ACHIEVEMENT

3	ACHIEVEMENT

6	ACHIEVEMENT

Let's get practical

MOVEMENT

HUMOUR

REFLECTION

DISTRACTION

PARK IT

FACE IT

OTHER THOUGHTS

An evolving Resilience Plan

Note down 10 activities that you can do when you find yourself approaching or in a funk.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10





Support Network

**WE NEED DIFFERENT PEOPLE FOR DIFFERENT SCENARIOS.
THINK ABOUT WHO, WHAT, WHEN, WHY AND HOW YOU'D APPROACH FOR SUPPORT.**

Person 1

Person 2

Person 3

Person 4

Who else do I have?

Where are my gaps? How can I fill them?

Are there times when I need to be on my own and that this is best for bouncing back?

PULLING IT ALL TOGETHER

NAME AND ROLE:

RESILIENCE SCORE:

DATE OF BUILD:

REVIEW DATE:

BOUNCE BACK SCORE:

HOW EQUIPPED I FEEL NOW:

WHICH BUCKET WORKS BEST FOR ME:

WHO IS MY KEY SUPPORT PERSON:

MY KEY PERSONAL TAKEAWAY:

**HOW WILL MY CUSTOMER SERVICE
IMPROVE AFTER TODAY:**

**THE RESILIENCE ACTIVITY I CAN USE
IMMEDIATELY IN MY ROLE:**

**WHAT WILL TRIGGER ME TO USE THIS
PLAN:**