

Customer Service Notes for

Do You Demonstrate the Traits of a Team Player?

In our more than 15 years of providing customer services training programs for WIC groups, we have found that WIC staff who excel in providing stellar service are usually team players.

Noted below are 8 traits of these team players that form the word “teamwork.”

“T” stands for trustworthy. WIC staff whose word you can count on provide good internal service to their co-workers, which ultimately impacts the participants’ experience. These employees also tend to make ethical decisions.

“E” stands for empathetic. Showing empathy is not only appreciated by participants, but also by your co-workers. For instance, suppose that a colleague has a sick parent and needs to leave a little early to take her mother or father to a doctor’s appointment. Finishing your colleague’s paperwork that day so she can get her parent to see the doctor shows your empathy and ability to be a team player.

“A” stands for action-oriented. Team players take initiative and get things done. They realize that making timely decisions helps both their co-workers and participants.

“M” stands for mature. Those WIC staff who are team players do not “fly off the handle” when mistakes are made or participants are non-compliant. Instead, these employees remain professional at all times.

“W” stands for warm. WIC employees who are friendly help create a positive work environment. Compare this with a stern employee who brings down the team’s morale.

“O” stands for optimistic. The optimistic employee remains positive, even during times of uncertainty. This is the opposite of a staff member with a negative attitude who complains and adversely impacts the work environment.

“R” stands for resilient. Team players bounce back more easily from adversity. They exhibit the fortitude to get through challenging situations.

And lastly, “K” stands for knowledgeable. The team player who takes the time to understand WIC’s procedures and policies makes fewer errors that other staff need to fix.

Utilizing the above 8 traits will make you a WIC team member everyone wants to work with!

Questions for Reflection:

1. Do you look for ways to demonstrate teamwork with your co-workers?
2. Do you stay up to date with knowledge on WIC policies and procedures?