

## Customer Service Notes for *Dealing with Change*

Many of us are “creatures of habit,” as we gain comfort from the routines we are accustomed to.

Yet, in today’s workplace, change is all around us. Whether it is a new system, a revised procedure, different forms, or a new food package, WIC staff experiences much change.

How WIC employees adapt to change can impact the customer service received by both participants and co-workers.

For example, suppose that your co-worker, Anna, is struggling with a change to your office’s computer system. You ask Anna a question about a participant you have both had an opportunity to serve. Instead of providing the answer to your question, she says, “I’ll have to get back to you; right now I’m trying to figure out how to enter data into this stupid system.”

In the above example, Anna’s internal service to you is hampered by her struggles with the change to your computer system. To demonstrate your willingness to be a team player, you might offer to show Anna how to enter the data.

We must also remember that the service our participants receive should not be negatively impacted by our reaction to change. For instance, if, as an employee, we are annoyed about a revised form, we must be professional and become proficient with it, so that participants are not adversely affected (by perhaps having their appointments take unnecessarily longer). Avoid statements to participants such as, “Sorry I need to get this additional information. Trust me, it wasn’t my idea to revise the form. The State Office is requiring it.”

Changes in the workplace often occur to improve processes and gain efficiencies. Initial resistance to change is normal. But that resistance can be turned to acceptance with some willingness on the part of WIC staff to adapt to the change(s) to improve workflow and efficiency.

Gain comfort in knowing that you have already gone through a lot of change – both personally and at work. While a new change might initially seem challenging, over time you can and will master it!

### **Questions for Reflection:**

1. Do you initially think negatively about change within the office?
2. Can you look for opportunities to help co-workers who are struggling with change?

