



CUSTOMER SERVICE
What does that mean to you?

Why is a definition important? How you frame the problem changes how you would approach a solution.

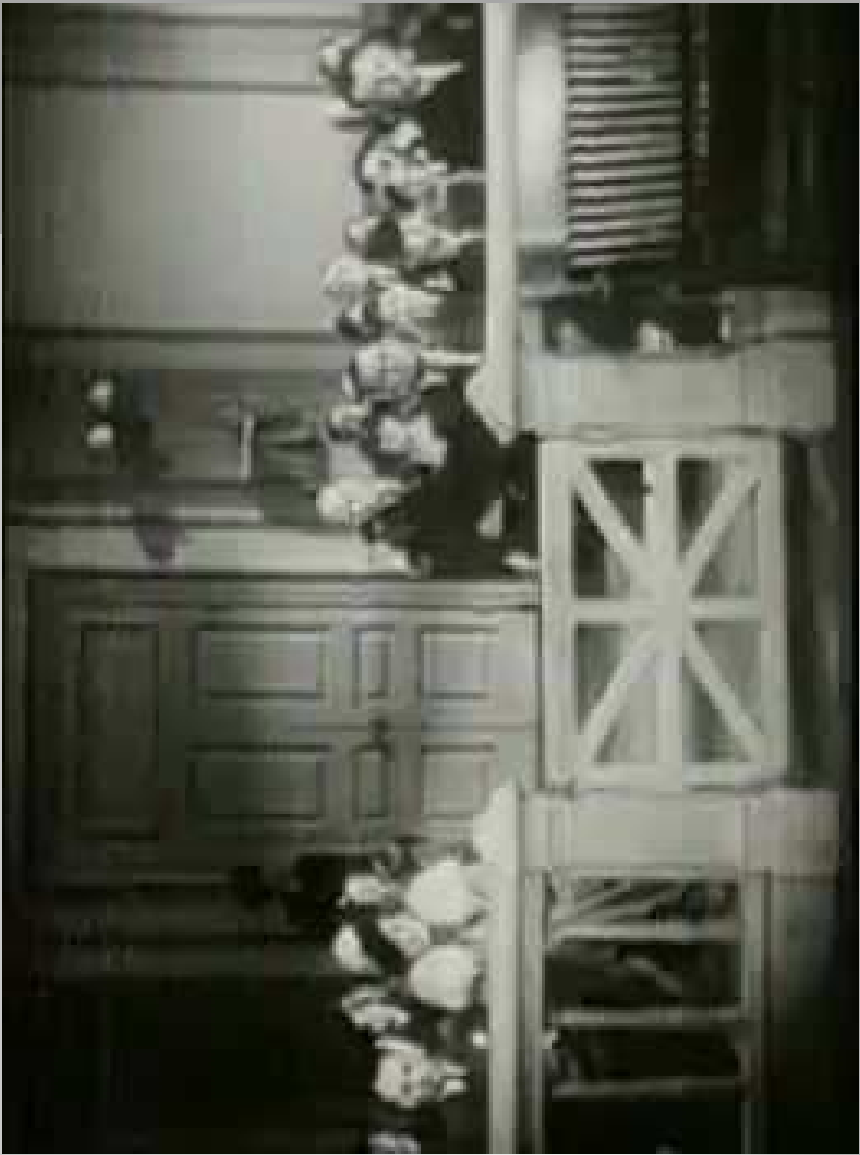


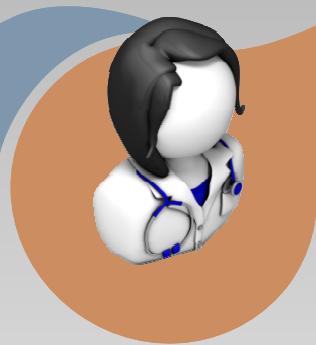
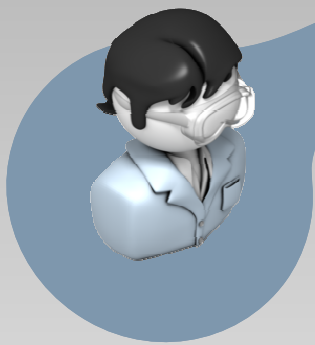
Moving beyond simple labels.

What is proper customer service training?



WHY AM I HERE TO TALK ABOUT CUSTOMER SERVICE?





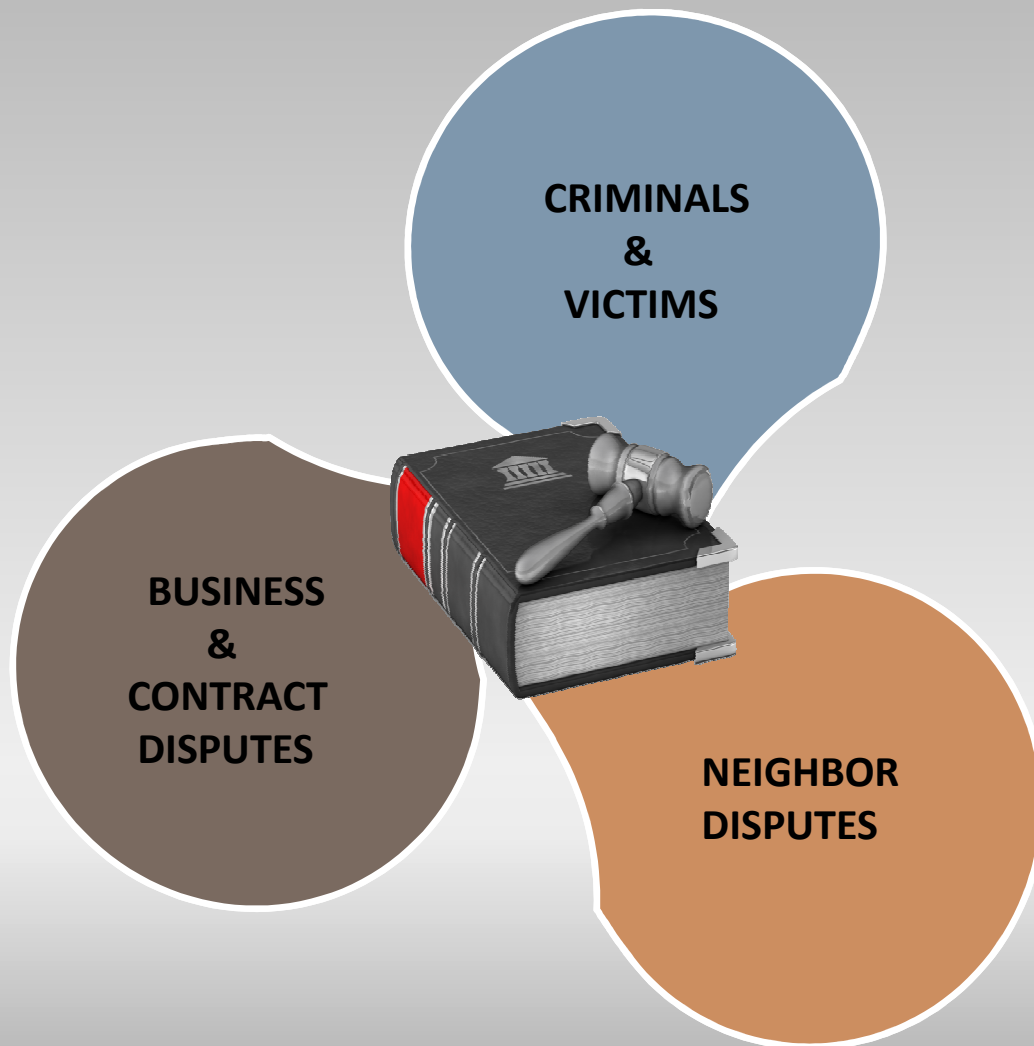
COUNTY OF
GREENE

EVERY GREENE COUNTY EMPLOYEE IS PROVIDING CUSTOMER SERVICE

ROLE OF THE JUDGE

The power and responsibility to set the tone in the courtroom and effect change rests with the judiciary.





FROM THE BENCH

JUDICIAL CUSTOMERS

How does the viewpoint of the judge change the courtroom experience?

Does the judge's perception of self change the interaction with defendants and attorneys?

These are just a few examples.



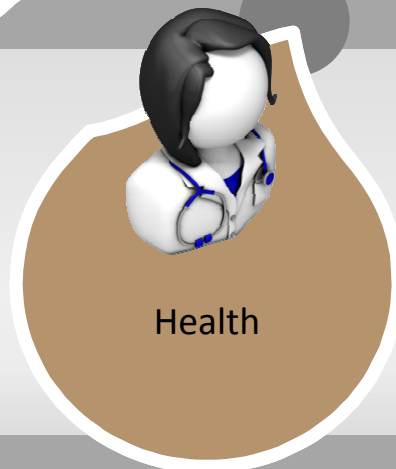
Employment



Level of
Education



Homelessness

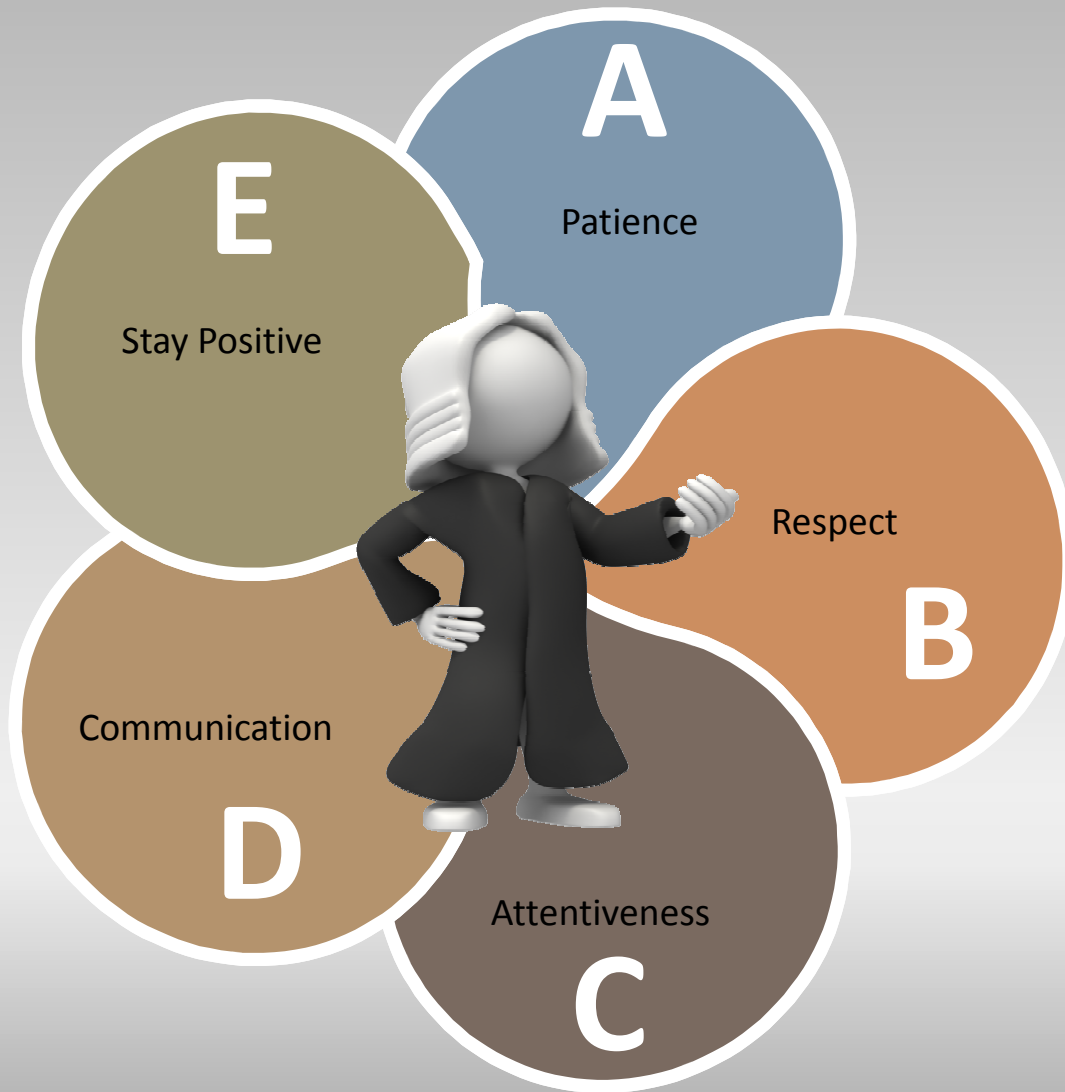


Health



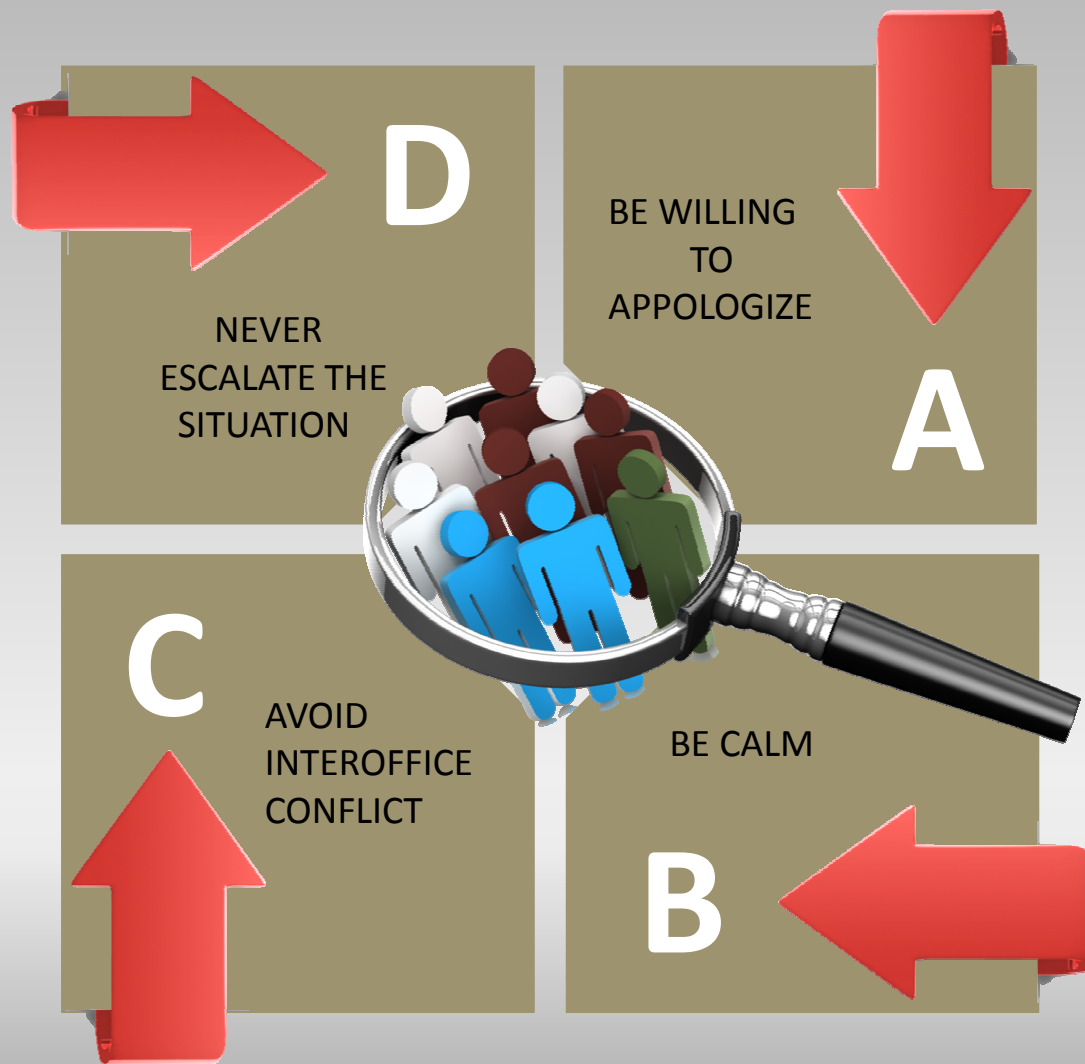
Hidden Distress

SOCIOECONOMIC DIVERSITY



SUGGESTIONS for Good Traits

You can make a conscious decision to provide good customer service each day.



SHOULD WE JUST NOT TALK ABOUT IT?

Issues to think about
during your day



REMEMBER WE ALL ARE IN THE CUSTOMER SERVICE BUSINESS

PERSPECTIVE



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JUDGE BECKY BORTHWICK
Associate Circuit Judge