



## ARE YOU EXPERIENCING CUSTOMER SERVICE STRESS?

### How can the EAP help my employees with customer service stress?

Customer service stress is real but its source can be so varied. Listening carefully, asking specific questions and conducting surveys are all useful ways to nail down the specific causes

and identify where their “pain points” are regarding customer service stress. This is a broad topic. Take some time to ask your supervisors about burnout, physical demands, angry customers, knowledge deficits & training needs, resource issues, and pressure to meet management expectations versus customer satisfaction, or

feeling unsure about one’s role. These are all stress possibilities. A quick web search for “types of customer service stress” can lead you to a good list. Sometimes teaming with your HR department to query your group may be a great start. If you do have such resources in house, you may wish to meet with the EAP to better discuss how the EAP can meet the needs of your group or individual employees. Retaining good customer service workers by helping them deal with stress is a smart move—and a cost-beneficial one that could help you retain your stars.



### Leadership Orientation Session B

Wed. June 05, 2019 - West Des Moines  
\* Class Times 8:30am - 11:30am

#### CONTACT US TODAY:

Please contact our office by calling 800-779-6125 or e-mailing Joy ([joy@connectionseap.com](mailto:joy@connectionseap.com)) for more information or register online at:

[www.connectionseap.com](http://www.connectionseap.com)

### ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

**Session A:** “Leadership Orientation to the EAP”, is always available on the website - for new leadership employees or as a refresher course.

Each employer has their own unique user name and password for the leadership section and also a username and password for the employee section. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars, skill builders, articles and much more are available in the Work/Life Services site. Log in on Connections website, and you will find this site in the drop down menus under Employee or Leadership Resources. (To access webinars, continue to scroll down on the Work/Life Services opening page. All webinars are archived for later viewing.)

Information provided in this newsletter is for general information purposes only and is not intended to be specific guidance for any particular supervisor or human resource management concern. For specific guidance on handling individual employee concerns, consult with an EAP counselor.