



## Customer Service Notes for *The Ideal Team Player*

In busy WIC offices, staff who are truly team players make a positive difference in the office providing stellar service to participants.

In Patrick Lencioni's book, *The Ideal Team Player*, he notes that his research has found that team players have the following three virtues: **Humility, Hunger, People Smarts.**

Let's look at how we can demonstrate these virtues within our WIC offices.

WIC staff appreciate a co-worker who is humble and demonstrates humility. This is the WIC employee who uses "We" instead of "I" when discussing accomplishments. This is also the person who admits when she or he makes a mistake. This person when receiving a compliment from a participant, responds with a simple "Thank you." Compare this with the employee who tries to take credit for everything positive and blame others for anything that goes wrong.

WIC staff who demonstrate hunger are those who roll up their sleeves to help others. They show initiative during lulls by asking their Director or co-worker how they can help them. These are the employees with the "fire in the belly" who truly want to do a good job, both for themselves, their team members, and the participants. Conversely, some employees do just the bare minimum, are not proactive or responsive, and may even be coasting.

WIC employees who are people smart have the interpersonal skills necessary to work collaboratively with co-workers and participants. These individuals demonstrate higher levels of emotional intelligence by showing empathy and valuing their relationships with their team members and participants. Compare these individuals with those who have "an edge," are opinionated, must always be right, and become defensive when others provide alternate ways of doing things.

For those involved with the hiring of WIC staff, use behavioral interviewing questions to determine whether candidates have these three virtues. Candidates whose responses are filled with "I's," seem boastful, or have an edge, are likely to not demonstrate these virtues if hired.

The importance of working as a team cannot be overstated in today's busy WIC office. Having staff who possess humility, hunger, and people smarts will likely ensure that your office is team-oriented.

### **Questions for Reflection:**

1. Do you show humility by acknowledging co-workers who assist you, rather than taking all of the credit?
2. Do you demonstrate initiative?
3. Do you possess the necessary interpersonal skills so that you are "people smart" in your interactions with team members and participants?

