



Chat Comments, Questions & Suggestions from [Hiring, Firing & Supporting Staff](#) Webinar

Task	Comments
<p>Name the trait of your best employee</p>	<p>Customer services skills; Good judgment; Ability to be self-motivated to complete projects; Ability to set boundaries; Initiative; Philosophically balanced and a love of humans; Works cohesively and respectfully with others; Ability to remain calm; Good customer service skills; Positive attitude; Willingness to step up and help others; Quick to learn; Team player; Open availability; Attention to detail; Positive can-do attitude; Fit - knowing they'll fit in with the team; Interpersonal communication skills; Customer service and professional appearance; Pride in job well done; Someone who is unflappable; Maintains composure under pressure; Compassionate towards people; Approachable-SMILE; Ability to adjust quickly to situations; Open to change; Our motto is "smile and dial"; Approachable;</p>
<p>Why avoid using the word 'you' in interviews, as in "you will prep animals"?</p>	<p>They are only interviewing; Because you might not hire them; It assumes they have the job; The decision hasn't been made yet; "The person in this role" is used by some in these situations</p>
<p>A desired trait in a new employee (or volunteer)</p>	<p>Creative, Proactive; Always up for the challenge; Enthusiastic; Listener; No drama; Upbeat; Dependable; Always happy, no matter what; Can problem-solve on own; Flexible; Can-do attitude; Nice; Reliable; Caring; Goes with the flow; Receptive to new ideas; Responsive; Accountable; Trustworthy; Empathetic; Good listener; Has learning agility; Helpful; Open-minded; Reliable; Level-headed; Willing to help where needed; Proactive; Balanced attitude; Takes responsibility; Possesses common sense; Tireless</p>
<p>From those desired traits, create an open question to learn more</p>	<ul style="list-style-type: none"> • Describe your best attribute • Tell me about a recent stressful event you've been through • Give me an example of a situation where you felt challenged and how you resolved it • How have you handled "X" type of situation in the past? • How do you handle stressful events? • How do you handle being pulled in several different directions at once?

	<ul style="list-style-type: none"> • This person will see me make euthanasia decisions, what support would you need from me in order to move to our next animal? • What would your favorite reference say about you?(Dependable) • Tell me about a time when you were challenged to provide great customer service • How would you handle a customer that was dealing with having to surrender a pet/ • What are some characteristics that your coworkers would use to describe you and why? • Can you tell me about a situation in which things didn't go as you expected and how you responded? • How do you deal with a rude customer? • Tell me about a time when you were asked by a co-worker for help when you already had tasks of your own to do • Tell me about a situation that required you to set aside your own preconceived notions and listen openly and honestly • Describe how you would react if your were confronted with a client who was irate about his pet being in the shelter • How would you handle an emotional encounter? • How do you approach unreasonable customers who will not listen to you? • Tell me about a great day that you had at a previous job • This position faces daily changes. Please give me an example of what you did in previous work situations to learn how to handle a challenge you've never handled before, and for which there's no specific training.
<p>What are your 'carrots' for jobs well done?</p>	<ul style="list-style-type: none"> • At each staff meeting we have a "thank you box" where we read all thank you's for specific staff members • Shout-outs at all-staff meetings • Make sure that you greet each person with a smile • Each month I get a card going around to celebrate work anniversaries and give that person a \$10 gift certificate. It honors their time with our agency • I try to be available to staff. I also try to greet everyone I see in the halls, etc. • Take out to lunch • Victory wall = we have a large bulletin board where staff from other departments can see on their way to the kitchen. My team posts "thank you" emails and photos from people we've helped • Send 'thank you' e-mails to staff for small things, and copy their

	<p>managers on it.</p> <ul style="list-style-type: none"> • We write notes and post them on the windows of cubes for all to see. • It is juvenile, but I love to give the staff "high 5's" when they've done something well, or I notice it. It is a very visual thing that makes everyone happy! • Take out to lunch and make sure I say at the end of the week, "Good work this week" • Achievement of the month award and spot award • Use the 4/10 rule... always acknowledge staff and volunteers when passing in the hall (Amy Mills references this in her webinar, Customer Service for Social Change) • Things that you make happy at work board • Bonus Bones: employees and managers compliment one another by putting a "bone" on a bulletin board. • Staff appreciate white board in kitchen for all to note why/who they are appreciating today
<p>How do you check in with employees, aside from their annual review?</p>	<ul style="list-style-type: none"> • I actually write the plan for check-ins into the offer letter of each employee, and then put it on my calendar. It makes me more committed, and makes it a formal process for every employee in the organization • I do one-on-one coffee shop check-ins every other month. My team likes going off-site for these, and I think they open up more. (I cover it out of pocket, I have a small team) • I write 2 thank you cards a week to staff members and keep a spreadsheet listing who has received one and what I complimented them on; we're also developing a rewards program currently