

# Super Successful Teams

# Super Successful Customers

Releasing our super human powers

Local Government Customer Service Conference  
New Plymouth



Comic capers: Batman and Robin at Pukekura Park, by Graham Kirk

11 Sep 2009



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# Super Successful...



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# An ideal environment

## Values

1. developing



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# An ideal environment

## Values

1. developing
2. 'living'



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# An ideal environment

## Values

1. developing
2. 'living'
3. rejuvenating



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



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# An ideal environment

## Vision for the team

- 10 years time
- How will success look?



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# An ideal environment

## Ground rules: **the way you work**

- as a team
- with your customers



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# An ideal environment

- Customers become part of your team



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# An ideal environment

- Customers become part of your team
- Flexibility to evolve skills sets



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# Unlocking the team's potential

- Knowing each other



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# Unlocking the team's potential

- Knowing each other
- Coaching and mentoring



# Unlocking the team's potential

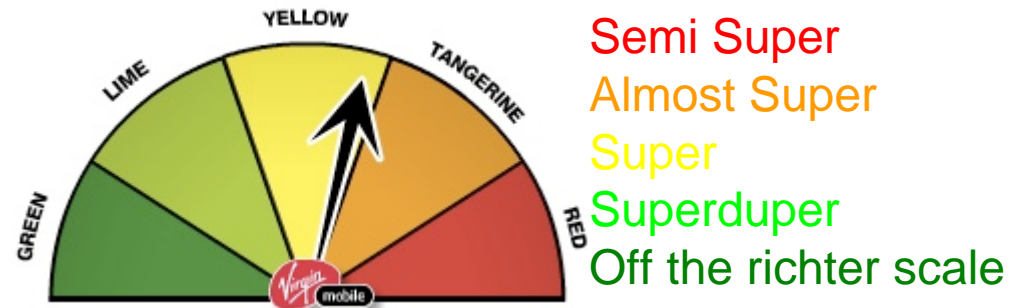
- Knowing each other
- Coaching and mentoring
- Inclusive process



*You cannot be a leader and ask other people to follow you unless you know how to follow too*

# Recognition for performance superheroism

- Doing more when recognised



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# Recognition for performance superheroism

- Doing more when recognised
- Celebrating bloopers



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# Recognition for performance superheroism

- Doing more when recognised
- Celebrating bloopers
- Customer successful - Team successful



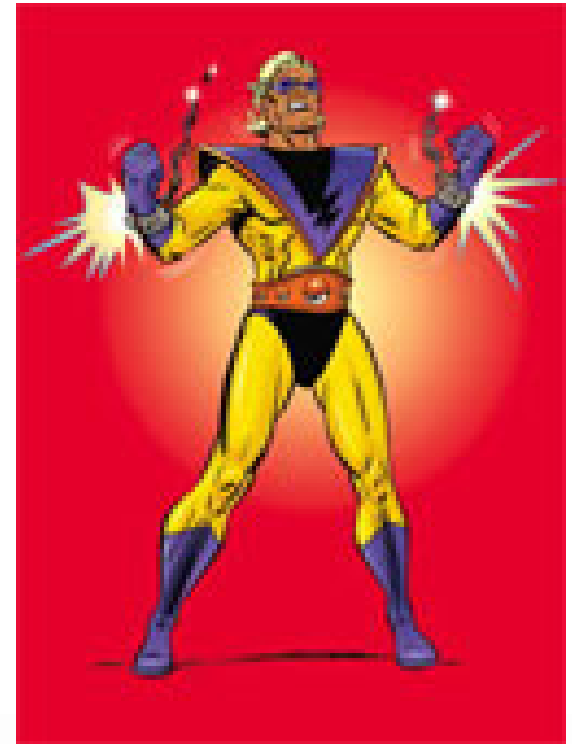
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# Recognition for performance superheroism

- Take a risk - try new ideas - think outside the square – success will follow



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# Recognition for performance superheroism

- Take a risk - try new ideas - think outside the square – success will follow
- Customer suggestions  
- successful performance



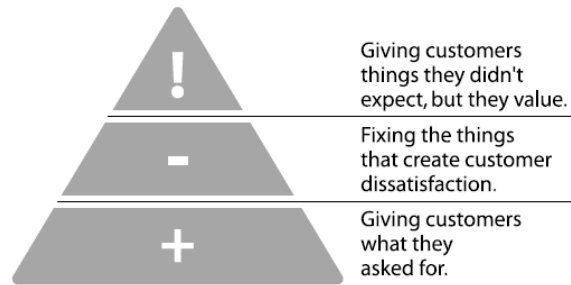
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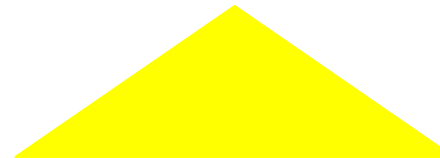
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# Recognition for performance superheroism

As per 'Raving Fans' model



Deliver + 1



Discover what the customer wants



Decide what you want



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# The moment that counts

- Process modeling
- Many customer dialects
- Customer enquiries - a guide only
- Customise – understanding your customer



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# Super Successful...

- Keeping our standards
- Follow-up
- Acknowledgement
- Being realistic
- Under promising – over delivering



# You are a Superhero!

- You do what you really want
- You deliver what your customers really want
- You exceed expectations
- Your customers become your 'Raving Fans'



You become Superheros!

# Share and learn

If we were to poll your customers today for 2 things that they think your team does that makes your team super heroes

What would they say?

1. ?
2. ?

*To lead people, walk beside them*



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# Questions



## References

- Team Management Index
  - Team work preferences model
- ‘Raving Fans’ book by Ken Blanchard and Sheldon Bowle
- Projex Unlimited team developing ‘Raving Fans’ workshops
- Projex thanks Councils that they have had the opportunity to work with

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