

# Opening Doors for **Everyone**



## *Providing Outstanding Customer Service at One-Stop Career Centers*

### **Toolkit – Acknowledging Your Own Strengths**

For additional resources visit: <https://doors.workforce3one.org>

This toolkit was developed by Social Policy Research Associates in collaboration with ETA's Older Workers Program, Disabilities Program, Indian and Native American Program, and Migrant and Seasonal Farmworker Program. U.S. Department of Labor Task Order DOLU101A21498.



## ACKNOWLEDGING YOUR OWN STRENGTHS<sup>1</sup>

Strengths-based customer service is about discovering and acknowledging each person's strengths. To become adept at doing this with others, it's best to begin with yourself.

Take a moment to reflect on your day-to-day work responsibilities and activities and what personal qualities and skills you bring to bear in carrying them out.

**1. What do you like best about your job at the One-Stop Center?**

**2. What personal qualities do you have that make you good at your job?**

**3. How do your strengths serve people?**

A strengths-based approach operates on the assumption that people have strengths and resources for their own empowerment.<sup>2</sup>

The goal of the following section is to use your own strengths and passion for your work as a foundation for recognizing the strengths of customers and helping them leverage those strengths to achieve their goals.

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<sup>1</sup> Adapted from: Aguilar, L., & Stokes, L. (1996). *Multicultural customer service: Providing outstanding service across cultures*. Burr Ridge, IL: Irwin Professional.

<sup>2</sup> ([http://www.icvet.tafensw.edu.au/resources/strengths\\_based.htm](http://www.icvet.tafensw.edu.au/resources/strengths_based.htm))