Opening Doors for Everyone

Providing Outstanding Customer Service at One-Stop Career Centers

Toolkit – Tools, Templates & Worksheets: Checklist for Strengths-Based Practice

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

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CHECKLIST FOR STRENGTHS-BASED PRACTICE

Here is a list of quick reminders of what it takes to provide strengths-based customer service to all customers you serve.

✓ Discover what the customer wants. Know his or her aspirations, goals, and dreams.
✓ Enjoy and appreciate differences among individuals and customer groups.
✓ Provide customer service in meaningful ways.
✓ Acknowledge the strengths of all customers.
✓ Practice self-care.
✓ See customers as their own best resources.
✓ Approach work with customers as a coach (see yourself as an informational resource, trainer, trouble-shooter, mentor, and advocate).
✓ Acknowledge the strengths and resources you bring to your work, as well as the strengths and resources your customers possess.¹